

PARENT HANDBOOK



child care & preschool

Where Love and Learning Come Together!

Hamburg:

5540 Southwestern Blvd.
Hamburg, NY 14075
(716) 646-0233

Orchard Park:

6400 New Taylor Rd.
Orchard Park, NY 14127
(716) 662-5252

Williamsville North:

903 Hopkins Rd.
Williamsville, NY 14221
(716) 639-4444

Williamsville South:

281 Spindrift Dr.
Williamsville, NY 14221
(716) 630-1500

Lancaster:

4920 William Street
Lancaster, NY 14086
(716) 681-2500



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Where Love and Learning Come Together!

**“Children are a valuable resource
and the future of our country,
and we must provide the very
best child care services possible
in order to promote each child’s
health, emotional and physical
security, happiness and individual
development – and thus further
insure the stable growth of our
society”**

by Nan Lee Hawkins

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Welcome to the
BRIERWOOD CHILD CARE CENTERS
Hamburg, Orchard Park, Williamsville North,
Williamsville South and Lancaster

MISSION STATEMENT

Our mission is to provide your child/children with stimulating, developmentally appropriate experiences that recognize their uniqueness as individuals while empowering them to strive for life-long learning. We are committed to providing the finest curriculum, materials and facility to assure these goals are met.

PHILOSOPHY

We believe that the best early childhood education is not fact-centered, but focuses on process, with an emphasis on problem-solving and creativity. We place equal emphasis on emotional, intellectual, physical and social growth. When children are provided with activities that are well matched to their developmental level, and have many opportunities each day to experience success, learning occurs naturally.

About Brierwood Child Care Centers

Brierwood Child Care Centers (BCC) started with its first Center located on the beautiful grounds of the Brierwood Country Club, 5540 Southwestern Blvd. in Hamburg in February 1992. Because of our commitment to provide communities with quality care for children; we successfully expanded our locations throughout the suburbs of Buffalo, New York. In July of 1997, we opened our second location at 6400 New Taylor Road in the quaint village of Orchard Park. We opened our third location in August of 1999 at 903 Hopkins Road in Williamsville (North). The fourth location at 281 Spindrift Drive in Williamsville (South) opened in March 2002. Our fifth location at 4920 William Street in Lancaster opened in January 2003. All of our Centers are NYS licensed.

Brierwood Child Care Centers are open from 7:00 AM to 6:00 PM, Monday through Friday. Children ages six weeks old to five years old are accepted into our Infant through Kinder-Readiness classes. There is a school age and summer camp program for children 6-10 years old (except at our OP Center). Staff is highly trained in providing age-appropriate stimulation, curriculum and emotional support. A Director and Assistant Director manage each Center.

Each Center offers the usual child care services, along with added amenities and enrichment programs including music participation for all ages, introduction to computers, Spanish and physical fitness for 3 and 4 year olds, and sign language for our infants and toddlers. We also offer pony rides, along with a regular schedule of in-house events and field trips. Centers are designed and decorated with quality materials that will initiate imaginative play, physical recreation and individualized and cooperative learning experiences. All meals (breakfast, AM snack, lunch and PM snack) are prepared on-site using the freshest foods and the most nutritional menus for children. Menus are reviewed and approved by a registered dietitian and made available to parents on a monthly basis.

BCC believes in keeping our Centers on a smaller scale to insure that the children are recognized and treated as individuals, and that their individual needs are met. Please refer to your particular Center for licensing capacity. It is very important to the healthy development of a child that they and their families are able to bond with their caregivers.

A great deal of thought and creativity were put into the building's design and decorating to be both appealing to the parents, and inviting to the children. All of our Centers have suspended trains and large aquariums in the waiting rooms. Four of the BCC Centers (Orchard Park, both Centers in Williamsville, and Lancaster) have special kid's entrance doors with a colorful and welcoming lobby. Special attention is given to landscaping, sanitation and quality of materials. At all five Centers, there are 24 hr. video monitoring systems, with security entrance codes and cameras in each classroom, as well as the outside perimeter of each building.

Large indoor gymnasiums at each Center provide for large motor skills activity when the weather does not permit the children to go outdoors. Each gym has its own bouncer for indoor fun. When the weather is suitable, children are taken out at least once per day to play in the large playgrounds. In the warmer weather, there is outdoor water play on the sprinkler/splash pads. Web cams are available for parents to be able to view their child(ren) via the internet. This is a complimentary service.

We encourage tours since the Brierwood Child Care Centers need to be seen in order to appreciate all the services they offer. Please visit or call any of our Centers at your convenience.

5540 Southwestern Boulevard
Hamburg, NY 14075
(716) 646-0233

6400 New Taylor Road
Orchard Park, NY 14127
(716) 662-5252

903 Hopkins Road
Williamsville, NY 14221
(716) 639-4444

281 Spindrift Drive
Williamsville, NY 14221
(716) 630-1500

4920 William Street
Lancaster, NY 14086
(716) 681-2500

Corporate Office: (716) 206-2510

You can also visit us online at: brierwoodchildcare.com

SECTION 1:

INTRODUCTION

Letter from the Director

Dear Parents / Guardians:

Everyone here at Brierwood Child Care Centers (BCC) would like to extend a warm welcome to you and your child. The purpose of this handbook is to explain our philosophy, practices and policies.

We at BCC recognize that parents / guardians are the most influential adults in a child's life. We strive to create a mutual respect between parents and teachers that will foster a partnership for the benefit of each child. We encourage ongoing communication between parents, the Center staff, the Directors and the owners.

We believe in providing a safe, clean, healthy and educationally stimulating environment that is conducive to meaningful learning

experiences. Activities in our early childhood program are both age appropriate and individual appropriate. In other words, the programs are tailored to meet the needs of children so that they may develop to their fullest potential. The children will be allowed to initiate play in a stress-free environment, which enables them to learn and explore their world and interests.

The Center staff is comprised of caring and nurturing individuals who are educated and/or experienced in the field of early childhood. On-going training and in-service programs are continually offered to maintain our high standards. The caregivers and teachers will aid in the emotional, social, physical and intellectual development of each child. They will foster their self-confidence, self-esteem and independence, and encourage creative expression! We realize and respect that each child is an individual with different needs, interests and rate of developmental milestones.

We encourage communication between staff and parents/guardians and love to share stories about your child's experiences. We encourage you to share your thoughts, questions or concerns with us. We invite you to visit, observe and even participate in your child's early experiences, whenever possible. Most of all, we want to become partners with you in the healthy development of your child.

We would like to THANK YOU for your patronage and showing your confidence in Brierwood Child Care Centers. We know you had many Centers to choose from, and we want to express our gratitude that you selected us.

*Sincerely,
The Director*

EQUAL OPPORTUNITY AND NON-DISCRIMINATION

BCC is firmly committed to the concepts and practice of equal opportunity and non-discrimination. We administer our programs for children and our employment practices without regard to race, gender, religion, age, cultural heritage, marital status, sexual orientation, political belief, veteran status, national origin, disability, or any other characteristic protected by Federal, State or local law. Discrimination or harassment in any form is not tolerated.

