



BRIGHT HORIZONS

Back-Up Child Care Parent Handbook

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A Unique Benefit: A Reliable Solution

Bright Horizons® and your employer understand the challenges you face balancing competing personal and professional demands, especially when child care issues arise such as:

- ▶ Regular provider is ill or on vacation
- ▶ Stay-at-home spouse needs extra help
- ▶ Nanny turnover or transition
- ▶ School vacations or regular child care center is closed
- ▶ Transition back to work after maternity or disability leave
- ▶ Business travel
- ▶ School closed due to inclement weather

Bright Horizons Back-Up Care™ provides working parents with a safety net for those days when regular care arrangements fall through. Our centers are specially designed to help children feel safe and secure, and to ease their transition into their new environment. We welcome your child with our colorful facility, engaging opportunities for play and discovery, and devoted child care experts. Our caregivers are trained to ensure that you and your child receive individualized attention starting with a World Class Welcome in the morning and finishing with a full report at pick-up on how your child spent his or her day.

Back-Up Child Care

Bright Horizons back-up child care supplements, rather than replaces, your regular child care arrangements. Our centers are a solution for working parents who need an alternative, often at the last minute, to their regular child care provider.

We provide comprehensive child care services for infants through school-age children. Highlights include:

- ▶ State-of-the-art child care facilities with spaces designed specifically to match the development of each age group
- ▶ High-quality program for learning through Bright Horizons' *World at Their Fingertips*® curriculum
- ▶ Well-trained, experienced caregivers and educators trained in health, safety, and security procedures
- ▶ All eligible Bright Horizons centers are accredited (or in the process of accreditation) by the National Association for the Education of Young Children (NAEYC)

We take pride in maintaining high-quality educational programming standards. Our programs are based on a developmentally appropriate environment and curriculum that embraces the unique cultural and individual needs of each child and family. Our experienced staff encourages each child's individuality in order to promote a positive self image.

We believe that children experience learning through play. Based on this belief, we provide a wide variety of activities in all the curriculum areas where children can experience "hands on" learning. Our goal is to ensure that your child's day in back-up care is a rich and meaningful experience.

Bright Horizons provides programs to children without regard to race, religion, color, creed, gender, cultural heritage, parent/guardian marital status, parent/guardian political beliefs, parent/guardian sexual orientation, disability or special needs, child's toileting ability, medical condition, HIV status, or any other consideration made unlawful by federal, state, or local laws.

Any information regarding a child, a child's family, or other matters discussed with center management or staff will be held in the strictest confidence.

We take the security and privacy of your personal information very seriously, and we meet or exceed applicable industry standards and regulations.

Bright Horizons meets and, in many cases, exceeds all local and state licensing requirements.

Please note: Center design, equipment, staffing, ages served, and operations may vary from location to location. Some centers may provide full-time and other types of child care in addition to back-up child care services.



Who is Bright Horizons?

Founded in 1986, Bright Horizons is the world's leading provider of employer-sponsored child care, early education, back-up care, and work/life solutions. We manage full-service and back-up child care centers for more than 1,000 clients around the world.

Bright Horizons back-up care is focused solely on the most important areas of work-site child care: meeting emergency child care needs at the workplace and offering flexible child care arrangements, such as travel care, conference care, and stormy-day care.

In all our child care programs, we strive to:

- ▶ Nurture each child's unique qualities and potential
- ▶ Support families through strong partnerships
- ▶ Collaborate with employers to build family-friendly workplaces
- ▶ Create a work environment that encourages professionalism, growth, and diversity



Our Professional Staff

Bright Horizons staff are trained professionals who have expertise in educating and caring for young children and supporting working parents. Center directors meet state licensing credential requirements and many teachers have associate's (or equivalent experience) in early childhood education. Prior to joining Bright Horizons, all staff members complete an extensive interview process including background and reference checks. Once hired, all staff members are trained in the unique characteristics of back-up child care, including the environment and curriculum. Special emphasis is placed on security, hygiene, health and safety, first aid, CPR, and life-saving procedures. Bright Horizons provides all teachers with opportunities for ongoing professional training and life-saving procedures.

