



## PARENT HANDBOOK

### **STATEMENT**

To deliver the best and most trusted early learning services by cultivating joyful learning experiences, social-emotional development and interest-led exploration by connecting children to themselves, to the community, and to the nature world.

### **VALUES**

- Children are curious and ready to learn
- Childhood can be simple and full of wonder
- Children gain pride and independence when trusted
- Children can thrive in nature and grow to love it
- Parents have a vital role in children's lives and are the first and best teachers
- Teachers can inspire hope, ignite the imagination, and instill a love for learning

### **CURRICULUM**

Our curriculum depends on the needs and interests of the children. Teachers for older toddlers and preschoolers usually plan themes that include projects. For infants and younger toddlers, teachers plan developmental activities based on the children's emerging skills. By interacting and observing with children, teachers identify themes and topics of study that have immediate relevance to the children in the group. Busy Minds Academy uses the Arkansas Early Childhood Curriculum Framework.

### **ENROLLMENT POLICIES**

#### **ADMISSION**

No child will be accepted for care until the following are complete:

1) A pre-enrollment interview. During the interview, the family will receive a tour of the school and have the opportunity to ask questions. The initial interview does not guarantee enrollment. The meeting is an opportunity for the director to determine whether the center will be able to meet the particular needs of both parents and the child and for the parent to determine if the center meets the needs of their child.

2) Current Immunization Record, REQUIRED by the State of Arkansas

3) A non-refundable one-time \$200 registration fee per child.

4) Enrollment in ACH auto-pay feature on Brighwheel app

## **REGISTRATION**

All charges are per child and per week, each week of the year. There are no credits for days closed, no refunds, and no vacation credits – these days are taken into consideration in the overall weekly price.

**Parents must provide a valid phone number upon registration and download the Brightwheel app; this is our PRIMARY means of communication with you.**

A non-refundable initial registration fee of \$200 per child is due upon registration to ensure your child(ren)'s spot in Busy Minds Academy.

A 4 week withdrawal notice is mandatory., It must be emailed to [hello@busymindsacademy.com](mailto:hello@busymindsacademy.com) at least 4 weeks before withdrawal or a 4 week charge will be added to the account upon termination in lieu of proper notice.

## **CHARGES and PAYMENTS**

Cost of care varies dependent on age of child. Tuition is charged weekly on all accounts using Brightwheel app using auto-pay feature.

- A \$50 late fee is added on Tuesday to each account not paid in full on Monday
- If your account is not paid in full (tuition plus late fee) by the time you drop off your child on Wednesday, your child will not be able to stay with us until it is paid in full
- Payment is due regardless of attendance, tuition is charged for each placement reserved for your child(ren)
- No credit is given for days closed, vacation days, or sick days – these days are already taken into consideration in the overall weekly tuition costs
- We accept payments through auto-pay ONLY.. Please login to Brightwheel or download the app.
- \$200 material fee is assessed every year in December for the following calendar year. This is non-refundable and will be paid with auto-pay on Brightwheel the 1<sup>st</sup> Friday in December.

Non-payment of tuition and/or charges for five days in a row will result in the services of the center being terminated.

## **CENTER HOURS**

Busy Minds Academy is opened from 7:00 am until 6:00 pm, Monday thru Friday. We ask that you please pick up your children no later than 6:00 pm to avoid any late fees. **\*Families picking up children after 6:00 pm will be charged \$30.00 for 1-15 minutes late, an additional \$30.00 for 16-30 minutes late and an additional \$50.00 charge for 30-60 minutes late\***

## **DROP OFF, LATE FEES and ABSENCES**

Children need to be at the center no later than 8:30 am. This is to keep our children and staff on a consistent schedule. If you drop your child off past 8:30 am, you will be charged a \$30 late drop off charge. This late drop off charge will be paid using ACH auto-pay feature on Brightwheel.

**Families picking up children after 6:00 pm will be charged \$30.00 for 1-15 minutes late, an additional \$30.00 for 16-29 minutes late, and an additional \$50.00 charge for 30-60 minutes late.** Late charges will be paid using ACH auto-pay feature on Brightwheel. The center will not be able to serve families who cannot pick up their children on time on a regular basis.