PARTNERSHIP WITH PARENTS/GUARDIANS

The daily transition from home to the child care setting can be eased if parents/guardians and staff work together to create a sense of stability and consistency. To that end, we promise to **provide you with:**

- Open and frequent feedback about your child's day and development. An open exchange of questions, behavior changes and joys or concerns will be shared.
- An open door policy, which extends to the telephone. Please feel free to communicate with the Director of your child's teacher at any time.
- An environment that is safe and free of hazards, but that also allows children to explore.
- An environment to work on particular problems or limitations - such as toileting, food habits, manners, attachment and separation.
- Confidence that the adult's interaction with children is supervised, trustworthy and well-trained in the needs of children.
- A positive and stimulating environment that teaches children skills and enhances their self-esteem, and allows them to question, investigate and make choices.
- Parental permission will be obtained before children are taken on field trips away from the Center.
- Child Progress Reports twice per year. Parent/Teacher conferences can be scheduled at any time to discuss your child's progress.
- A written statement of policies regarding payments, illnesses and procedures for drop-off and pick-up, etc.
- A list of community resources, upon request.

We ask that you work in cooperation with us by **providing us with:**

- Respect for your child's teachers. **Please realize that taking care of children is a rewarding job, but not always an easy one.** Teachers are professionals - NOT just babysitters. The teachers are the most important people in your child's school day and therefore, in yours too.
- Getting to know your child's teachers. Developing a bond between you and your child's teacher is felt by all, especially your child. If you show confidence and trust in your child's teacher, your child will be reassured and more secure in their surroundings.
- Recognition to your child's teacher. Remember that they are a big influence in your child's life. Whether it is verbal or written, a compliment and/or praise go a long way. Written letters from parents are placed in the employee's file.
- An interest in your child's day. Take time with them to discuss the activities that filled their day and watch how fast a smile can grow. Take home art projects. . . they mean so much to the little hands that made them!

- Materials for your child that are needed for their day such as diapers, blankets, change of clothes, proper outside wear, etc.
- A short time spent in your child's classroom during AM drop-off, as well as afternoon pick-up, to help your child transition into their routine. When it is time for you to leave, experts agree that it is usually helpful to make the goodbyes short, sweet, warm and firm.
- Alternative care for your child if your child becomes ill or you cannot meet their pick-up time. You will be contacted if your child becomes ill during the day (see **Illness** section). In the event that you are not able to pick your child up, alternate arrangements must be made, such as grandparents or other relatives, neighbors or a babysitter to pick your child up and care for them until you can return home. Please make every effort for a speedy pick-up.
- Current medical records and appropriate immunization records for your child. Immunization shots must be reported to the Director so that our records can be updated. This is a requirement of the NYS Department of Health.
- Advanced notice of any changes in scheduled care so we may fill the vacant spot with another child. The Center follows the rules and regulations set forth by the NYSOCFS regarding child/staff ratios. Each room is staffed according to the number of children in attendance.
- Communication that informs us if your child did not eat breakfast did not sleep well the night before, or about any problems at home that may affect your child - so that extra attention can be given to your child. You are encouraged to complete the Daily Report form when dropping your child off.
- Making timely tuition payments. The Center has many fixed expenses (rent, food, salaries, insurance). Therefore, please make sure tuition is prepaid on the first day of the week your child attends the Center.
- Your thoughts, ideas and/or concerns to your child's teacher or the Center Director.

Parents/guardians should be assured, not threatened, when their child displays an attachment to their childcare provider. This is an indication that the child feels safe and loved in the care setting and it allows the parent/guardian to feel confident that their child will be in good hands.

The role of the care provider is to supplement the primary role of the parent/guardian. The greater the consistency between provider and parent, the more secure the child will feel.

THE STAFF

We recognize that the Center's staff is one of our greatest assets. BCC has several procedures for reviewing and evaluating each applicant. Applicants are required to complete a detailed application and submit their resume and information such as, but not limited to, his/her past relevant work experience, education, three letters of reference and a sworn criminal statement. It is required by the NYSOCFS that all Head Teachers meet education requirements in Early Childhood Education, Child Development, or related field. Assistant Teachers do not have to meet educational requirements.

After review of the submitted information, the applicant is interviewed by the Center Director and may be asked to be observed with the children in a classroom during daily activities. If the candidate has shown to be employable by BCC standards, the Director will conduct reference checks. After this process is completed, employment is contingent upon receiving a physical examination from his/her physician, completing the SCR (Central Clearance Form) and fingerprinting. Without clearance, employees are not left alone with children, until verification is received.

The same interview and evaluation process is used for volunteers and substitute teachers. The number of these individuals is limited and only used during staff absences due to illnesses or vacations. Volunteers and substitutes are supervised by Center staff at all times.

We feel that a well-rounded child care environment will have a mixture of not only degreed professionals, but loving and nurturing individuals as well. Staff must be in good physical and mental health and have the energy and emotional stability necessary to fulfill the responsibilities of their positions. In order to allow the teachers to focus on teaching and caring for the children, we have our own maintenance and cleaning staff.

At BCC, we not only encourage growth in the children that we care for, but in our staff as well. We believe that the care and education of young children is a career worth committing to. BCC has an extensive staff orientation process that occurs during the first three months of employment, and then through continuing education. We require and offer many unique opportunities for professional development including in-house workshops, teacher training days, first aid and CPR. A staff library of resource materials for teachers is maintained at each Center. Some of the areas of education are for developmentally appropriate practice, health and safety, discipline, room arrangement and program management. We also offer a complete benefits package including child care discounts. All staff dress professionally and can be identified by their BCC shirts.

Fostering a warm and caring environment for children, while making strides in their career makes BCC more than just a fun place to work, it's a great place to grow.

SECURITY:

For security, BCC's doors will always remain locked. Parents/guardians may enter through the front door by entering their security code on the keypad. Parents/guardians and staff are the **ONLY** persons allowed to use the security code entrance system. All others must press the doorbell to be identified and greeted by BCC staff. We ask all parents/guardians to not release their security code to your child or anyone else, even if they are on your Release Form and you have designated them to pick your child up. Also, the door should not be held for anyone else to enter if you do not know them as one of our families. This will eliminate the possibility of letting in an individual who does not have a security code.

BCC classrooms and outside parameters are equipped with 24 hour monitoring surveillance cameras for the protection of everyone at the Center. Web cams in all classrooms are available for parents to be able to use the internet to view their child during the day. This is a complimentary service.

If anyone other than a parent or guardian will be picking a child up, the Director **MUST** be notified in advance. His or her name must appear on your Release form. If someone other than a previously authorized person will be picking your child up, please inform the Director with written notification. Identification (license or photo ID) will be required before the child is released.