Reporting Abuse and Neglect

Individuals working with children are mandated reporters and are required by law to make a report to the appropriate state authorities if they have reasonable cause to believe or suspect a child is suffering from abuse or neglect, or is in danger of abuse or neglect. All staff receive training in identifying and reporting suspected abuse and neglect. The particular state child protective service agency involved will determine appropriate action and may conduct an investigation. It is the agency's role to determine if the report of abuse or neglect is substantiated and to work with the family to ensure the child's needs are met. Bright Horizons will cooperate fully with all appropriate authorities and will maintain confidentiality. Our foremost concern is always the protection of the child.



Reservations

Reservations are required every time care is needed and can be made one month in advance and up to the day care is needed. Some employers offer a larger reservation window. Please contact your HR department for information about your specific benefit.

Keep in mind that centers experience high-demand periods that are usually consistent with public and private school closings. Centers make every effort to confirm your reservation. Reservations may be considered on a “first come, first served” basis. However, some centers may reserve the right to determine reservations based on a variety of factors.

Requests for reservations will generally be returned within two business days. During high-demand times, it may take up to five business days to evaluate all incoming requests for care. Same-day or next-day requests will be returned as soon as possible.

Your reservation must be confirmed verbally or by email before you and your child can attend the center.

Registration

All children must be registered before reservations for back-up child care can be confirmed. To ensure the safety and well-being of your child while at the center, and to meet local child care licensing requirements, you must provide the following to register:

- ▶ Bright Horizons Care Profile
- ▶ Back-Up Informed Consent Form
- ▶ Child Health Assessment and Immunizations including State/City Medical forms
- ▶ Medication Authorization Form, if applicable
- ▶ Health Care Plan (e.g., allergy, asthma), if applicable
- ▶ Developmental Profile/Personal Care Plan, as applicable
- ▶ Any other state required forms as designated to comply with local licensing requirements

We encourage you to schedule a tour of the center before your first visit so that both you and your child have an opportunity to become familiar with the center as well as the routines and procedures that you can expect.

Child Custody

Bright Horizons strives to remain neutral in all custody disputes so that all parents/guardians feel equally welcome at the center. Legally, unless there is an active restraining order, court order, or court-ordered visitation schedule on file at the center that designates otherwise, the center cannot deny a parent or guardian access to his or her children. We require all families to resolve their difference or unsettled court orders through legal channels. Bright Horizon's primary concern is the safety of all children and staff at the center. For that reason, the center cannot be used as a place for scheduled visitations, nor can we be responsible for supervising parent or guardian visits.

Payments

Where applicable, per-use fees (copayments) must be paid prior to using the center. You may also be charged for any lunch fees or late-pick up fees incurred at the center. Fees are non-refundable. Contact your employer for further information about your benefit.

Cancellations

If you have a confirmed reservation and your plans for care change, please cancel your reservation promptly. Your cancellation will assist us in making every effort to accommodate other families' requests. Reservations must be cancelled **no later than 5:00 p.m. on the business day prior to the reserved day of care.** No-shows and late cancellations may be counted as a use for the purposes of utilization and the collection of copayments.



What to Bring

To start your child's day off right, consider his or her specific needs and what will make your child feel comfortable in a new environment. Please follow these guidelines:

Food

If you have an infant or toddler, please bring an appropriate number of premixed bottles of formula or milk for each feeding, and enough baby food for the day. Some state licensing restrictions apply; please speak with the center or contact center consultant regarding infant feeding requirements. Label all bottles and containers with your child's full name. Please be prepared to share information about your child's feeding schedule, including amounts, temperature, and times for feeding.

Some Bright Horizons centers provide lunch. Please contact your confirmed center to learn about the lunch program and any items that are not allowed due to food allergy policies. All Bright Horizons centers are nut safe. This means we do our best to keep nut products out of the centers. All families and staff are asked to carefully monitor all product ingredients to avoid nut-containing products (including almond milk and products containing nuts in any form, such as lotions).

Clothing

Children should wear play clothes, as they may be involved in projects that use paint, water, and other materials. For safety reasons, we strongly discourage drawstrings or dangling jewelry, particularly for younger children. We ask that a complete set of weather-appropriate clothing, including socks and underwear,

be brought to the center on the day of care. If your child is toilet training or newly toilet trained, additional clothing may be needed.

Toys

Each center has a wide variety of toys in each classroom. Children are welcome to bring a blanket or special toy (excluding infants), or pacifier that may ease their adjustment to the center. Other toys from home often cause conflict, and the center cannot be responsible for their safekeeping. Please keep in mind that centers do not allow toys that may be dangerous or encourage fighting, such as weapons and action figures. Please check with center staff concerning guidelines for bringing electronic equipment such as games, music players, and cell phones.

