



## **JUNIOR BEARS CHILD CARE PARENT'S HANDBOOK**

There are many rules and regulations that need to be followed to operate a quality child care center in the State of Florida. All persons on Junior Bears Child Care's property are expected to follow the rules, protocols and policies in-effect, while keeping in mind that Junior Bears Child Care has the best interest of your child at heart.

### **ACCREDITATION**

Junior Bears Child Care has distinguished itself as one of the top child care centers in the nation by seeking outside accreditation with two (2) separate leading national accreditation organizations (1) National Institute of Child Care Management and (2) Child Development Association (CDA).

### **STATE LICENSING**

We understand the importance of keeping strict compliance with the state licensing regulations in order to ensure a quality environment for your children. Junior Bears Child Care complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facility, playground, health and safety guidelines, and child/staff ratios.

### **MISSION STATEMENT**

Our mission at Junior Bears Child Care is to prepare its children to excel as young leaders of tomorrow by combining a curriculum tailored specifically for each individual child using positive reinforcement and our innovative state-of-the-art programs, before/after school tutoring, and activities that develop and reinforce the child's social, emotional and physical well-being.

### **CORE VALUES**

Junior Bears Child Care provides high-quality early care and education by a combination of structural and process-based features that create a safe, nurturing, and stimulating environment for children's development. Our comprehensive program definition includes a description of the population served and unique characteristics that demonstrate the program's commitment to excellence. A personalized program structured for each child that creates a supportive learning environment. Our highly qualified staff consist of educators having formal training and credentials in early childhood education. In order to attain and retain qualified and effective teachers and staff, we offer fair compensation, benefits, and continuous professional development that is compensated by bonuses. We provide low teacher-to-child ratios and small class sizes. This allows our teachers to provide more personal attention to each child creating positive and responsive interactions more consistently.

We provide a safe and stimulating environment as our physical space, that includes indoor and outdoor areas, is maintained clean, safe, and designed to promote learning and exploration. We provide developmentally appropriate and evidence-based curriculum that incorporates research-backed curriculums that are tailored to the age and stage of development of each child served. Our methods focus on the daily interactions and routines that precisely influence a child's experience. Our teachers and staff engage with each individual child in a nurturing manner, by actively listening to a child, the use of open-ended questions for the child to respond, and by providing emotional support. Our curriculum is implemented through planned, hands-on, play-based activities that support a child's cognitive, social-emotional, and physical development. Inclusive and culturally responsive practices as we welcome children and families from diverse backgrounds and incorporate their home languages and cultures into the curriculum and learning materials. Our individualized planning provides a reliable assessment of a child's progress, the ability to personalize education goals and tailor activities and lessons to specific and unique needs. We also offer specialized support such as on-site therapy to support children with disabilities.

We participant in State of Florida quality rating and improvement systems that demonstrate and measure our commitment and standards to quality and improvement. The staff at Junior Bears Child Care undertake ongoing, intensive coaching and mentoring beyond standard requirements.

Unique characteristics of Junior Bears Child Care are: (1) curriculum specialization for each child; (2) specific family partnerships as we offer family engagement opportunities, including reading visits and parent-child workshops and visitations. Junior Bears Child Care offers an enriched focus on health and nutrition, extensive outdoor play, including swimming lessons and pool safety.

### **POPULACE SERVED**

Age range: Infants, toddlers, preschoolers, or a mixed-age group. Demographic characteristics consist of all backgrounds, having all socioeconomic status. Junior Bears Child Care focuses on all families regardless of specific income levels and encourage programs such as Head Start and Early Head Start (<https://www.flheadstart.org/how-to-apply>) and Early Learning Coalition of Brevard (<https://elcbrevard.org/>) that serve children from low-income families. Other defining factors: Children with disabilities, or children from families who rely on specific state subsidies for care. Our community connections have developed by providing on-site health and nutritional services. We collaborate with local elementary schools to ensure a smooth transition for children.

We at Junior Bears Child Care collaborate and join forces with our local adult nursing homes, Melbourne Police Department, Brevard County Sheriff Office, Melbourne Fire-Rescue Station 8; local movie theatres and roller rinks. •

### **NON-DISCRIMINATION POLICY**

Junior Bears Child Care is operated on a non-discriminatory basis and gives equal treatment and access to services without regard to gender, sex, race, color, religion, national origin or ancestry, ethnic group orientation, age, disability, marital status, or sexual orientation.

