

# Brighter Angels Learning Center



*Brighter Angels Learning Center  
Preschool and Daycare*

## Parent Handbook

Dear Parents/Guardians:

Welcome to our center! A child is a unique individual at **Brighter Angels Learning Center** environment respects the child's unique developmental needs. We encourage children to express their creativity and we focus on opportunities for success. We encourage children to think about and reflect on each decision they make, thus developing their problem solving skills, creativity and excitement about learning areas are organized to provide hands-on activities and to encourage children to problem-solve.

We will provide you with a high quality early childhood program. In it you will see:

- Planned learning activities appropriate to your child's age and development, such as block building, painting manipulative, math, science, discovery, language skills, music and movement, reading stories, free play, creative arts, dramatic play, and active outdoor play.
- A healthy, safe environment for all children.
- Regular communication with parents. Parents are welcomed visitors at all times.

The environment is clean, safe, and well planned. To ensure that all children are safe, **no child will be allowed to behave in a manner that jeopardizes his/her safety, the safety of other children or the safety of our staff.**

We offer full day, full time, part time, before and after school care and before or after school care for children 6 weeks to 12 years old.

**Drop-Ins:** On occasion we are able to take children on a drop-in basis. Parents need to fill out the proper enrollment information. We need to have current immunization records on file. Drop-in care should never exceed the hours permitted by the Child Care Center and all the policies, including illness in this handbook do apply. For our current drop-in rates please ask the director.

The Center would like a day notice for drop-in children. If you schedule a drop-in reservation, and for some reason your child does not attend, the center requires a day notice of cancellation, or your account will be billed accordingly. If your schedule becomes more consistent, you may wish to enroll in our regular program rather than utilize the drop-in care to assure placement within the Center when care is needed.

**Operating Hours:** We are open Monday thru Friday, from 6:00 am - 6:00pm. Our liability insurance does not permit us to have children left before or after operating hours.

**\*\*Please have a back-up plan for days you are running behind or stuck in traffic.**

**Holidays:** Brighter Angels will be closed on the following holidays:

New Year's Eve at 4:00pm	New Year's Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
Christmas Eve at 4:00pm	Christmas Day

If a holiday falls on a Saturday we will take the previous Friday; If it falls on a Sunday, we will take Monday off. Full tuition is due on Holiday weeks. you are not entitled to any refund, credit, make up day, or other allowance for these days.

**Registration Fee:** \$50 per child and \$100 max per family

- One time only
- It is nonrefundable
- Must be paid in advance
- Holds enrollment space for ten days

**Enrollment/Waiting lists:** In order to assure that all children receive individual attention, our class sizes are limited. Students are enrolled on a **first come, first served basis.**

**Note:** If your child is absent from the center for more than 10 school days, he/she will no longer be an active client and you will need to completely re-register your child, pending availability.

If you decide to withdraw your child for more than four weeks, in order to guarantee your spot, you will need to pay a \$50 fee. **A two week notice of intent to withdraw is required.**

**Enrollment requirements:** Prior to the first day of attendance, the following must be completed:

- Child information, immunization records, emergency forms, CACFP income affidavit must be turned in, in addition to any other enrollment forms, signed and complete.
- Shots must be current within one week of enrollment.
- Signed health, attendance and miscellaneous policy agreement forms
- Tour of the facility
- Payment of registration fee, first week tuition. (See rate schedule for fees)
- A complete change of clothing, weather appropriate (labeled)
- Diapers, wipes or extra training underwear

DO NOT BRING:

- Hard candy, chewing gum, or popcorn, balloons, cough drops, coins. They are a choking hazard.
- Toys from home. We will not be responsible for any lost or damaged items. We do not allow toy guns, knives, toy swords or any toys of destruction which encourage violence or aggressive play.
- Clothing or shoes that are difficult to put on/take off

**Clothing:** Please provide with a complete spare outfit. Mark all items with your child's first and last name. Please place those items inside a zip lock bag labeled with your child's full name. Children should be dressed in comfortable, easy to care for clothes. Clothing should be easy to play in and appropriate for the particular weather conditions. We do provide paint smocks for activities that are messy; however, children will get dirty. Comfortable play clothes are most appropriate. Tennis shoes are best. Open sandals expose the child to unnecessary injury and are prone to slips, splinters and stubbed toes. For safety reasons no high heels, or flip flops are allowed.

**Sign in/out:** A complete signature will be required (first and last name) every time your child comes to the center. It is your responsibility to sign in when arriving and out when departing. The person signing in/out must be

18 years or older. You are required to clock in and out and sign in and out daily. If you make any corrections please initial any changes made.

**Attendance:** Our curriculum begins in the classroom at 8:00 am. You are not required to have your child here at that time, but please understand that your child is missing out on the curriculum if he/she arrives at a later time. If you are going to be later than 10 am, please call us so that we do not send staff home.

As courtesy to all of the napping children, we ask you not to bring your children after 12:00 pm or before 2:30 pm. Nap time is very quiet time and disruptions will not be permitted.