Due to strangulations hazards, pacifiers attached to strings or ribbons cannot be placed around infants' necks or attached to infants/clothing at any time, including activity time and while in their cribs. Additionally, pacifiers with a stuffed animal attached are not allowed.

Identification

Please label all clothing and other belongings such as bottles, cups, diapers, wipes, and toys with your child's full name.

Infant Care

Infant Sleep Positions and Crib Furnishings

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

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

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

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

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

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

Infant Feeding: Bottles and Food

In order to maintain consistency from home to the center, and to meet the individual needs of children,

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

Glass bottles (with a silicone sleeve to reduce the risk of dropping the bottle while feeding) are allowed where permitted by the state licensing agency. All bottles should be capped and labeled with your child's full name. Each infant will be assigned a color code, which will be placed on all bottles and food containers. A color-coding chart will be kept in the classroom. Staff use visual and verbal check procedures to be certain all infants receive the correct bottles. To avoid uneven heating and the risk of burning children, microwave ovens are not used to heat infants' bottles or food. To avoid contamination, all leftover contents of bottles are discarded after 60 minutes (unless the child is still feeding). All bottles are sent home at the end of the day.

Snacks (crackers, fruit, teething biscuits, etc.) are supplied for older infants.

As recommended by the American Academy of Pediatrics (AAP), infants younger than 12 months will be fed formula or breast milk (no cow's milk); children between 12 and 24 months will be fed formula, breast milk, or whole milk. A request to feed a child younger than 12 months cow's milk will require written authorization from the child's medical provider. You may request that soy formula or soy milk be fed to your child due to a possible lactose intolerance or a suspected or diagnosed allergy. If due to an intolerance or suspected allergy, you must complete a Suspected Allergy/Food Intolerance Form; if due to a diagnosed allergy or other medical reason, a health care plan will need to be completed by the child's medical provider.

The use of milk containing nut products is not allowed.

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

Breastfeeding

A meaningful benefit of having child care near or at the workplace is the opportunity for a new mother to breast-feed throughout the day. If you are a nursing mother, we will be happy to make arrangements for you to visit your infant at any time. If the center is not convenient to your workplace for nursing visits, please feel free to supply us with expressed milk to feed your baby. For identification purposes, all breast-milk bottles are marked with a red band as well as the child's first and last name and color code.

Bibs, Pacifiers, Teething Beads

Please provide bibs for your child. Due to strangulation hazards, bibs will not be left on babies in cribs. If your child uses a pacifier, please provide at least two, as well as instructions for use. Infants will not be forced to take a pacifier for any reason.

Due to strangulation hazards, pacifiers attached to strings or ribbons cannot be placed around infants' necks or attached to infants' clothing at any time, including activity time and while in their cribs. Additionally, pacifiers with a stuffed animal attached are not allowed.

Teething beads, including Amber beads, are not allowed.

Diapering

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

Diapers will be changed:

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

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

Please bring enough disposable diapers and wipes for the day (check with the center as these may be supplied by some centers), and check with center staff concerning the use of cloth diapers.

Toilet Learning

Learning to control one's bodily functions is a childhood rite of passage, and it is of great importance to all in a child's life — including those at home and at the center. A family/teacher partnership that supports the child is the most important factor in making this experience successful and as low-stress as possible. There are different views on the when and how of toilet learning, and every culture approaches it differently. Research indicates that young children cannot successfully learn how to use the toilet until they are physically, mentally, and emotionally ready.

Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Thus, toilet learning is generally most successful when started around two years of age or later.

Most positive toilet learning will occur only after children show both signs of physical control (or awareness) of their bodily functions, and a demonstrated interest in/curiosity about the process. Bright Horizons' toilet-learning procedures follow the recommendations of the American Academy of Pediatrics and state regulations. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's needs. Procedures will be posted in each classroom.

The following guidelines will be followed:

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

Your Child's Day in Back-Up Care

You may wonder what your child's day in back-up care will be like. Here are the answers to frequently asked questions regarding the routine of a typical day in back-up care:

Arrival

When your child arrives at the center, he or she must be accompanied by you or another authorized adult. You and your child will be introduced to the staff and shown where to store your child's personal belongings. Please allow sufficient time to transition your child and have a conversation with your child's teacher regarding your child's care for the day, particularly on your first visit. You are welcome to stay with your child as long as necessary to help your child adjust to the center. We recommend that you set aside at least 10 minutes for arrival, especially on your first day at the center.