### **ANTI-BULLYING POLICY**

Our policy is to teach students to deal with conflict in a positive way, and thereby build confident and capable leaders of tomorrow. We aim to help our students to identify bullying when it happens and to speak up to trusted adults about it after it occurs. We must give students the tools to combat bullying, including standing up for themselves, de-escalating situations, and seeking adult support. We pledge to give support to victims of bullying and give guidance to those who bully. Our aim is to create a School in which pupils grow up happily, free to pursue their own interests but with consideration for others, and free from fear.

### **STATEMENT OF SERVICES**

Junior Bears Child Care is a year-round program that offers all day care for children ages 0 months to 12 years. Our daily activities and program consist of a flexible schedule that has been created to provide diversity and challenge for children in all age groups. We offer a structured program for children of all ages that includes a year-round curriculum. Our activities include school readiness skills, arts and crafts, games, music, outdoor play and story time. We offer a full-time service, part-time services, before school services, after school services and transportation to/from school.

### **HOURS / DAYS AND NATIONAL HOLIDAYS**

Junior Bears Child Care is open Monday through Friday from 6:30 am and closes at 8:00 pm, and Saturdays and Sundays 8:00 am to 4:00 pm, on a case-by-case basis, upon request. We are closed New Year's Day, Good Friday, Easter Monday, Memorial Day, the Fourth of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day. If holidays fall on a weekend day the weekday closest to that day will be observed as the holiday. (i.e. Christmas Eve falls on Sunday and Christmas falls on Monday – Junior Bears Child Care will be closed on Monday and Tuesday). These days will be posted for your convenience. If childcare is provided during National Holidays, additional fees may apply. All holidays will be charged at the regular rate. Parents are responsible for alternate care on days Junior Bears Child Care is closed. If childcare is provided during National Holidays, daily rates and additional fees may apply.

### **OTHER CLOSURES**

Due to state training requirements Junior Bears Child Care will be closed a minimum of 2 days during the year for teacher in-service training. This will be in the form of one day in the spring and one day in the fall. These days will be decided in January of each year and will be posted for your convenience. Junior Bears Child Care may potentially be effected by , and closed, due to governmental emergencies as issued by U.S. Government, State of Florida and/or Brevard. You will be charged at the regular rate for the weeks these days fall.

### **ADMISSION REQUIREMENTS**

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child(ren)'s parent or legal guardian may enroll a child(ren) (Proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend Junior Bears Child Care. All requested personal information is kept confidential. Parents are required to update all emergency data as needed, including address, home, cell, and work numbers and individuals authorized to pick up your child. Current immunization information must be submitted to Junior Bears Child Care upon enrollment, and all immunizations must be current. Junior Bears Child Care must be informed of any custody situation in advance and will request that the proper paperwork be in the child(ren)'s file. Parents will be required to comply with all state regulations and center rules as set forth in this Parent's Handbook.

#### **ADMISSION AND WITHDRAWAL**

Parents wishing to enroll their children in Junior Bears Child Care will be given a copy of the parent's handbook and any forms necessary to enroll your child(ren) in Junior Bears Child Care. All children shall be considered continuously enrolled from the time of enrollment until they are formally withdrawn according to the procedure outlined herein.

#### **GUARANTEED START DATE**

Junior Bears Child Care works on a "Guaranteed Start Date" rather than a "Waiting List". Upon deciding that Junior Bears Child Care is the place for your child(ren), you will be asked to fill out a "Guaranteed Start Date Notice" and pay a non-refundable deposit. This deposit consists of the registration fee, the annual materials fee which are due each year, and the first and last week's fees (fees through Friday of the first week in attendance and fees equal to one weeks tuition at the current rate to be held for the last week your child(ren) attend or owe fees). At this time, you and Junior Bears Child Care will agree, upon the date your child(ren) will start. Prior to your first day you must bring your child's(ren's) enrollment packet(s) (one for each child) along with the following for verification: Birth certificate, and shot records. Parents are required to notify Junior Bears Child Care prior to their child(ren) withdrawing including withdrawing from being on the guaranteed start list.