**Tuition Fee:** Your tuition is due every Monday. Payments after Monday are subject to a \$10 late fee. There is a \$25 fee on all returned checks. After the first returned check we will only accept credit/debit or money orders. Payment for services must be made by credit/debit card, check or money order. **We do not keep any cash in the building.** Tuition fees are for space reserved, and is payable whether your child is in attendance or not. Credits are not issued on absent days. Failure to make payments on time will result in termination of services without notice. If you have more than one child you are entitled to 10% discount for the older child. In order to qualify for this discount you have to pay in advance, DES clients do not qualify for this discount.

Brighter Angels is approved DES vendor. Those who believe they qualify for any type of federal assistance should call the Department of Economic Security to fill out the appropriate intake paperwork. It is the parent's responsibility to obtain DES authorization, NOT Brighter Angels. **If we are waiting for DES authorization, the parent will pay full tuition until DES calls with authorization. We will then reimburse you or we will apply the payment towards the co-payment.**

Parents are responsible for any changes when services has been authorized or stopped. Please keep all DES paperwork updated. It is the parents/guardians responsibility to pay the difference between what DES allows and the current charge of tuition. DES parents/guardians are responsible to pay their co-pays for all days children are enrolled and schedule to attend regardless of whether they attend. DES only pays for two (2) absent days per month; the parent/guardian is responsible for the full amount after that. If payments are not made, and an account is referred for collection, parents will pay all reasonable attorney fees, court costs and collection agency fees.

**A late fee of \$10.00 will be charged to accounts not paid by Wednesday. Children may not attend the remainder of the week, until payment is received.**

**Late pick up fee:** (After 6:00pm According to Brighter Angels Clock). Cash is due at time of pick up.

0-5 minutes \$5.00  
6-10 minutes \$10.00  
10+ minutes \$25.00

After 10 minutes we will start calling your emergency contacts if you have not contacted us. If we are not able to reach any of them, we will contact the appropriate authorities.

Three (3) late departures are grounds for dismissal. If you must be late due to an emergency, please call the center yet late charges will still apply.

**Diapers:** Untrained children should have an adequate daily supply of disposable diapers and wipes at the center. We will send you a note when your diaper supply is low. Please send the diapers or wipes in immediately.

If your child has diaper rash or any other condition that requires the use of a medication, written permission is needed. We follow the guidelines from our Health Consultant while changing diapers. The center will work with the parents on potty training routines that they wish us to follow. Please inform the teacher when your child is in training. We will need at least three (3) extra set of clothes, socks and shoes during potty training. If your child wears diapers and you run out, we will use the center's diapers, because we do not have pull ups at the center. The cost will be \$2.50 per diaper.

**Requests for copies:** If you required copies of your child's records for any reason, we will be glad to copy them for you with the following requirements: The mother/father or guardian must request them in writing at least two days in advance and there will be a \$5 copy fee (up to 20 pages). The copy fee must be paid in advance before copies can be made.

**Vacations:** After 6 months in our daycare, your child is allowed one week vacation (not in attendance) without paying tuition. Maximum two weeks annually, non-cumulative. Vacations are to be taken in full week blocks; there is not credit for single days out.

**Discipline:** Brighter Angels Learning Center strives to provide a safe, positive and fun environment for all the children. All learning opportunities will be positive and helpful in teaching behavior and self-control

Occasionally the program may not be appropriate for a child's continued enrollment. Termination of services may result if the child manifests repeatedly disruptive or inappropriate behavior. The teacher, director in consultation with the teacher will make a decision regarding continued enrollment.

Children are most successful when disciplinary methods are consistent at home and at the center. Our plan consists of the next steps:

1. Redirection
2. Explaining rules to children and alternatives to unacceptable behavior.
3. Verbal warning to child
4. Thinking time (separated from the group) not to exceed 3 minutes.
5. Conference with the director. Parent(s) will be notified by phone.

**Note: Any child that causes serious harm to another child and / or Staff member or a problem continues which negatively affect other children at the center, such as threats directed towards children, staff or self maybe terminated from the center without notice.**

**Illness/health check:** Your child should be kept at home if she/he shows signs of illnesses, such as excessive runny nose, sore or red throat, rashes, infected eyes, fever, upset stomach, diarrhea, head lice or infected sores. Our health policy is taken very seriously and we will make daily checks on arrival time. According to Arizona Child Care regulations, any child with a contagious disease may not stay in a child care center during that illness. **Your child must be fever free for 24 hrs before he/she is allowed to return to the center.**

Please call us if your child will be kept at home. Notify the center as soon as possible if your child has communicable disease or has been exposed to one. Remember that one child can have a huge domino effect. We ask for your help to maintain our center free from disease. We ask the parents to remind your preschool child to wash his/her hands upon arrival, and our teachers will wash the hands of our infant and toddlers. This has been proven to cut out disease from the beginning.