Daily Information Sheet

You will be asked to fill out a daily information sheet indicating where you will be located during the day, including a current phone number where you can be reached.

Please include any pertinent information about your child with regard to current medications, allergies, or food restrictions.

If you have specific information regarding your child that needs to be shared with your child's teacher during the course of the day, we ask that you contact the center directly.

Adjusting to the Center

Separation from parents and adjustment to a new environment may be challenging for children. Bright Horizons teachers are well trained to provide support during this sensitive time. If a child is having difficulty because a parent has left, the teacher will allow the child to express his or her anger or sadness, offer comfort, and try to engage the child in an activity. If the child continues to be upset and cannot be consoled within a reasonable amount of time or refuses to participate in the program, we will call you to discuss how the staff might help your child. Our goal is to help your child adjust and have a successful day.

Departure

Children will be released only to a parent, guardian, or other adult previously authorized in writing as noted on the Child Release Form or a written note left the day of care.

At pick-up time, you will receive a daily written report informing you about your child's day. Please allow sufficient time prior to the center's closing time to speak with your child's teacher about your child's day and pack up your child's belongings. You must pick up your child by the close of center business hours. Upon arrival at the center for pick-up, you (or another authorized adult) are responsible for your child.

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

Late Pick-Up

We do understand that special circumstances arise and you may not be able to pick up your child on time. If you must send one of your emergency contacts, please notify the center immediately,

Children left in our care after hours will be supervised for as long as possible. In the absence of contact from a parent/guardian, we will call all the numbers listed on the Child Release Form. If we are unable to reach you or an emergency contact after two hours, the local child protective services agency and/or police will be called, as required by state licensing. Late fees may be charged.

Visitors

You are encouraged to visit your child at any time during the day. Others wishing to visit children are not permitted unless accompanied by the child's parent, guardian, or authorized non-parent/guardian, such as a grandparent or nanny.

Daily Activities

The *World at Their Fingertips* curriculum at Bright Horizons consists of developmentally based programs for each age group. There are also elements that emphasize content area, like *Language Works*, *Math Counts*, *Science Rocks*, *Art Smart*, *Well Aware*, *Toward a Better World*, and *Caring Matters* that cross all ages.

The activities for the day will vary, based on the needs of the individual child and the importance of providing a variety of activities and quiet times in a child's day. A complete daily schedule of activities is posted in each classroom. Generally, you and your child can expect the day to include:

Meal Times

Bright Horizons provides nutritious snacks each day. Please contact your confirmed center for the daily snack menu.

We invite you to eat lunch with your child at the center or take your child out to lunch when you can. Please indicate on your daily information sheet if you are taking your child out or if you would like the staff to serve the lunch you have provided or the lunch provided by the center. Please provide any special foods needed due to allergies, religious customs, or health conditions.

Prior to day of care, please check with your confirmed center about whether lunch is provided, and if there are any restricted food items due to food allergy policies. Please note, all centers are nut safe, and nut-containing products (including almond milk) are not allowed.

Candy, gum, soda, or glass bottles are not allowed. Let us know if you need any additional information regarding daily meals.

Quiet Time

Children rest or have quiet time after lunch. Mats, or a quiet reading space are available for children. Please check with your confirmed center about whether sheets and blankets are provided for children under 6 years, excluding infants. Children over the age of 6 may engage in quiet activities such as reading or games. All sleeping items are laundered and/or disinfected after each use.



Infants will sleep in a crib, according to their own schedule. All infants will put to sleep on their back. Where allowed by state regulations, parent/guardians who choose to have their child placed to sleep in the crib on his/her side or stomach (or any other variation other than to sleep on their backs) must sign a release authorizing Bright Horizons to make an exception to its policy and to release Bright Horizons from any liability. This release must also be signed by the child's medical provider.

Outdoor Activities

Weather permitting, the daily schedule at some centers may include taking children outside for a walk or for playing in an outdoor playground. Your authorization is required, and children should be dressed appropriately for the weather.

Children, including infants, will sleep according to their own schedule and will not be awoken for any reason, including feeding, unless the parent/guardian has come to pick up the child.