SECTION 2:

GETTING STARTED

ENROLLMENT AND DISENROLLMENT

Children are accepted for enrollment from six weeks to ten years old. Applications for enrollment are accepted without regard to race, religion, sex or national origin. BCC accepts children with special needs and disabilities, and will make reasonable modifications in the premises and/or programs to accommodate the child.

BCC requires the following to be submitted to the Director prior to enrollment:

- ✓ A signed Agreement for Services (indicating weekly tuition)
- ✓ A completed Registration Form
- ✓ A completed Authorization for Release Form
- ✓ A completed DSS Blue Information Card
- ✓ A completed Child Profile Sheet
- ✓ A NYSDOCFS Medical Form (completed by child's physician)
- ✓ A Security Deposit (equal to one week's tuition)

Upon enrollment, your child will be placed in a group based upon his or her chronological age. BCC accepts children of different ages based upon the classroom availability at each Center and local licensing requirements.

Each child's advancement to the next age group is based on chronological age, developmental readiness and availability of space. Children transition between groups by spending a portion of each day in a new room (for a few days) before making the "big move".

In the early mornings and late afternoons, classrooms may be mixed by age (Infants, Toddlers and Preschoolers). Children arriving early or leaving late may be assigned for a brief time to a transitional room where they are grouped according to individual needs, interests, capabilities and differences.

A child in the two-year-old classroom will be allowed to advance into the three-year-old program if he/she turns three by December 1st of the current year. A child in the three-year-old program will be allowed to advance into the four-year-old program if he/she turns four by December 1st of the current year. A child must turn four years old by December 1st to be admitted into the four-year-old program. If a parent/guardian intends to enroll a child in kindergarten before the standard age of five, and if the parent/guardian can provide written verification by the school system that the child will be attending kindergarten the following year, then the child may be enrolled in the four-year-old class.

BCC reserves the right to refuse the enrollment of any child or to ask parents to make alternative arrangements for the care of a child enrolled in the BCC program.

SECURITY DEPOSIT

BCC does not charge a registration fee. At the time of enrollment, a Security Deposit, which is equal to one (1) week of your child's agreed weekly tuition, is required. This Security Deposit (which is non-interest bearing) will guarantee that your child's enrollment spot will be held until they begin. If you decide not to enroll once your Security Deposit is paid, it is non-refundable. After enrollment, your Security Deposit will be applied towards your last tuition payment due, provided that a minimum two week written notice to the Director is given. ***Please note: Your Security Deposit does not cover the first week's tuition payment.*** If your child does not return after a leave of absence (see Section 6), your security deposit is non-refundable.

SECTION 3:

DAILY ROUTINES/PROGRAMS

ARRIVAL AND DEPARTURE

Parents must accompany children directly to the classroom where they will be signed in and out at the Center each day, without exception. Please check with your Center for their particular sign-in and sign-out procedure. Under no circumstances may a parent leave a child at the Center: (1) Prior to opening, (2) Without Center approval, or (3) Without making sure that the child has been properly received by a teacher. Parents/guardians are responsible for their child(ren) while the parents/guardians are physically in the Center, unless staff is requested and is able to assist.

Please do not assume children will automatically adjust to day care, but also do not assume that a child who clings at drop-off time will continue this behavior throughout the day. A few tears are normal and the wise parent spends only a few minutes reassuring their child that they will be fine and then leaves the child in the hands of our capable staff members who will deal with separation anxiety in a calm, professional manner. Prolonging the adjustment period in the morning only serves to reinforce the child's behavior and upsets the other children. If you feel the need to call us when you arrive at work, you will most likely hear that your child has stopped crying and is happily playing.

Parents are often surprised if their child, after having a great day, bursts into tears at pick-up time. This only means that he/she is happy to see you and is really too young to deal with overwhelming emotions. Keeping a consistent drop-off and pick-up schedule is important to your child's sense of security.

When picking your child up from the Center, please come early enough to allow sufficient time for visiting before the Center's closing time or before your child's scheduled departure. Remember that teachers have families, personal lives and scheduled appointments that they must get to. Also, please keep in mind that your child's teacher must continue to monitor the rest of the class, even though you may feel that you have something very important to discuss. For extended discussions, you will always be able to arrange an appointment with your child's teacher or Director at a mutually convenient time. If you are going to be late and cannot make proper arrangements with the Center for late pick-up, it is your responsibility to contact your emergency pick-up person to make arrangements for timely pick-up of your child. There is a late pick-up fee that will be charged to your account if your child is not picked up by 6:10 PM. This amount will increase by \$5.00 for every 15 minutes or portion thereafter.

If you need to drop off your child early or pick up late, arrangements must be made with the Director in advance to ensure proper staffing. Scheduling is done according to your child's enrollment application.

GENERAL DAILY SCHEDULE

A typical day offers large and small activities, independent and group play, quiet time and outdoor play. Each specific classroom schedule is posted in each classroom.

An example of the daily schedule is below:

7:00 - 8:30 AM	General drop-off/child initiated free-play
8:30 - 9:00 AM	Breakfast with friends
9:00 - 9:15 AM	Diaper changes/toileting
9:15 - 10:00 AM	Morning activities: circle time, art, music, story time, playground/gym
10:00 - 10:20 AM	Handwash/mid-morning snack/clean-up
10:20 AM - 12:00 PM	Continue with morning activities
12:00 - 12:30 PM	Lunch with friends and teachers

12:30 - 2:30 PM	Nap/quiet time
2:30 - 3:00 PM	Diaper changes/toileting/clean-up blankets and cots/mats
3:00 - 3:20 PM	Handwash/afternoon snack/clean-up
3:20 - 6:00 PM	Continue with group activities/gym or playground/ free play/pick-up

OUTDOOR PLAY

Outdoor play in the fresh air contributes to a child's good health and overall development. The children will have daily outdoor play (weather permitting), even during the colder months (above 32° F). Please make sure your child has appropriate outdoor attire and sunscreen at all times!

FIELD TRIPS

Field trips to places of interest in the community are scheduled for our three and four year olds throughout the school year, and for school age children during the summer months (see Summer Program). In advance of each trip, you will be notified of the details and your written permission will be required for each trip. BCC uses bus transportation, or parents who would like to join us can bring their child in their own car. Parents are asked to provide car seats to be used on the bus when required (generally under four years old and less than 40 lbs.). Children are required to adhere to safety control standards - such as using seat belts. Health records, emergency contact information and field trip authorization slips will be carried by staff and appropriate staff/child ratios will be enforced. Parent volunteers are always welcome.

PROGRAMS

The following information describes classroom goals and activities for groups of children at BCC. Age ranges are approximate as children are grouped on growth in all developmental areas: cognitive, physical and socio-emotional (including self-help skills such as feeding and toilet-training). Twice each year, the teachers evaluate children's development. Movement into the next group is based on availability of space in that group, developmental appropriateness, and chronological age.

In general, the daily routines in each classroom at BCC are flexible enough to enable the staff to easily respond to the needs of the children. We are committed to the belief that you, as parents, are our partners in the learning process.