A continuous absence of five days without payment or notification is considered withdrawal. If the family decides to re-enroll the child, then all tuition, late charges, and a new registration charge must be paid before the child can re-enter the program, providing that space is available.

## **FIRST DAY OF SCHOOL**

- Please LABEL everything
- Please bring your child's lunch
- Please bring a water bottle
- A blanket that can stay here which we will launder weekly.
- A change of clothing in a gallon-sized bag with your child's name on it
- We do not allow backpacks
- Each day, your student's water bottle and lunch box will go home. Please remember to bring these things back to the center the next time your child has school.
- We do not allow toys from home to be brought to the center.
- Please bring a pair of rubber boots to keep at the center.
- If you have an infant, bring a package of diapers, a sample schedule, enough bottles for the day as we do not wash bottles, a pacifier if your child requires one, and a blanket.

## **HOLIDAYS**

We are closed for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve Day, Christmas Day, Good Friday (the Friday before Easter) as well as Martin Luther King Jr. Day or Presidents' Day for in-service training. I agree that I will not receive a refund, credit, or allowance for these holidays. If a holiday falls on a weekend, it will be observed on either the preceding Friday or the following Monday.

## **DISMISSAL GUIDELINES**

- 1) Non-payment of tuition and/or charges for five days in a row will result termination of care.
- 2) Any parent/guardian or child that causes harm or threatens the safety, health and/or well being of a staff member or another child will result in termination of care.
- 3) Any parent/guardian or child that has reckless disregard for the policies of the center and the state agencies that govern child care providers and/or cause undo stress to center staff or operations will result in termination of care.
- 4) The use of tobacco in any form, the use or the possession of alcoholic, illegal substances or unauthorized

potential toxic substances, firearms (including but not limited to pellet or BB type guns) loaded or unloaded, or knives is strictly prohibited at the center. Possession of any of these will result in termination of care.

5) If the center cannot meet the physical, mental, or emotional needs of the child it will result in termination of care. (Repeated biting or behavior incidents that cannot be controlled by the classroom staff that result in a child requiring one on one care.)

6) Repeated tardiness in picking up a child at closing time will result in termination of care.

7) **Repeated late drop off after 9am will result in termination of care.**

*Please know that dismissal is perhaps the hardest part of the job for any director. Should it become necessary for us to terminate the care of your child, it was a decision that came from a lot of soul searching and is in no way a reflection on you as a parent/guardian or your child. Centers, like children, are different and our center may not be the best one suited for your child.*

## **SOCIAL MEDIA**

We would love for you to talk about us on social media! Please refrain from posting negative information on social media about our staff or program. Doing so will result in dismissal from our program. After all, if you decided you didn't like a restaurant anymore and wanted to post about it on social media, you wouldn't keep eating there, would you?

Our program is not for every family, no program can be 100% perfect for 100% of the families enrolled, but we are always willing to work with our families for the best solutions to any situations.

If at any time you have issues with Busy Minds Academy, please seek the attention of the director before you seek the attention of social media! We will terminate services with any family that feels the need to discredit us on social media.

## **CONFIDENTIALITY**

All personal information about families' financial circumstances, family problems, health problems, and/or actions of parents/guardians or children is confidential. Primarily, only the director has access to the children's files. Files are considered property of the center and the director has the responsibility for the security of them. The child care licensing agency does check a random sampling of the files to insure that they contain all the information that is required by its agency. Neither the director nor the employees will release or discuss any information to a third party without written permission from a parent/guardian. Employees will not disclose or knowingly permit the disclosure of any information concerning the child or their family, directly or indirectly, to any unauthorized person. Though the state requires that we keep certain documentation for several years, you may request any and all paperwork that you have provided to us back when you feel our services are no longer needed. A copy will be made of papers the state may require us to keep.

## **PROGRAM OVERVIEW**

### **MORNING ARRIVAL AND ATTENDANCE**

We use Brightwheel to track time and attendance. Each PIN is personalized to you, so please do not share PINs. Each authorized person should have their own PIN.