Special Needs

Some children with special needs may require flexible programming, additional teachers, or special teacher training. While the center is committed to assisting all families, a back-up child care center may not be an appropriate setting for all children. Eligibility will be determined based on the center's ability to provide quality care for each child.

Please contact your program's reservation number to discuss your child's needs before making a reservation. A care plan specific to your child's needs may be requested.



Positive Guidance Policy

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

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

- ▶ Expectations are limited to what is realistic for the developmental level of the child, and clarified so children understand what is expected.
- ▶ A “yes” environment enhances and encourages children’s positive behavior
- ▶ Teachers model appropriate behavior
- ▶ Teachers use redirection by providing alternatives that enable them to turn destructive situations into constructive ones
- ▶ Natural and logical consequences motivate and empower children to make responsible decisions
- ▶ Cooperation, helping, negotiating, and problem-solving are encouraged

The following methods of discipline are prohibited:

- ▶ Subjecting children to cruel, severe, corporal or frightening punishment such as shaming, humiliation, threats, derogatory remarks, verbal or physical abuse, neglect, or abusive treatment including any forcible restraining, hitting inflicted in any manner upon the body, shaking, jerking, squeezing, spanking, yelling, or choking
- ▶ Labeling, such as indicating a child is a “bad” boy or girl or otherwise implying that he or she rather than the behavior, is the problem
- ▶ Bribes, false threats, or false choices
- ▶ Depriving children of outdoor time or, unrelated activities such as special events
- ▶ Depriving children of meals or snacks; force feeding children or otherwise making them eat against their will, or in any way using food as a consequence. Neither will food be used as a reward to get the child to behave in a certain way.
- ▶ Retaliating or doing to the child what he or she did to someone else
- ▶ Punishment for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting
- ▶ Confining a child to a high chair, crib, or any other piece of equipment for an extended period of time in lieu of supervision or as punishment

Health and Safety

The following policies have been created to ensure the health and safety of all children in the center at all times.

Administering Medications

We strongly recommend that you administer all medications, whether prescription or non-prescription. You may make specific arrangements with the center to administer your child's medication if you are unable to do so. These arrangements must be made in advance, as they require specific written directions from you and, where applicable, the prescribing medical provider. All medications will be stored in a locked box labeled "medications" in either the director's office or in the refrigerator. Prescription medications must have a pharmacist label, showing the name of the prescribing medical provider, the child's full name, date of prescription and expiration date, and instructions for administration. All over-the-counter medications, including diaper cream, must be in their original container labeled with the child's full name. Please do not leave any medication, whether prescription or non-prescription, anywhere in the center (including diaper bags and backpacks). Unused medication will be sent home with the parent, guardian, or other previously authorized person at the end of the day. No medication may be disposed of in the center.



Center staff cannot administer acetaminophen or other fever-reducing medicines so that a child can remain at the center. With written authorization from you and/or your child's physician, the center can administer fever-reducing medicine to your child while he or she awaits your arrival. The authorization must note the specific reason to administer the medication and you must supply the center with the medication. Your child may be readmitted to the center after he or she is fever free for at least 24 hours and has no other symptoms.

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

Please note: State or local licensing regulations regarding the administration of medication in child care centers may supplement or supersede these policies. Please consult center staff for assistance.

Allergy Management

Families are expected to notify the center regarding children's food or environmental allergies. Parents/guardians of children with diagnosed allergies or asthma are required to provide the center with an individualized health care plan, signed by the child's medical provider, detailing the child's symptoms, reactions, treatments, care, and all necessary medications. A list of children's allergies with photos is posted in all the classrooms throughout the center, including the kitchen. Staff members are trained on how to consult and use the list. The names of children with medically documented food allergies, food related health issues documented by a physician, and those with suspected allergies will be highlighted in red. Children with health related issues requiring a health care plan, including allergies unrelated to food, will be highlighted in purple.

Contact with nuts, including peanuts or products containing traces of nuts or oil, can be critical or even fatal to a child with a severe nut allergy. All Bright Horizons Early Education and Preschool Centers are nut-safe. This means we do our best to keep nut products out of the centers. All families and staff are asked to carefully monitor all product ingredients to avoid nut-containing products (including almond milk and products containing nuts in any form, such as lotions). Despite our diligent efforts, it is impossible to eliminate all risk for children with food allergies. Ultimately, in light of the risks that cannot be eliminated, parents/guardians will need to decide whether group care is appropriate for their child with allergies.