Infant 1: (6 weeks to 10 months)

In this group, individual feeding and sleeping schedules are respected and daily interaction between parents/guardians and caregiver is encouraged. Development of each infant's communication and social skills are encouraged through frequent holding, touching, eye contact, talking and singing during all care-giving activities. Sign language with verbal reinforcement is started in the infant rooms and continued through preschool. Staff members promote physical development by allowing infants to kick, reach, grasp, practice eye-hand coordination, and to initiate motor behavior such as rolling, sitting and crawling. Infants are taken outdoors when weather permits.

To assist the staff in our Infant rooms, parents are required to complete an Infant Daily Schedule when first enrolling, and then periodically as your baby's feeding or sleeping schedules change. These forms are available in the Infant 1 rooms.

Pertaining to baby formula, NYS OCFS regulation requires "Where formula is required, such formula may be prepared and provided by the parent, or by a qualified staff person, when agreed to in

writing by the parent." If you would like our staff to prepare the formula for your baby, please sign and date the appropriate permission slip and give to your child's caregiver.

The guidelines for breast milk storage (from Mercy Hospital Support at 828-2616) are as follows: At room temperature (66°-72° F) for up to four hours. In refrigerator (32°-39° F): 5-7 days. Back of standard refrig/freezer: 3-4 months. Upright or deep freezer (0° F): 6-12 months. Thawed breast milk in refrigerator: Up to 24 hours. **Do not refreeze thawed milk.**

Also, in the past, NYSOCFS allowed parents to sign an agreement if they wanted to allow their infant to sleep in a swing or bouncy seat. However, this is no longer the case. The only exception is if a doctor puts in writing that the infant has a medical reason why they need to be allowed to sleep in a bouncy seat or a swing (something other than a crib).

Infant 2: (10 months to 18 months)

Older, more mobile infant's development is encouraged through physical activities such as walking and climbing; and through music and movement activities. Encouragement of self-help and social skills such as feeding and getting along in a group, are planned as part of the daily routine. Teachers respond to each child's language development by describing actions, expanding vocabulary along with sign language, engaging in conversations about every day experiences, and by reading stories and singing songs. Outdoor play is provided when weather permits.

Toddlers:

Keeping up with toddlers is fun and challenging. At BCC we bring flexibility, patience and a sense of humor to the task. Our toddler program is just right for their high-energy learning. We offer an environment perfect for exploring, staffed by motivated, trained, enthusiastic teachers. Toddlers are growing fast and incredibly curious. That's why we provide an engaging, loving and safe environment. We respect your child's ability to explore, so our environments offer a wide variety of developmentally appropriate materials and activities. We celebrate achievements, foster their new sense of independence and encourage them as they make new friends. We always stand ready with help, soothing words, or a big comforting hug at more challenging moments.

Toddlers, for all their boundless energy and running around, get an enormous sense of security from routine. So at BCC, they have lots of daily routines that they come to look forward to as anchors in a day full of surprises and exploration. And explore they do! The Toddler rooms are designed for active play, with ample room to move, jump and dance - all important to large muscle development. It's a toddler-friendly environment, with child-sized tools, materials easy for little hands to manipulate and fun stuff within reach. Our teachers encourage each child's interests. There is painting, scribbling, singing and dancing, dressing up, and story time . . . Always something fascinating to do. Large and small motor coordination is developed through group games and the opportunity to play with simple puzzles, pop-beads and large blocks. Language development is encouraged at Circle Time through songs, finger plays and stories. Through art activities, the children are introduced to colors and shapes. Social and self-help skills that develop independence and a basic trust of others in the group are acquired. Dramatic play activities such as pretending with dolls, dress-up clothes, trucks and cars, are introduced. Sharing, caring and helping others is encouraged. The typical day offers outdoor play, large and small group activities, independent play and quiet times. Not only do these activities contribute to your toddler's cognitive development, they're the beginning of socialization. Our teachers model appropriate behavior as children learn to get along with others.

We approach toilet-training as a set of self-care skills - as a team with you. Together, we devise a plan that will be comfortable for you and your child. We keep you apprised of progress and accommodate changes in the plan as soon as your child needs them. You will receive a Daily Report on your child's individual activities and interests, as well as eating, naps and diapering and/or toilet training. In addition, weekly/monthly calendars let you know the fun we have in store for the children. Twice per year, we give you a Progress Report and invite you to come in for a conference with your child's caregivers. You can also schedule a conference any time during the year.

Preschool:

It's amazing how much a preschooler absorbs. In fact, we have built a whole program around preschoolers' natural curiosity. At BCC, we guide them to discoveries and skills they will feel good about. Our program sets children up to succeed in a warm, loving, fun environment. Along the way, they develop a love for learning.

Play is your child's practice. Two of the most important things our preschool program strives to foster in your child are a healthy sense of confidence and joy in learning. We want every child to feel that a new experience, an untested skill, or a just discovered world is likely to be full of good things. How do we do this?...We have fun!

Our preschool classroom is home to many learning centers. Each one provides a place for your child's play to flourish. We have areas for reading, science, computers, arts and crafts, music, dramatic play and building. Each center is stocked with appropriate materials including puzzles, blocks, dress-up clothes, paints and books all within easy reach. Learning centers are where preschoolers get comfortable with all kinds of learning tools, and how to play and share with others. Children learn by doing and our teachers encourage exploration by taking cues from your child's inclinations. Curiosity and discovery are the basis for learning. With caring teachers to support them, children build cognitive and social skills, from solving problems to working together.

Each day includes indoor and outdoor play, large and small group activities and quiet time. While structure remains important, we stay flexible in the preschool program so we can take advantage of the day's events and the children's interests and needs. On a daily basis, you will be informed of your child's individual activities and interests, as well as eating, naps and toilet activity. In addition, weekly/monthly calendars let you know the fun we have in store for the children, including themes and visits from VIPS (Very Interesting Persons). Twice per year, you will be provided with a developmental progress report. You can schedule a conference with your child's caregiver at any time.

Preschool: (3 years old)

The age group focuses on building self-esteem and socialization skills. Space is created for small groups of children to enjoy playing together while learning to take turns and share toys. Space is also provided for more active play in the gym or outdoors in the playground.

Language development is encouraged through the use of books, flannel board stories, and telling stories about each child's own experiences. Emerging interest about writing is developed through scribbling, drawing and creating letters and words. Offering new materials extends thinking skills and ideas for play activities and problem solving.

Health and safety awareness is introduced through serving nutritious foods, regular hand washing, and discussion of safety practices at home and in school.

Kinder-Readiness: (4 years old)

In this group, children are being prepared for entrance into kindergarten. Classroom time is balanced between child-initiated and teacher-initiated activities.

Language, reading and writing skills are developed through Circle Time activities (conversation, songs and poems), writing experience stories and by labeling items in the classroom for children to identify the object with the written word. Also, concepts involving spatial relationships, size, shape and quantity are developed. Thinking skills are increased through problem solving and open-ended activities.