It is normal for some children to have difficulty separating from parents/guardians in the morning. In these instances, please come into the classroom with your child, show her that you are comfortable in this

environment and comfortable with her teacher. Smile, be cheerful and give her a good-bye kiss, reassuring her that you will be back later in the day. Please do not say “I’ll be right back” or try to “sneak out” of the door, this will only add to your child’s anxiety. Be firm and loving, reassuring her that you will return. In our experience, children are nearly always quick to get involved in the activities as soon as the parent/guardian leaves.

All children must be dropped off before 9 am. If you know your child will not be able to be at the center by 9 am, please call and let the Director know. By calling, it allows us to plan for room occupancy, the children’s snacks, and staffing for the day.

We understand that there will be days when your child has a doctor’s appointment or other commitment that means arriving late or leaving early from the center. We strongly urge that you make your appointments for early or late in the day. When children arrive at transitions, lunch or nap time, or are taken out and returned in the middle of the day, it often negatively affects the rest of their day.

## **DEPARTURE**

Remember that the center closes at 6:00 pm. **Please be on time!** The child may be released to the parent/guardian of the child or any other person named on the release form on the child’s enrollment form (called third party release).

A child will not be released to someone we don’t know. Please inform any persons listed on your child’s release form that they will be asked for ID when picking up your child. Center employees will check that individual’s ID against the child’s enrollment form to insure they are indeed authorized to pick up the child.

A third party release cannot be approved over the phone. Temporary permission to pick up the child must be given in writing, text, or email. This is good for one day only, for a more often pickup, the individual needs to be added to the release form on the child’s enrollment form.

Please be in control of your child during pick-up times. Children are not permitted to walk through the center, leave the center or get into their car unattended.

All children should be restrained in an appropriate child safety seat upon arrival and departure. We are required to report incidences where a child is not properly restrained in a vehicle to the State of Arkansas.

## **INCLEMENT WEATHER**

We strive to remain open during inclement weather, but there may be times when we must close due to the road and weather conditions. There also may be times when we have a delayed start. Our delayed start time is 10 am. If we have a delayed start at 10 am, then we will also close early at 5 pm to allow for the safe travel home of our students and staff. You will be notified of any type of closure via Brightwheel no later than 6 am. There are no tuition refunds for days closed due to inclement weather. Any type of closure is a precaution that we take for the safety of our students and our staff.

## **COVID POLICY**

In the event that a teacher or students test positive for COVID, we will adhere to current Arkansas Health Department standards and will work closely with ADH and Department of Family Services. Tuition will not be refunded if your child’s class is closed due to COVID.

## **SCHEDULE**

A schedule of the day's plan of activities, allowing for flexibility and change, are posted in each classroom. We follow the schedule closely, but allow for flexibility for individual needs and differences among the children. We provide time and materials for both vigorous and quiet activities for children to share or to be alone, indoor and outdoor play, and rest. Washing, lunch, rest, snacks and putting away toys are also allowed for in the schedule. Active and quiet periods are alternated as to guard against over-stimulation of the child.

The daily schedule for your child is a guide. It provides a framework for planning and organizing the daily routine and play activities for the children. The daily routines for children may be a little different based on the age of your child. Infants follow their own biological needs. They are fed, changed, and nap when they need it. Toddlers are changed/taken to the toilet before transitions and as needed. Adjustments to the schedule are made as your child gets older and his needs change. You may also notice that as your child gets older, he may alter his own schedule to fit in with the group.

## **COMMUNICATION**

The building of a relationship between parents and teachers is the foundation for the child's positive experiences at the center. We encourage you to talk openly with teachers in order to establish this relationship. Continuity between home and Busy Minds Academy is essential to providing a meaningful experience for your child. It is important that you tell us about any changes or special activities in the home. The more familiar we are with your family, the more understanding, supportive and helpful we can be.

We love the Brightwheel framework for this type of communication. You are able to communicate directly with your child's teacher and they with you. They are able to send you pictures throughout the day and even let you know when your child has gone down for a nap.

If you have specific questions or concerns, drop-off and pick-up times are generally not the best times to discuss these concerns in depth. We can chat over the phone, text, face-time, or even have a meeting on Zoom.

*Please inform teachers of ANY changes (e.g., one parent has to take a trip, illness or death in the family, moving (even a short distance), parents changing jobs, etc.) before or when they happen. Changes at home often lead to changes in behavior at the center. We can care for and work better with your child if we are aware of the changes at home. If is of utmost importance that you notify the director of any changes in address, phone numbers at home and at work, caregivers or emergency phone numbers.*

At least bi-annually, a sign-up list will be posted for parents to sign up for a parent/teacher conference with their child's teacher; however, can request a meeting with their child's teacher whenever they feel the need exist.