**Injuries:** Any injuries that occur to a child while under the center's supervision require an "Ouch Report". If your child is injured at the center the teacher who is supervising your child will fill out an Ouch Report in detail about what happened, the first aid received (ice pack, band-aid, TLC) and you will receive a phone call if we feel it is necessary. If you receive an injury report please be sure to sign it so we can keep it on file and you will receive a copy as well.

**Emergency medical plan:** If your child needs immediate medical assistance Brighter Angels will call 911. If possible, we will request your child be taken to the hospital listed on his/her enrollment form, however, the final decision will be made by the paramedics. The director or assistant director will ride on the ambulance unless asked by paramedics to follow the ambulance. A member from the front office will call the parent/guardian with information about location and status of health of the child.

**Medications:** Please inform your physician that your child is in full day or part day preschool and that you prefer to give medications at home, morning and evening. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember Brighter Angels Learning Center are designed for **well** children.

If medications need to be administered at school. the following conditions must be met:

- We will not be able to administer Tylenol, Motrin or Aspirin unless we have a Doctor's note with detailed instructions as time, dosage, length of time and the reason for their use.
- **Prescription medication will be accepted only if it is in the original container.**
- Nonprescription medication may only be administered by following the manufacturer's recommendation on the label. Medication must be in the original container and accompanied with a copy of the information given to you by the pharmacy.
- Before any prescription or nonprescription medication can be administered, including sunscreen, and diaper rash medication we must have permission in writing by the child's parent or guardian. Please fill out the medication forms and enter instructions in the form. Give this form to the front office staff along with the medication, which has to be kept in a locked compartment. It is the responsibility of the parent to ask for the medication before leaving the center.
- Medication needs to go home daily.
- Medication will only be given at lunch time with exception of asthma and behavioral medication.

Health forms are required to be completed at the time of enrollment showing any allergies, physical handicaps, a statement of general health, and a current immunization history. These must be updated and kept current.

**Lice:** We have a no lice, no nit policy. Children with lice will not be allowed to stay.

**Meals:** We will provide breakfast, lunch and snack. In order for your child to have breakfast at the center your child must be in before 7:30 am. If he/she is to have lunch she/he will have to be in by 10:45 am.

**Licensing:** Inspection Reports are available for review. Our Center complies with all laws and liability insurance regulations as required by R9-308.

Brighter Angels Learning Center is regulated by the:  
Arizona Department of Health Services  
Office of Child Care Licensure  
150 N. 18th Avenue  
Phoenix, AZ 85007  
(602) 364-2539

**School Age Program:** Brighter Angels provides a special program for school-age children. Children are encouraged to do their homework before any other activity. Activities are planned around the special interests of the children involved, such as , arts and crafts, board games, and sports. Before and after school care will be provided as well as full day care when school is not in session-- or on in-service days, winter and spring breaks and holidays that the center is open. We request that the children observe the same rules as during school and use courteous manners at all times.

**Transportation:** Parents need to fill out an authorization forms giving Brighter Angels Staff permission to take or pick up your child from school. Please notify Brighter Angels by phone or in writing when your child will not be in attendance on any given day, or you will be charge \$5 every time that we go to pick up your child, and your child is not there. Children are required to remain seated with their seat belt on at all times while the motor vehicle is in motion. Failure to do so, will result in suspension of transportation privileges. All of our vans and buses have enough water, emergency information and emergency supplies for all the children that we transport.

**Field Trips:** Each field trip we go on will need a separate permission form. Children will not be allowed to go if we do not have a signed permission slip by parent/guardian. Some field trips will incur on additional charge. Children that do not follow the rules will not be allowed to go on field trips for his/her own safety.

**Pesticides:** The Center will post a form at least 48 hours before a pesticide application occurs on facility premises, containing:

1. The brand, concentration, rate of application, and any use restrictions required by the label of the herbicide or specific pesticide;
2. The date and time of the pesticide application;
3. The pesticide label and the material safety data sheet; and
4. The name and telephone number of the pesticide business licensee and the name of the licensed applicator.

The application of the pesticide will always be apply before/after hours of operation or weekends.

**Disenrollment:** We may disenroll your child for the following reasons: 1. Non-payment. 2. Major behavioral problems, (continually hurting others, destroying property, stealing, being disrespectful, not obeying rules, repetitive biting).

**Parent Responsibilities:** Parents are responsible for their child's actions while in our care. It is your responsibility to make sure your child understands and follows the safety and behavior expectations while at the center. You are responsible for damages that may be caused by your child while at the center.

If you have any custody issues with your child, we must have papers on file in the office in order for us to follow them.

**Visitation:** If you have a court ordered visitation schedule, we will have a copy on file for reference. Please understand that we cannot prevent any birth parent from picking up their child without custody papers on file.

**Communication:** We love to hear comments or suggestions, however, arrival time and dismissal times are not appropriate to have lengthy talks. Please set up an appointment for a conference after school hours.

**Parental access to premises:** We have open door policy to all parents.

**Brighter Angels reserves the right to refuse services to anyone.**