#### **PAPERWORK, FORMS and ANNUAL RENEWAL**

We are required by the state to have current and updated information on each child in our center. This is also for your safety. As mentioned above, we require all forms to be filled out on each child prior to their initial attendance at Junior Bears Child Care. Also, each year in June we will have you renew and refresh all your paper work and all forms. There will be a deadline given for compliance to this requirement and a fine may be charged if the new paperwork is not turned in on time. Failure to renew and refresh paperwork does not constitute withdrawal from the program and fees will continue to accrue according to the newest published rates including all late payment convenience fees and all other fees due. Annual Registration Fees and Annual Material Fees will also be added each year at this same time. If Junior Bears Child Care is penalized or fined for incomplete information on one of our admissions forms or for failure to update/renew this information due to a parent's neglect, that fine will be passed on to the client responsible, including an additional \$50 administration fee.

#### **DROP-OFF**

Parents must accompany their child(ren) into the Junior Bears Child Care area every morning and clock their child(ren) in immediately after dropping their child(ren) off in the appropriate room. Children will not be permitted in the building prior to opening hours. New families must clock each child in. The clock in/out system is located at the front door. The children are not allowed to come into the Junior Bears Child Care area alone or to sign themselves in unless prior written permission has been given by the parent and approved by the Director. This is for their protection in case of a fire or other emergency. We require that all children have direct contact with a person upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. If any of these things are determined, the child must go home immediately.

#### **PICK-UP**

All children must be picked up and clocked out by an adult and/or person approved by the parent and Junior Bears Child Care. All children must be clocked out before being picked up from their classroom. Anyone, including all parents, who are to be allowed to pick the child up ***must*** be listed on the Pick-up Permission form or be approved in writing by a parent. In an emergency, parents may call Junior Bears Child Care and give verbal approval of an alternate individual. However, this is strongly discouraged. Junior Bears Child Care reserves the right to not allow any individual onto Junior Bears Child Care property for drop-off or pick-up if they have created a problem. Anyone not recognized by sight will be asked for a picture ID. In the event anyone out of the ordinary is to pick-up the child, please alert the office prior to that time. This is in addition to them being on the Pick-up Permission form or approval as stated above. It is the parent's responsibility to notify the office and make changes in this form whenever necessary. This form is re-done annually.

### **PARKING POLICY**

Junior Bears Child Care has a drop-off area by the doors to each building. Due to the limit of the number of vehicles that may be in this area, please park in one of the parking spaces if you anticipate you will be in the building longer than 5-10 minutes. We strongly urge you to turn your car off and lock it when you come in to drop-off or pick-up your child(ren). Junior Bears Child Care is not responsible for items lost or stolen from cars or from the parking lot or facility.

### **PICK-UP PERMISSION FORM**

All persons authorized to pick a child up from Junior Bears Child Care must be listed on the PICK-UP PERMISSION FORM. To avoid confusion, it is the responsibility of the parent to sign the child into our center to properly fill out all forms. In a custody situation the parent signing the child into our center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be attached to the enrollment forms if any limitation of rights is suggested by the PICK-UP PERMISSION FORM. If a parent who is not listed, or who believes the information given to us was inaccurate, contests the authorization details they must first offer proof that they are indeed the legal parent or guardian and have legal rights to pick the child up. We then will require lawyers for both sides to be contacted, and both attorneys will be requested to give us documentation as to the individuals approved for pick-up. Junior Bears Child Care reserves the right to not allow any individual onto our property for drop-off or pick-up if they have created a problem.

### **EMERGENCY MEDICAL CONSENT FORM**

This form will give us your consent to call an ambulance or your child's doctor or dentist if he/she needs emergency care. Please list your child's doctor, dentist and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is strongly suggested that all emergency contacts be listed on your Pick-up Permission form. If your child has any allergies or is on any medications, please include this information on the form as well as filling out one of the food or non-food allergy forms. All forms will be re-done annually. Immunization cards need to be presented on or before the first day the child attends Junior Bears Child Care. A photocopy of these will be kept in the file. When your child receives additional immunizations, you are required to bring your immunization card back in for us to take a current photocopy of it so that we can update your file. Whenever any information on this card changes, it is your responsibility to notify us and update or re-do this form.