## **REST PERIOD**

All children will have a supervised rest period of at least 60 minutes but not longer than 2 hours. If children do not fall asleep, they shall be allowed to participate in a quiet activity either on their cots or in another area of the room under direct supervision. If your child is not sleeping at night, please let us know. Our children play hard and we find that this rest period makes for a happier child.

## **PHYSICAL ACTIVITY**

All children shall be provided time and space for age-appropriate physical activity, both indoors and outdoors, weather permitting. We strive to spend as much time outside as possible.

### **MAT ASSIGNMENT**

The center will provide cots for rest period. We ask that you provide a small blanket. Mark both the blanket with the child's name. Your child will be assigned a cot upon assignment to his class.

### **CLOTHING**

Please mark all children's clothes with the child's full name. We ask that you stay away from clothes that have a lot of buttons, buckles and bows. As every parent knows, time is of the essence when a child is on the way to the restroom. When dressing your child for the day, please be aware that painting, outside play, and other such activities are part of our day.

### **PHOTOGRAPHS**

We do take pictures of the children and sometimes we may even video them. These pictures are to be used by the children as a way to connect with their environment. The pictures might be used within the center or used in learning projects. We also use the pictures on our social media pages and website. The pictures will not be published or used for advertisement without the written consent of all parties. You will have an option on your enrollment paperwork to decline the use of your child's photograph.

### **SHOE FREE ENVIRONMENT IN THE INFANT ROOM**

With infants commonly on the floor, we want to provide a clean, safe, and healthy environment in the infant room. We practice a "shoe free" policy in this room. We ask that adults entering the carpeted area of the infant room please remove their shoes. We take this action to prevent outside contaminants from being brought into the room and spread onto the carpet. The infants spend much of their time exploring on the floor, so it is best that these areas be kept as clean as possible.

### **BEHAVIOR MANAGEMENT**

Behavior Management at Busy Minds Academy is developed with support and encouragement of positive behavior through a planned environment which provides a variety of activities from which the children may choose. Methods include reinforcement such as verbal praise, smiles and pleasant attention for appropriate stated alternatives when a conflict situation occurs.

1. Behavior guidance shall be:
  - a. Individualized and consistent for each child
  - b. Appropriate to the child's level of understanding
  - c. Directed toward teaching the child acceptable behavior and self-control
2. Physical punishment shall not be administered to children.
3. The length of time a child is placed in time out shall not exceed one minute per year of the child's age.
4. Acceptable behavior guidance techniques include:
  - a. Look for appropriate behavior and reinforce the child with praise and encouragement when they are behaving well.
  - b. Remind the child on a daily basis of the rules by using clear positive statements regarding how they are expected to behave rather than what they are not supposed to do.

- c. Attempt to ignore minor inappropriate behavior and concentrate on what the child is doing properly.
  - d. Use brief supervised separation from the group only when the child does not respond to a verbal command which instructs the child as to how he or she is supposed to behave.
  - e. When a misbehaving child begins to behave appropriately, encourage and praise small steps rather than waiting until the child has behaved appropriately for a long period of time.
  - f. Attend to the children who are behaving appropriately and other children will follow their example in order to obtain your attention.
5. The following activities or threats of such activities are unacceptable as behavior guidance measures and shall not be used for children. These include, but are not limited to the following:
- a. Restraints (Restraining a child briefly by holding the child is allowed when the child's actions place the child or others at risk of injury.)
  - b. Washing mouth with soap
  - c. Taping or obstructing a child's mouth
  - d. Placing unpleasant or painful tasting substances in mouth, on lips, etc.
  - e. Profane or abusive language
  - f. Isolation without supervision
  - g. Placing child in dark area
  - h. Inflicting physical pain, hitting, pinching, pulling hair, slapping, kicking, twisting arms, biting or biting back, spitting, swatting, etc.
  - i. Yelling (This does not include a raised voice level to gain a child's attention to protect the child from risk of harm.)
  - j. Forcing physical activity, such as running laps, doing push-ups, etc. (This does not include planned group physical education activities that are not punitive in nature.)
  - k. Associating punishment with rest, toilet training or illness
  - l. Denying food (lunch or snacks) as punishment or punishing children for not eating.
  - m. Children shall not be forced or bribed to eat.
  - n. Shaming, humiliating, frightening, labeling, physically or mentally harming children
  - o. Covering the faces of children with blankets or similar items
6. Posted group behavior charts shall not be used. (Individual behavior charts that are not viewable by children and individual charts used by therapists are allowable.)
7. Behavior guidance practices used by the center shall be discussed with each child's parents and provided to them in writing at the time of enrollment with a copy signed by the parent maintained in the child's record.