Time spent running, jumping, balancing and riding bikes develops large muscles. Small muscle skills include writing first names, buttoning, zipping and lacing.

Socially, children are involved in small groups where they can share and take turns. They are encouraged to develop confidence, curiosity, independence and the ability to get along with others.

SCHOOL AGE PROGRAM

Children ages 5 to 10 years old may attend after school (drop off at the Centers by school bus transportation), on half days of school and on full days during school holidays. Advance notice to the Director must be given to ensure there is enough room in the classroom for your child to attend on specific days.

The After-School program will be a time for the children to unwind, do homework, release energy, develop their own interests and socialize with friends. The children will be engaged in daily supervised indoor and outdoor play (weather permitting). An area for rest or study (if desired) is also available to the children. Child initiated, group initiated and teacher initiated activities will take place. The children will also have access to a computer, art materials, books and age-appropriate games and toys.

Parents are asked to complete a separate School Age Agreement for Services and Registration form for their school agers. This form includes a space to indicate your child's school name, bus number and approximate time of arrival at the Center. This helps the Director in case your child does not arrive at the Center at the scheduled time, and the school and bus transportation can be contacted.

SUMMER PROGRAM

At our Centers that offer a Summer Program for school agers (completion of Kindergarten is mandatory), we incorporate hands-on activities for younger and older children in a variety of categories such as arts and crafts, science and cooking, dance, drama and music, communication and fitness. Program themes and activities vary from year-to-year to ensure fun experiences for both new enrollees and returning "young campers".

There are at least four (4) field trips during the summer season for our school agers. These may include the Zoo, Science Museum, Lockport caves, Old Fort Niagara, roller-skating and bowling. Parent participation is always encouraged and appreciated. This helps our staff in maintaining appropriate adult to child ratios.

BCC has separate Summer Program Agreement for Services and Registration forms that parents need to indicate which days and weeks they plan on sending their child/ren to the Center and offers a discount for pre-paying for the entire Summer Program. In order for the Director to properly staff the Center, it is important to know what schedule changes you may have for the summer.

TEACHING PHILOSOPHY

BCC's curriculum is based on child's play. Children retain more when they are having fun, so our programs emphasize learning through play. The curriculum is flexible enough to allow for individual growth, with enough structure to promote cognitive skills and self-discipline. This flexible approach accommodates the different rates at which children develop and helps each child develop his or her own unique qualities and character. Developmentally appropriate activities are planned for each group. Regardless of their age, a child's day is filled with a healthy mix of learning and play.

Our curriculum ensures that each age group participates in daily activities that enhance the following developmental domains:

Social Skills: BCC provides children with the environment to build self-esteem, self-control and self-awareness. Throughout the day, they are given many opportunities to meet with success.

Emotional Support: Our caregivers truly love children. Each child is provided with affection and support from warm and caring adults. We also encourage autonomy in each child and cooperation within the classroom.

Creative and Artistic Experience: Creative expression is achieved through art, music and dance. Easel painting and listening to children's classics quickly become among the favorite activities.

Physical Activity: BCC's program ensures that children are encouraged to move indoors and outdoors. Daily program plans also engage children in periods of active and quiet play.

Mental Abilities: Children need concrete experiences. Activities and materials are selected to encourage "earning by doing" with interactions that develop problem-solving skills.

Health Education: As children learn about their bodies and themselves, we encourage them to assume responsibility for serving themselves, hand washing, toileting and overall safety.

Diversity: Every effort is made to incorporate diversity into our programs through the use of toys, books, music, food, etc. Parent volunteers are always welcome to come and share their family's culture with our children.

DAILY COMMUNICATION:

Daily Reports: Parents will receive daily written communication stating what, when and how much their child ate, as well as the times and length of their nap(s) throughout the day. Their diaper changes/toileting, general disposition, particular interests, any changes in their normal schedule and other important information to parents will also be documented. Reminders of supplies running low will be noted on these reports.

Progress Reports: Progress reports which evaluate children's development (including the infant program) are performed by the teachers and distributed to the parents twice per year. Movement into the next group/classroom is based on availability of space in that group, developmental age appropriateness and chronological age.

Conferences: Appointments and conferences to discuss your child are available upon request. Please feel free to ask if you have any questions.

Other: BCC has an open door policy and parents are permitted to enter at any time throughout the day to observe their child.

- Please read all notices posted in the reception area, outside the Director's office, on the center bulletin board, in the individual classrooms, as well as letters sent home.
- When talking to teachers at drop-off or pick-up, please be considerate of their responsibility to supervise the other children in their care.
- Interaction difficulties between parents and staff should be brought to the attention of the Director as soon as possible. If the Director cannot resolve the differences, the owner of BCC will be contacted to assess the situation. IF the owner of BCC cannot reach a resolution, a meeting will be held with all involved parties.
- Please feel free to talk to the Director at any time

MANAGING BEHAVIOR

Positive verbal reinforcement is our method to promote acceptable behavior, and to encourage self-control, self-direction and self-esteem. It is important that children feel good about themselves and that they are able to learn through good example. Children will be asked to stop and think about their inappropriate actions so that they may be better able to work at their self-control. For a child unable to display appropriate behavior after this point, we will redirect the child to an alternative activity. Redirection involves moving him/her from a particular situation to another, and explaining to the child why he/she has been moved. If the behavior persists, our next step is "time out", where the child is placed in a seat away from the other children, but still allowed to do a quiet activity. The teacher will talk to the child before he/she is allowed to rejoin the group. Children will always be encouraged to talk about their feelings and techniques will be used to help them solve problems. Under no circumstances will any type of physical punishment or restraint ever be used to control inappropriate behavior. Isolating a child in an area where they cannot be seen or supervised is also prohibited.

LUNCH AND SNACKS

Brierwood Child Care Centers (BCC) provides nutritional, well-balanced lunches and snacks (mid-morning and afternoon). Lunch menus are planned on a four-week basis. Copies of the lunch and snack menus are provided to parents monthly, and are posted on the Center's bulletin board, and can be accessed on our website: brierwoodchildcare.com. Teachers are encouraged to sit and eat with the children in order to provide positive modeling. The children are encouraged to at least taste each item served for lunch. All items are prepared "in-house" by a staff member. Fresh fruits and vegetables are served whenever possible. Fruit juice (100%) is served with snacks, and milk is served with lunch. Water is available at all times.

Food Allergies/Sensitivities:

Any food allergies or sensitivities should be brought to the attention of the Director and your child's teacher. Parents must complete a Food Allergy Action Plan Sheet to be posted in their child's classroom. These should be documented in your registration packet and will be clearly posted in the classroom. A parent may supply a substitute snack or lunch, if the child is allergic or sensitive to foods we serve, or for religious reasons.

Birthdays:

Birthdays will be celebrated during morning or afternoon snack times. Parents are welcome to bring in nutritional treats to share, or an activity that all classmates can participate in.