### **ABSENCE POLICY**

Parent(s)/guardian(s) are responsible for notifying Junior Bears Child Care, by phone, if the child is to be absent. The specific illness or reason for the absence is required for our records. Children having an absence of five (5) consecutive days without notification risk being dismissed. If the child has extended absence for any reason, it is important that you "keep in touch" by telephoning the Junior Bears Child Care every 2 or 3 days.

Excused absences are illness or quarantine of child, or parent, or siblings, medical and dental appointments, family emergency\*, court ordered visitations (copy of order required on file at the Junior Bears Child Care), or a reason that is clearly in the "best interest" of the child (Child Benefit Day). \*\*

\* Absences for "family emergency" includes death in family, serious illness or hospitalization in extended family, personal environmental disaster (e.g., fire, earthquake, etc.), personal problematic event (e.g., burglary, auto accident, etc.), and car/transportation problems.

\*\* Absences for reasons "Clearly in the best interest of the child" (Child Benefit Day) include travel, visiting relatives, spending the day with parent, child guidance for behavioral concerns, and other activities determined by Junior Bears Child Care and/or parent/guardian to benefit the child physically, emotionally or cognitively to be used as needed by the child/parents.

NOTE: single Child Benefit Days can be used as needed by parent/guardians, but Child Benefit Days cannot be used in succession for three (3) consecutive days, e.g. 3 days in a row.

Parents are required to call school (321) 752-4847 and inform Junior Bears Child Care and the specific reason for absence. If a child is absent for more than five (5) consecutive days, a note from doctor may be required to excuse child's absence.

### **INFORMATION CHANGE**

Parents are to notify Junior Bears Child Care of any change in home or work phone numbers and addresses. This is for your safety so that we may reach you in an emergency. Junior Bears Child Care requires that someone listed on the Pick-up Permission form of each child be available within thirty (30) minutes notice to come and pick up a sick child or a child that Junior Bears Child Care has determined needs to go home. It is required that all changes of phone numbers, places of employment, residence changes or changes in pick-up information be turned into the office immediately. Please give the Director written notice of the change as soon as possible.

### **IMMUNIZATION REQUIREMENTS**

All children enrolled must have their immunization records up-to-date or provide an exemption affidavit. The child's immunization record must be provided by the parent, and all information must be current. The parent shall also provide proof of this with a form signed by a health care provider. This form will state that the child has received all current, age-appropriate immunizations. Parents wishing to take a religious exemption must contact the office to find out the proper procedure for providing an affidavit of such religious opposition. If Junior Bears Child Care is penalized or fined for non-compliance of immunization cards due to a parent's neglect, that fine will be passed on to the client responsible, including an additional \$50 administration fee.

### **MEDICATION**

All medication to be given to children must be in the original bottle with the instructions clearly printed on it as provided by the doctor's prescription or by the pharmaceutical company. All medicine including scripted and unscripted medications must be in an up-to-date bottle and not be outdated or past-dated. All prescription medications must have that child's name on the script. All non-prescription medicine must have a permanent sticker with the child's name and the date the medication was left at Junior Bears Child Care. A "Permission to give Medication" form needs to be filled out prior to the administration of any medication. All medicines must be personally handed to the teacher in charge at the time of arrival along with the "Permission to give Medication" form (Filled out). Junior Bears Child Care reserves the right not to give medicines if the dosage is questionable or not according to the label. Junior Bears Child Care reserves the right to request a doctor's consent via handwritten prescription for any non-prescription medications. A copy of the "Authorization to Give Medication" form, along with the medication bottle and any remaining medication will be given returned to the parent upon completion of the course of medication.

### **ALLERGIES AND SPECIAL DIETS**

We must be aware of any food or other known allergies that affect your child. If your child has any known food allergies, you will need to fill out an "Allergy/Food Exemption Medical Statement" as provided herein. This allows us to alert all our staff to be on guard of their allergies. The Allergy/Food Exemption Statement must be turned into our office as soon as this allergy has been identified. This form must be updated annually. We also need to be aware of any non-food allergies that can affect your child. If your child has any non-food allergies you will need to fill out a "Non-Food Allergy Medical Statement" as provided herein, which must be turned into our office as soon as this allergy has been identified. This form must be updated annually. You will also need to fill out a "Authorization to give Medication" form if your child requires an Epi-pen or other emergency treatment.