## **INFANT & TODDLER BEHAVIOR**

Time-out shall not be used for children under two years of age.

1. The child may be placed in a supervised area away from the group or in a crib or playpen while staff attends to the situation. Brief separation from the group is acceptable when the child's behavior places the child or others at risk of harm. Example: A child who has bitten another child would be removed from the group, briefly, while staff attends to the bitten child.

Busy Minds Academy staff maintains a safe, non-threatening environment. Our staff fosters creativity, encourages children to explore, and allows them to make discoveries. When inappropriate behavior

occurs, it is dealt with immediately. Teachers individualize responses to the children's behavior, in relation to the particular child and the situation. They try to identify the cause of the inappropriate behavior and recognize that repeated problem behavior may be the child's way of signaling that he needs help in dealing with a certain task or situation. Teachers can then modify the learning environment and/or activities to help resolve the situation. We set limits and encourage self-discipline, because boundaries reassure young children and because order and stability are as important to a child as freedom.

To enforce the boundaries and rules at the center, the adults use the following techniques with the children:

- ➤ Clear statement of the limit. ("Blocks are for building, balls are for throwing.")
- ➤ Stating expectations positively. ("The blocks are for building.")
- ➤ Redirection. ("Let's go see what Camryn is cooking in the kitchen.")
- ➤ Supporting problem-solving and negotiation between the children. ("How could you use your words to tell Trevor that you would like to have a turn with that truck?")
- ➤ Logical consequences or choices. ("You are having a hard time playing with the blocks without throwing, you need to make another choice, do you want to play with play dough or to read a book?")
- ➤ Modeling effective ways to express feelings and emotions. ("I don't like it when you grab the book from my hands. Which words can you use to let me know that you need something that I have?" with toddlers, give the appropriate script such as, "Leah, say, Can I have the book, please?")

There are times when all of the above-mentioned techniques have been used and the problem persists. It is at these times that we might ask a child to sit quietly by himself until that child can return to play appropriately. This is a time to regroup. Even as adults, we sometimes need time alone to "pull ourselves together." Children also need this, especially when they have been in a group situation most of the day. If this does not curb the undesirable behavior then a "time out" will be issued. This is where the child sits away from the group at the edge of the room for a period of one minute per year of age. At the end of the "time out" period, the child returns to the group.

There are times when these actions will still not stop the undesirable behavior. In these situations, we will follow the following steps FOR SITUATIONS THAT ARE NON-VIOLENT IN NATURE, VIOLENT BEHAVIOR COULD RESULT IN IMMEDIATE TERMINATION OF CARE:

1. If the behavior does not improve with "time out", the child will be brought to the director. The Director will talk to the child and try to find the root of the issue while the child sits in "time out" in the office. A behavior report will be written for the parent explaining the situation and steps taken. Busy Mind Academy's expectations from the child's parent(s) are to work cooperatively with us in developing strategies that will meet the child's needs.
2. If at any point a child's behavior escalates to a violent or threatening nature, requiring one on one direct care to keep himself, other children, staff and parents safe, then the parent will be called and asked to pick up their child immediately and could result in immediate termination of care.

## **BITING**

Children biting other children are unavoidable occurrences of group child care, especially with toddlers. It is a common happening in any child care program. When it happens, and sometimes continues, it can be scary, very

frustrating, and very stressful for children, parents, and staff. **Every child in the Infant and Toddler classrooms is a potential biter or will potentially be bit.** It is important to understand that because a child bites, it does not mean that the child is “mean” or “bad” or that the parents of the child who bites are “bad” parents or they are not doing their job as parents to make this stop happening. **Biting is purely a sign of the developmental age of the child.** It is a developmental phenomenon – it often happens at predictable times for predictable reasons tied to children’s ages and stages.