CLOTHING

You will be provided a "Welcome To" letter with your registration packet. This will list the items needed for your child, depending on which classroom they are in. Parents are encouraged to dress their children in "play" clothes and sneakers. Although smocks are worn during messy activities, children remain active throughout the day and should feel comfortable enough to enjoy themselves without worrying about their clothing. For the safety of each child, we strictly enforce a SNEAKERS ONLY policy on the playground and water shoes for water play. If you would like your child to wear other shoes to the Center, please bring sneakers for outdoor play. Fresh air contributes to a child's good health and overall development. The children will have daily outdoor play (weather permitting), even during the colder months (above 32° F). Please make sure your child has appropriate outdoor attire and sunscreen at the Center at all times! Also, please keep in mind that accessories such as barrettes, rubber bands, jewelry, etc. may be a choking hazard.

REST PERIOD

Children participating in the BCC program need some portion of the day to rest and relax. Infants nap in assigned cribs according to their individual schedules. BCC places infants (six months and younger), on their back's to sleep, unless otherwise advised by a parent (in writing). This practice is recommended by the American Academy of Pediatrics and the United States National Institute of Child Health & Human Development to reduce the risk of Sudden Infant Death Syndrome (SIDS). Toddlers and preschoolers rest on assigned cots or mats each day after lunch. All children are given the opportunity to sleep if they require rest; quiet activities are provided for older children not requiring a nap.

TOILET TRAINING

BCC believes parents should start toilet training at home. We will support your efforts to help your child to become toilet trained. Staff will encourage and assist your child in his/her attempts at independence and will offer praise when your child tries or is successful. As not time will your child be made to feel bad if he/she does not accomplish this skill at each try. We will make every effort to work with you to ensure consistency between home and the Center whenever possible.

TOYS

Except for toys that are necessary to help ease your child's transition from home, we ask that toys be left at home until sharing ("Show and Tell") time. Check with your child's teacher for your child's specific day. If any toys are brought to the Center, they should be placed in your child's cubby and not brought into the classroom. Any item brought from home should be clearly labeled with your child's first and last name. Please understand that we cannot be responsible for any lost toys or unlabeled items.

Guns and "war" toys are not considered appropriate tools for learning and **may not be brought to the Center**. Any child who brings a gun, knife, weapon or any item strongly resembling a gun or weapon into the Center, may be dismissed. Any person bringing such an item into the Center will be instructed to leave immediately.

INCLEMENT WEATHER

In the event of snow or other emergency conditions that may force the Center to close, please listen to radio station WBEN 930 AM, or watch WGRZ-TV2 or WIVB-TV4, for information regarding the Center. We will make every attempt to operate under severe weather conditions, even when the local school district may be closed.

Please be advised that if a power outage occurs at one of our Centers prior to 7:00 AM, no child/children can be left at the Center until a determination is made as to what the cause of the outage is and how long it is anticipated before power is restored.

In the event of a power failure at one of our Centers during the hours between 7:00 AM and 6:00 PM, parents will be called to pick up children as necessary. BCC's Corporate Office will keep the Center updated with any information received during the outage. Center staff will contact parents of infants to insure proper feeding schedules, etc. As more information is obtained, calls to parents of the remaining children in the Center will be contacted to pick up their child/children as necessary.

If the roads in the immediate area have been closed due to weather, and Centers are not able to open, you will not be charged for that day, and staff is not to report. If the Centers are forced to close at any time during the hours of 7:00 AM - 6:00 PM, you will be required to pay for that day.

SECTION 4:

HEALTH & SAFETY

GOOD HYGIENE

BCC has implemented hand-washing and sanitation procedures into the daily routines of children and staff to control the spread of infection. We practice hand washing after toileting, before and after meals and snacks, after coming in from outside, and other times during the day as necessary. Children are encouraged and reminded to cover their mouths whenever coughing or sneezing, and to use tissues. All staff members use universal blood precautions.

Please be advised that during messy weather conditions, we have a "shoes off" policy when entering the building. On such days, children should leave/bring a pair of "indoor" sneakers to change into upon arrival. Parents should remove or cover their shoes with provided shoe covers at the front entrance. **Infant rooms are ALWAYS a shoe-free environment.** Please remove your shoes before entering these rooms. These policies are strictly adhered to in order to provide as much of a germ-free and sanitary environment as possible.

BCC is a smoke-free environment. We ask that you do not smoke in or near the Center and that you do not dispose of cigarettes on BCC property.

ILLNESS/COMMUNICABLE DISEASES

Please be prepared to stay home with your ill child or make arrangements for someone who can. Whenever your child has experienced any of the following symptoms within the previous 24-hour period, you will be expected to make other child care arrangements for the comfort of your child and the health of the other families who use the Center. The following symptoms are the Center's criteria for exclusion due to illness (when a child should not attend):

- ✓ Fever of 101° or higher
- ✓ Diarrhea - two or more instances
- ✓ Vomiting
- ✓ Severe coughing, sneezing, runny nose or sore throat
- ✓ A contagious condition of any kind, including but not limited to strep, flu, respiratory infection, pink eye, infectious rash, hepatitis, chicken pox, measles, mumps, scabies, lice, etc.
- ✓ Unidentifiable skin rash or irritation
- ✓ Inflamed, red teary eyes

If any of these symptoms should occur while your child is at the Center, you will be notified immediately for pick-up. If the parent cannot be reached, the emergency contact individuals will be notified. Please make every effort for a speedy pick-up. You may be asked to provide a doctor's note stating that your child is no longer contagious, in order to return to the Center. When your child has been exposed to a communicable disease such as chicken pox, measles, pink eye, head lice, strep throat, or influenza, please report it immediately to the Director.

When sick children are kept at home, all of the children and their families benefit from better health. Please remember that all symptoms must have disappeared at least 24 hours before returning to the Center. If your child does contract any of these diseases, you may be asked to provide a doctor's note stating that your child is no longer contagious. **Please do not knowingly bring your sick child to the Center. We would like to keep all children healthy.** If the Center becomes aware of a communicable disease affecting children in the Center, a health alert will be posted. We will attempt to indicate the earliest symptoms so that additional exposures can be avoided.

For the health and safety of all children, parents should make certain that their child is immunized according to the recommendations of the American Academy of Pediatrics. At the time of registration, you will be asked to have your child's physician complete and submit to BCC a Medical

Record form that includes your child's immunizations. This record must be kept current at all times. Whenever your child has received an immunization shot update, the Director must be notified. As per NYS regulations, failure to properly immunize your child will result in termination from the Center.