Minor Injury

Bright Horizons staff members are trained in first aid and CPR. If your child sustains an injury, you will receive an Occurrence Report outlining both the incident and the course of action taken by the staff member. Minor wounds such as cuts, scrapes, or bites, will be washed with liquid soap and cool, running water and then rinsed. A dry bandage or dressing may be applied as appropriate. You will be contacted immediately if the injury produces any type of swelling, is on the face or head, or needs medical attention. You will be presented with the Occurrence Report to review and sign at time of pick-up. A copy will be provided to you at time of signature.

Injuries Requiring Medical Attention

For injuries that require medical attention, the staff will call you as soon as possible. If you cannot be reached, the staff will call the emergency medical contact person specified on your child's Authorization for Release and Emergency Medical Treatment Form. Staff will also continue to try to contact you. If you are not immediately reachable and the staff feels that medical attention is imperative, they will call 911 and the center director or a teacher will accompany your child to a local hospital. The cost of any emergency medical treatment and related transportation for the child will be your responsibility.

Illness

The health and safety of each child is of paramount importance to Bright Horizons. In consideration of other families, we do not permit sick children to use the center. We will contact you if your child becomes ill and will keep your child comfortable in a quiet area until you can arrive to take your child home. For your child's comfort, and to reduce the risk of contagion, we ask that children be picked up within 1.5 hours of notification.

Children may occasionally seem ill without any clear cause. Please do not bring your child to a Bright Horizons center if your child seems "under the weather."

Children with the following symptoms may not use the center:

- ▶ **Temperature:** A temperature of 101 or above regardless of method used, accompanied by behavior change or other symptoms. Please be sure that your child is fever free for at least 24 hours before returning to the center.
- ▶ **Respiratory Infections/Severe Colds:** Respiratory infections, such as colds and bronchitis, are usually caused by viruses. A persistent "loose" cough and/or a runny nose is considered a severe cold. Please do not bring your child to the center until he or she is symptom free.
- ▶ **Vomiting or Diarrhea:** Please do not bring your child to the center until at least 24 hours after vomiting or diarrhea has stopped.
- ▶ **Other Contagious Diseases:** Your child must be symptom free or have verification from a medical provider that he or she is no longer contagious. Communicable diseases include, but are not limited to: chicken pox, Coxsackie's virus, German measles, haemophilus influenza, measles, meningococcus, mumps, strep throat, conjunctivitis, impetigo, tuberculosis, whooping cough, giardia lamblia, hepatitis A, salmonella, shigella, lice, and scabies. Bright Horizons reserves the right to require

verification from a doctor that your child is not contagious before allowing him or her to return to the center. If your child has recently visited Bright Horizons and becomes ill with a contagious disease, please inform the Bright Horizons staff as soon as possible so that we can notify other families whose children may have been exposed. Bright Horizons staff will provide information regarding the type of communicable disease, symptoms, and precautionary measures that may be taken in addition to information about when an infected child may return to care.

Center Safety

At Bright Horizons, the safety of the children, as well as the safety of our teachers, is a top priority. Each Bright Horizons center is a secured facility, and admittance is granted to the following individuals only:

- ▶ Bright Horizons staff
- ▶ Parents or guardians of children using the facility
- ▶ Authorized non-parent/guardian
- ▶ Visitors with pre-approved authorization to enter
- ▶ Licensing officials and others at the discretion of the center director

Please note: Certain areas of a center may be monitored and videotaped for observation and security purposes.

No Smoking

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

Hot Beverages

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

Weapons

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

Vehicles

When dropping off/picking up, we ask that your vehicle be turned off and your keys removed while the car is parked. Do not leave your child in an unattended vehicle.

Notes

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The policies and procedures described in this parent handbook only apply to centers operated by Bright Horizons and are subject to change without notification. Any changes to policies and procedures will be posted and available at the center. Policies and procedures may vary from center to center.

We look forward to seeing you and your child at a Bright Horizons back-up center soon.



Bright Horizons is the world's leading provider of employer-sponsored child care, early education, and work/life solutions, managing early care and education centers in the United States, the United Kingdom, Ireland, the Netherlands, India, and Canada. Bright Horizons serves more than 1,000 clients, including more than 80 of the "100 Best Companies" as recognized by *Working Mother* magazine.