### **Why do they bite?**

Every child is different. Some bite more than others; or some may not bite at all. The group care setting is where the biting derives its significance. If a child has not really been around other children very much, he probably would not bite because neither the cause for biting or opportunities have presented themselves. There is always the possibility that **any** child, including your own, can be either a biter or be bitten. Group care presents challenges and opportunities that are unique from home. The children are surrounded by many others for hours at a time. Even though there are plenty of toys and materials available for all the children, two or three children may want that one particular toy. The children are learning how to live in a community setting. Sometimes that is not easy. **Biting is not something to blame on the child, parents, or caregivers.** Confidentiality is also practiced with biting. We cannot tell a parent who bit their child.

There are many possible reasons as to why an infant or toddler may bite:

1. Teething
2. Impulsiveness and lack of control. Babies sometimes bite just because there is something there to bite. It is not intentional to hurt, but rather exploring their world.
3. Making an impact. Sometimes children will bite to see what reactions happen.
4. Excitement and over stimulation. Simply being very excited, even happily so, can be a reason a child may bite. Very young children don’t have the same control over their emotions and behaviors as some preschoolers do.
5. Frustration. Frustrations can be over a variety of reasons – wanting a toy someone else has, not having the skills needed to do something, or wanting a caregivers attention. Infants and toddlers are simply lacking the language and social skills necessary to express all their needs, desires, and problems. *Biting will often be the quickest and easiest way of communicating.*

### **What do the teachers do in response to children who bite?**

It is our job to provide a safe setting in which no child needs to hurt another to achieve her ends and in which the normal range of behavior is managed (and biting is normal in group care). Again, the name of the child who bites will not be released because it serves no useful purpose and can make a difficult situation even more difficult. Punishment does not work to change a child who bites; neither delayed punishment at home, which a child will not understand, nor punishment at the center, which will not be used and would make the situation worse.

There are several things the teachers do to assess the biting situation and what can be done to prevent it from happening again. Teachers can try to minimize the behavior by:

- ➤ Letting the biting child know in words and manner that biting is unacceptable.
  - ➤ Avoiding any immediate response that reinforces the biting, including dramatic negative attention.
- The

teachers will tell the child that “biting hurts” and the focus of caring attention is on the bitten child. The biter is talked to on a level that she can understand. The teacher will help the child who is biting work on resolving conflict or frustration in a more appropriate manner, including using language if the child is able.

- ➤ Examining the context in which the biting occurred and looking for patterns. Was it crowded? Too many toys? Was the biting child getting hungry/tired/frustrated?
- ➤ Not casually attributing willfulness or maliciousness to the child. Infants explore anything that interests them with their mouths, and that includes others’ bodies and limbs!

When biting changes from a relatively unusual occurrence (a couple of times a week) to a frequent and expected occurrence, it will be addressed with added precautions.

### **Bitting Policy and Guidelines**

- ➤ Children biting in the center needs to be treated very seriously.
- ➤ First Aid must be given to the child immediately.
- ➤ The child that has bitten must be reminded that “biting hurts” and help the victim in which she has bitten.
- ➤ An incident report must be written and the parents notified for both the victim and the child doing the biting.
- ➤ *We do not provide one on one child care. If a child’s biting is requiring a teacher’s full time attention to prevent biting then the director needs to be notified. Extreme circumstances of repeated aggression will require the child to be picked up from the center and remain at home until the biting subsides.*

### **HEALTH OF THE CHILD**

Immunizations must be current or the child will not be allowed to attend, this is a REQUIREMENT from the State of Arkansas.