MEDICATION POLICY

The NYS Office of Children and Family Services (OCFS) have instituted regulations pertaining to medication administration in a childcare setting. As such, there are a few changes that will impact both you and us and the way we dispense medication while your child is with us. It is important to understand that we will be unable to accept medication and/or administer it if we do not have all of the proper documentation completed correctly to administer medication as follows:

- ✓ Children will not be able to receive any medication (with the exception of over-the-counter ointments and creams) without permission from the physician and the parent.
- ✓ Over-the-counter (OTC) topical ointments and sunscreen cannot be applied without written permission from the parent.
- ✓ Medication other than OTC topical ointments and sunscreens will require permission from the physician, as well as the parent.
- ✓ All permissions must be updated at least every six months.
- ✓ In an event that a child older than 12 months develops a high fever during the day, we can give Tylenol (acetaminophen) with verbal permission from the parent one time only, until the parent arrives to take the child home.
- ✓ Medication must be in the original container, labeled with the child's first and last name.
- ✓ All medications must be kept in a secure area that is inaccessible to children. As such, we ask that you hand the medication directly to the Director so that it can be properly logged in. PLEASE do not leave medication in backpacks, cubbies or on a desk or counter.
- ✓ When children are taking medications while not at our Center, it is important that we be notified so that we can monitor for any side effects.

ACCIDENTS AND EMERGENCIES

At the Brierwood Child Care Centers, we have attempted to design the facility and run our programs to decrease the number of normal childhood bumps and scrapes. In the event of an injury, the child will receive immediate general first aid (cleansed, ice, bandage and TLC). All incidents, no matter how slight will be documented and the parents will be notified of the circumstances.

If the injury is more serious, 911 will be called immediately and the parents/guardians will then be notified. On the BCC Agreement for Services, parents consent to emergency medical treatment for their child, when it is impossible to contact them. If the parent cannot be reached, the Director will act as the decision-maker. Please make sure that the Director always has your current work/home/mobile/pager numbers for immediate contact.

FIRE DRILLS/EVACUATION

BCC conducts monthly fire drills at varied times to help the staff and children prepare for actual evacuation emergencies. If parents are on-site during any of these evacuations, they will be required to evacuate the building along with the children and staff. Each Center has an evacuation meeting place. Parents should check with their particular Center for further information.

BITING

Child development research indicates that approximately 50% of all children enrolled in child care centers will be bitten. Toddlers especially will often use biting as a form of communication. BCC will strive to minimize biting accidents. However, it is highly likely that your child will be bitten at some time. If this should occur, we will do our best to comfort your child and care for his/her needs immediately. We also speak to the parents of the biter and work with them and their child to change this behavior. If BCC determines that if the biting continues or becomes more aggressive within a reasonable period of time, the parent may be asked to temporarily or permanently withdraw their child from the Center until he/she is older.

CHILD PROTECTION MANDATE

All BCC employees are mandated by state licensing regulations to report any and all suspected child abuse or neglect. Staff is required to notify the Director or his/her designee of any such information. The Director or his/her designee is required to make an immediate report to the Statewide Central Register of Child Abuse and Maltreatment by telephone, followed by a written report within 48 hours. Should a parent have a suspicion of child abuse or neglect, they should contact the Child Abuse Hotline at 1-800-342-3720.

OFFICE OF CHILD AND FAMILY SERVICES INVOLVEMENT

The New York State Office of Child and Family Services (NYSOCFS), located at 295 Main Street, Buffalo, NY 14203, is the regulatory agency governing child care centers. BCC is required to be licensed by the NYSOCFS in order to comply with regulations, and is also required to go through a relicensing process every two years. BCC is committed to following these regulations by having a complete copy in each classroom, and a copy is also available from the Director.

SECTION 5:

FAMILIES' RIGHTS

CHILDREN'S RECORDS

Parents are required to complete and submit to the Director the following forms *prior to enrollment*.

Agreement for Services	Registration Form
Child Profile	Child Medical Report
Authorization for Release	Child Information Card

Parents are strongly encouraged to keep information current (immunizations, telephone numbers, addresses, etc.) so that the Center has the proper information when it is needed to either care for the child in an emergency, or to contact the parents. The Daily Report form has a line item for parents to complete on their arrival at the Center (each day), which asks what telephone number they can be reached at for that particular day. Immunizations need to remain up-to-date for enrollment to be continued.

CONFIDENTIALITY

BCC respects the right of each family to privacy and confidentiality regarding all health, behavioral and developmental records and information concerning their child. Various federal and state statutes, local ordinances, and regulatory rules protect these rights to privacy and confidentiality. If your child is involved in an altercation or a biting incident with another child, BCC will not reveal the biter's identity to the parents of the other child without prior written consent from the biter's parents, except as required by law.

NON-CUSTODIAL PARENT

Without an official custody order or restraining order on file, the Center legally must grant both parents access.

RESOLVING CONFLICT

Any parents experiencing problems and/or concerns can always notify the Director and a meeting will be scheduled. If a resolution cannot be attained, the Director will notify the owner/manager of BCC to schedule a meeting with the parents.

STATEMENT OF INCLUSION

BCC will not refuse to admit a disabled child who otherwise is eligible for admission if a space is available, the child could benefit from participation in the program, and reasonable modifications can be made in the premises and/or program to accommodate the child. The Director and the child's teacher will determine whether the modifications are reasonable and manageable. BCC will not be able to incur significant additional expenses to modify the premises and/or program to accommodate such a child. These policies follow the guidelines of the Americans with Disabilities Act (ADA).

REFERRAL PROCEDURE

BCC knows how difficult a decision selecting child care can be for a parent. Because many families choose child care by first asking friends and family for recommendations, we have created a benefit for those parents who make a referral. If you refer another family, and they enroll and stay with us for a minimum of 30 days, you will receive two free days of child care. This is our way of saying THANK YOU.

TERMINATION OF ENROLLMENT

The Director and teachers evaluate and monitor children's behavior and progress through daily logs, evaluations and team meetings. If a behavioral incident occurs, or there is a reason to be concerned about a specific developmental issue, our procedures for observing, evaluating and referring the child or family to an appropriate agency or professional resource are as follows:

1. Teachers are responsible for recording information about a child's behavior and development in an accurate, timely and factual manner, which states specific behaviors and the date, time and duration of observation made.
2. The Director will review and sign all incident reports, and parents will receive a copy.
3. The Director may observe the child in the classroom for periods of time, unless the situation requires the Director to act immediately.
4. Parents will be asked to review concerns about their child's behavior or development.
5. The teacher, Director and parents will then develop a plan to help identify both the child's needs and sources of help available to address those needs. This may include any state regulatory agency, the child's pediatrician, or local public school system if the child is over three years old.

There may be circumstances that warrant immediate termination of a child's enrollment at BCC. Under no circumstances will the child's termination be treated any differently than the usual routine for other children who leave the Center. Although every effort will be made to avoid taking this step, the following situations may necessitate discontinued enrollment.