### **ILLNESS**

The parent or designated person will be notified immediately in the following situations:

- Allergic reaction
- Skin changes, e.g. rash, spots, swelling, etc.
- Unusual breathing
  
- Dehydration
- Any illness requiring professional medical attention

The Following Are Reasons a Child May Be Excluded From Care

- The child has not been free from fever for a minimum of 24 hours
- The child has not been on antibiotics for a full 24 hours
- The child has an undiagnosed rash

- The child has lice and has not been treated or live nits are still present
- The child has diarrhea that is not contained by the diaper, or the stool is liquid
- The child is vomiting
- We reserve the right to exclude a child from care if we feel they are not well-enough to be in care

1. Sudden change in behavior, such as:

- lethargy or lack of responsiveness
- unexplained irritability or persistent crying, difficult breathing
- a quickly-spreading rash

2. Fever over 100 degrees/oral,100/axillary(or equivalent method)in a child who also has pain, behavior changes, or other symptoms of illness

- An infant younger than 2 months with any increased temperature shall get urgent medical attention, within an hour.
- An infant younger than 6 months with any increased temperature shall be medically evaluated.

3. Diarrhea, defined as watery/runny stools if frequency exceeds 2 or more stools above normal for that child, and is not related to a change in diet or medication (Exclusion from child care is required if diarrhea cannot be contained in the diaper or if diarrhea is causing soiled clothing in toilet-trained children.)

4. Blood or mucus in stools(unless caused by hard stools)

5. Vomiting illness (any episode of vomiting in the previous 24 hours)

6. Abdominal pain which lasts more than 2 hours

7. Mouth sores with drooling

8. Rash with fever or behavior change

9. Conjunctivitis or “pink eye” – with white, yellow, or green eye discharge and red

(“bloodshot”) eyes

10. Pediculosis (head lice), until after the first treatment

11. Active tuberculosis, until a health care provider or health official states that the child is on appropriate therapy and can attend child care

12. Impetigo, until treatment has been started

13. Strep throat, until 24 hours after antibiotic treatment has been started

14. Chicken pox, until all lesions have crusted (usually 6 days after the rash appears)

15. Rubella, until 6 days after onset of rash

16. Pertussis (whooping cough); until 5days of antibiotic treatment

17. Mumps, until 5 days after onset of glands swelling

18. Measles, until 4 days after onset of rash

19. Hepatitis A, until 1 week after onset of illness or as directed by the health department

20. Hand-foot-and-mouth, no sores in the mouth, all other sores must be scabbed over and dry. Must be 48 hours fever-free without the use of medication.

**The child may return to care when the appropriate criteria is met :**

- 1) Immunizations are current
- 2) The child has not had fever for 24 hours
- 3) The child has been on antibiotics for 24 hours
- 4) A doctor’s note stating that the child is not contagious

- 5) The rash is no longer present or a note from a doctor stating that the rash is not contagious
- 6) After treatment of hair for lice, staff will inspect child's hair to determine if nits are dead
- 7) The child must be free of symptoms of diarrhea or vomiting for at least 24 hours

If a child has an infectious disease, he cannot be allowed to attend until he is well enough to ensure that the illness will not be passed on to the other children. Each illness is different, so please contact your family doctor and he/she will let you know how long the contagious period is for the illness. Should your child become ill at the center, he/she will be excluded from the group and under the supervision of an adult until you can make arrangements for him/her to be picked up. We consider a reasonable amount of time for this is **one hour**.

## **MEDICATION**

We do not administer any medication at the center.

## **INCIDENT REPORTS**

Incidents, injuries and accidents are all documented. You will be notified when you pick up your child of the incident and asked to sign the incident report. However, Injuries that require the attention of medical personnel will be reported to the parent immediately

## **FOOD**

- 1) All Busy Mind Academy's snacks meet or exceed USDA standards for a healthy and balanced diet.
- 2) We do not provide breakfast or lunch although we do provide a morning and afternoon snack. We ask that you bring your child's lunch in a lunch box that is self-refrigerating.

All meals are well balanced and your child will be fed until full. We do not force feed the children; we place an attractive balanced meal before them and ask that they try it. If your child has a special diet or has a food allergy it is required that a doctor's order must be on file to reflect the diet or allergy.