1. Excessive biting.
2. Parent's refusal to seek professional help for their child.
3. Physical or emotional problems that require constant one-on-one attention.
4. Severe behavioral problems, which cannot be controlled and may endanger the child or other children.
5. Physical or emotional impairment, which the Center cannot reasonably accommodate.
6. Failure to pay tuition for four consecutive weeks.
7. Failure to provide medical/health forms and other paperwork required for enrollment.
8. Failure to cooperate with the Center's policies.
9. Parent's disrespectful behavior towards other parents, children, Directors, teachers or any BCC employee.
10. Discriminatory, humiliating, intimidating, or harassing behavior of any kind, which contributes to the creation of a hostile environment.

SECTION 6:

**TUITION AND
ATTENDANCE POLICIES**

PAYMENTS

Your Agreement of Services will specify the amount of your weekly tuition. Tuition payments are due on or before the first day of the week your child attends. Full weekly tuition payments are due each week regardless of your child's attendance. Payments are also due regardless of vacations or illnesses (except when Free Days are used). For your convenience, all Centers accept cash, check or credit card (MasterCard and Visa) for payments. All payments should be placed in the "mailbox" outside of the Director's office, or given directly to the Director. Receipts are available upon request. Tuition rates are subject to change as conditions may require, and parents will receive as much advance notice as possible. BCC offers a sibling discount for families. If there are two or more children enrolled in the Center, a 10% discount will be applied to the lower tuition rate.

LATE PAYMENT PENALTY

There will be a \$15.00 charge for each week payment is late. If payment is not made within four (4) weeks of due date, your child will be dropped from active enrollment and may not attend the Center until the account is current (providing space is available). If you are unable to pay tuition due to economic or personal conditions, please speak with the Director immediately to see if specific arrangements for payment can be made.

LATE PICK-UP FEE

The Centers close at 6:00 PM. If a parent/guardian does not pick up their child by 6:00 PM, they will be charged a \$10.00 late fee. This fee will increase by ten dollars (\$10.00) for every 15 minutes or portion of thereafter. This fee will be charged against your account balance.

RETURNED CHECKS

A processing fee of \$30.00 will be added to your account for any returned checks.

ABSENCE POLICY

If your child is going to be absent on their scheduled day due to illness or vacation, it is very important that you notify the Director as early as possible. Regardless of your child's absence, your contracted tuition amount must be paid for that week. You may apply any Free Days you have available, or inquire about make-up days with the Director.

FREE DAYS

Once your child is actively enrolled, you will be granted Free Days that can be used throughout the year at your request. Please refer to your Free Day slip for the number of days allotted to you within your enrollment year. These Free Days may **ONLY** be used if your child is **not** in attendance due to vacation or illness and must be used within one (1) month of your child's absence. Your Free Days will be used in place of payment for that day, and may be subtracted from your weekly tuition payment. You may **not** use Free Days for days that your child was in attendance or towards an account balance. You will receive a new Free Day slip on the anniversary of your child's enrollment, to be used within a year. Unused Free Days **cannot** be held over until the following year. They **MUST** be used before their expiration date.

SCHEDULE CHANGES

All children must have a regular schedule on file at the Center. Extra hours are usually available as needed, but must be cleared with the Director. The Center requires a two-week written notice in advance of a permanent schedule change, and prior approval from the Director is necessary. Your Agreement for Services and Free Day slip will need to be adjusted accordingly. If you need your child to attend on a day that they are not normally scheduled, prior approval from the Director must be given. The Director will need to determine if there is space available within your child's classroom. Proper staff/child ratios must always be maintained! Schedule changes such as needing to add days will not be permitted if your account is not current.

A Summer Attendance form must be completed and returned to the Director before the start of the Summer Program. Please be advised that if you choose to decrease days during the summer months, BCC cannot guarantee your previous schedule in September. Also, if you are taking the summer off and want to return in the fall, you must pay a leave of absence fee (specified on your Agreement for Services).

HOLIDAYS

The hours of operation at BCC are 7:00 AM to 6:00 PM, Monday through Friday. The Center will be closed on the following six holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

If one of the above holidays falls on a Saturday or Sunday, Brierwood Child Care Centers (BCCC) will follow the federal government's "observed" holiday schedule. If the holiday falls on a Saturday, BCCC will observe the holiday on the preceding Friday. If the holiday falls on a Sunday, BCCC will observe the holiday on the following Monday.

SUMMER LEAVE OF ABSENCE

If you plan on removing your child from the Center during the summer months (4-10 weeks), the Director **MUST** be notified in writing prior to the leave. Specific starting and ending dates for your summer leave must be stated. During your leave of absence (LOA), you will not be charged your contracted weekly tuition. However, a one time fee equal to your weekly tuition **MUST** be paid prior to the start of your leave to guarantee and hold your child's enrollment spot until the *stated* return date in August or September. This fee will be applied towards your child's first week of tuition upon return. If you choose to not return after your LOA, the payment is non-refundable. Failure to pay this fee will open up your child's enrollment spot to perspective clients. No more than one LOA (summer or maternity) can be used within a 12-month period.

If your child will be away from the Center at any time other than the summer months due to vacation or illness, you may apply any Free Days you have remaining, or inquire about make-up days.

MATERNITY LEAVE

If you are expecting a baby and will be pulling your enrolled child(ren) from the program for 6-8 weeks, a one time fee equal to your weekly tuition **MUST** be paid prior to the start of your leave to guarantee and hold your child's enrollment spot until the end of the 6-8 week maternity leave. This fee will be applied towards your child's first week of tuition upon return. If you choose to not return after your LOA, the payment is non-refundable. Failure to pay this fee will open up your child's enrollment

spot to perspective clients. No more than one LOA (summer or maternity) can be used within a 12-month period.

BABYSITTING

Parents and BCC staff are prohibited from entering into an agreement/contract for babysitting while the family is currently enrolled in our Centers. Solicitation while on the grounds of BCC is illegal.

WITHDRAWAL

BCC requires a two-week notice for withdrawal. Following such notification, tuition will be charged for the second last week, and the security deposit will be applied to the last week of care. Failure to give this notice will result in loss of your security deposit. If there is a balance owing after the security deposit is applied, an invoice for the final bill will be printed and given to the parent.



CHILDREN LEARN WHAT THEY LIVE

If children live with criticism, they learn to condemn.

If children live with hostility, they learn to fight.

If children live with fear, they learn to be apprehensive.

If children live with pity, they learn to feel sorry for themselves.

If children live with ridicule, they learn to feel shy.

If children live with jealousy, they learn to feel envy.

If children live with shame, they learn to feel guilty.

BUT

If children live with encouragement, they learn confidence.

If children live with tolerance, they learn patience.

If children live with praise, they learn appreciation.

If children live with acceptance, they learn to love.

If children live with approval, they learn to like themselves.

If children live with recognition, they learn it is good to have a goal.

If children live with sharing, they learn generosity.

If children live with honesty, they learn truthfulness.

If children live with fairness, they learn justice.

If children live with kindness and consideration, they learn respect.

If children live with security, they learn to have faith in themselves and in those about them.

If children live with friendliness, they learn the world is a nice place in which to live.

Dorothy Law Nolte