## **FAMILY RESPONSIBILITIES FOR THE INFANT ROOM**

- 1) Please mark all personal items!
- 2) We ask that you bring a change of clothes, a blanket, plenty of diapers, baby food (if eaten) and a pacifier (if taken) to keep in the child's cubby – no stuffed animals from home and no strings or ribbons attached to pacifier designed to attach to child's clothing.
- 3) You will need to bring **each** morning the bottles (pre-made) your child will take that day. Bottles must be marked with the child's name and covers on all bottles. The bottles will be stored in the refrigerator and warmed with a bottle warmer. *Please bring one more bottle than you think your child will need just to be on the safe side!*
- 4) Please bring baby food in unopened jars. Please mark your child's name on each jar.
- 5) We ask that you bring a large package of diapers and replenish when low. We do not share or borrow diapers from other children. If your child runs out, we have diapers at the center. We reserve the right to charge you for the diapers if your child is continually using center diapers. We do keep a diaper change log which is available for your review at any time on the Brightwheel app.
- 6) Please refer to the medication policy in this handbook, teething gel is considered a medication. I know that most parents carry this, plus children's Tylenol and gas drops in their diaper bags, but these items

cannot be brought into the center. Please do not carry these items in your diaper bag. This way we will both know that the children will be safe and dangerous items are not in their reach.

- 7) The center provides diaper wipes. If your child has sensitive skin you are welcome to provide her with her own wipes that will be for his/her use only.
- 8) If your child is on a feeding schedule or requires special instructions, you are required to provide these instructions in writing. These instructions need to be updated each time schedule changes.
- 9) All infants must be placed on their backs for sleeping.

## **POLICIES**

### **EMERGENCY PREPAREDNESS**

Our child care center's philosophy is to keep your child(ren) safe at all times when he/she is in our care. With recent world and local events, we have developed an emergency plan that will be put into place in the event that special circumstances require a different type of care. Plans for these special types of care are reviewed annually. Staff is trained in the appropriate response and local emergency management is aware of these plans. The specific type of emergency will guide where and what special care will be provided.

### **OUTDOOR PLAY POLICY**

Weather permitting; all children will spend as much time outside in outdoor play. It is necessary that children have freedom of movement, so it is requested that children are dressed accordingly. As we encourage children to explore, there may be times when he may become messy or ruffled. For this reason, we request that parents send one complete change of clothing to remain at the center. Parents are to be sure to label all articles of belongings.

### **SMOKING POLICY**

**There is no smoking in the center, or in the center parking lot. We ask that you put cigarettes out before you pull into the center parking lot. And please, do not throw cigarette butts into the parking lot. Our children walk daily thru the parking lot and we don't want any little fingers picking up your trash. You will be asked to leave the premises for smoking on Center property!**

### **PROHIBITION OF ALCOHOL, FIREARMS, TOBACCO AND OTHER TOXIC MATERIALS**

The use of tobacco in any form, the use or the possession of alcoholic, illegal substances or unauthorized potential toxic substances, firearms (including but not limited to pellet or BB type guns) loaded or unloaded, or knives is strictly prohibited at the center. Possession of any of these will result in termination of care.

### **NOTIFICATION OF WITHDRAWAL AND NON-PAYMENT**

If at any time you feel our services are no longer needed, please let the director know when the last day of care will be. Our policy is to provide a minimum of a 4 weeks notice. For any days that your child does not attend and you fail to inform the director of withdrawal, you will be charged for tuition.

### **NON-DISCRIMINATION POLICY**

In accordance with the Federal civil rights laws, Busy Minds Academy does not discriminate against any person(s) on the basis of race, color, sex, religion, national origin, physical or mental handicap, or veteran status.

### **ABUSE / NEGLECT POLICY**

The employees of Busy Minds Academy are required legally and ethically to report child abuse by calling

Child Maltreatment Hotline at 1-800-482-5964 in accordance with LA R.S. 14:403. If an employee sees suspicious marks on a child or if a child says something that causes us to be suspicious, we are mandated to report this to the Child Protection Agency. No employee has to report to director or any other source prior to reporting to the Child Maltreatment Hotline.

### **COMPLAINT PROCEDURE**

We will do our best to please our families, however if a family should have any concerns regarding the way their child is being cared for, a problem with a staff, or questions regarding the operations, please follow these suggestions:

➤ Discuss the concern with the child's teacher. If she can't help the family then she will know who can help. ➤ If a family is still concerned, then they should discuss it with the director.

### **IN THE EVENT OF AN EMERGENCY AFTER HOURS**

PLEASE CALL TANYA MURRAY AT 479-877-9255