**Anaphylactic Allergies:** Anaphylaxis is a rare, severe, life-threatening allergic reaction that is treatable, and often preventable. The key to preventing an anaphylactic reaction is identifying triggers and preventing exposure to these triggers. Next to food allergies, insect stings are the most common cause of anaphylaxis. To help safeguard your child's health you may wish to provide a medical alert bracelet for your child. If your child is at risk of anaphylaxis, it is your responsibility to provide:

- Verification of the allergy and its cause, signed by a doctor.
- Complete and current health and medication forms.
- Updated emergency contact numbers on file and on the attendance form.
- A doctor's order for EpiPen, and/or any other necessary medications.
- Signed parental consent to administer medications.
- A sufficient supply of up-to-date medications.

Anaphylactic allergies will be posted and reasonable precautions to avoid exposure to known triggers will be taken. For instance, the use of insect repellents on a child who is allergic to bee stings.

**Food Allergies: peanut and shellfish products are not permitted on property:** Food allergies are becoming more common among infants and young children. It is important for us to work together to provide a safe environment for your child. Junior Bears Child Care relies on you, parents/guardians, to keep us updated about any changes in your child's allergies. To help keep your child safe, please provide the following information and materials, and update them as necessary:

- Verification of the food allergy and its level of severity, signed by a doctor.
- Complete and current health and medication forms.
- Updated emergency contact numbers on file and on the attendance form.
- A doctor's order for EpiPen, and/or any other necessary medications.
- Signed parental consent to administer medications.
- A sufficient supply of up-to-date medications.

Accommodations for food allergies will be made on a case-by-case basis. If the allergy is not severe or life-threatening, reasonable substitutions will be made to the menu. If the allergy is severe and life-threatening, the specified foods will not be served. In the case of an allergy so severe that it is dangerous for the child to come into contact with small amounts of the food or breathe in its odor, Junior Bears Child Care will take reasonable precautions to prevent an allergic reaction, with the understanding that complete protection is not possible. Food allergies are posted in the kitchen. Confidentiality of the child's allergy shall be maintained.

**Special Diets:** If your child has religious or lifestyle dietary restrictions, Junior Bears Child Care will make reasonable adjustments to the menu in order to accommodate the child's needs. If a comparably priced substitution is readily available, it will be provided to all the children. However, if no comparably priced substitution is readily available, food preferences will be accommodated on a child-by-child basis. For example, a vegetarian child may be offered meatless spaghetti sauce while the other children have meat sauce.

If you choose to provide alternative foods such as soy milk, lactose-free cheese, and the like, these must be labeled with the child's name and date opened. If you choose to send an entire meal to Junior Bears Child Care, the meal must follow USDA requirements for child care nutrition. If your child cannot follow the USDA child care nutrition guidelines due to special dietary needs, Junior Bears Child Care is required to have a written doctor's order to follow.

### **ILLNESS AND CONTINUED HEALTH**

These guidelines are for the welfare of all our children. To ensure safety and health, we rely on our parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child's development. We feel that if your child is too sick to play outdoors then they are too sick for group care. A child that is ill or has a temperature of 101 degrees or above should be kept at home. All children shall have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior, see the Drop-Off section above. A child that is too ill to remain in Junior Bears Child Care shall be supervised and cared for until the child can be cared for elsewhere. The child will be sent home if he/she is running a temperature of over 101 degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious disease. In the event you are called to come pick up an ill child, you must pick your child up within 30 minutes, or overtime rates will apply. If a child needs to be sent home and their parents are unreachable, we will call the emergency contacts listed on the Pick-up Permission form. If no one is available by contact after 30 minutes the overtime rate will apply. Junior Bears Child Care reserves the right to request the child to see a physician or have a physician's note prior to returning.

### **ACCIDENT REPORTS**

Safety is a top priority of Junior Bears Child Care. Yet, there are times when a child will have an accident/ incident between your child and another child. If the accident/incident requires "more than a hug and a kiss", our teachers will complete a report for you detailing what happened and the nature of the injuries. If any first aid is administered, the treatment will be described to you. A copy of this accident report, signed by the teacher in charge at the time of the accident, will be provided to you and a copy filed with the Director's office. We ask that you sign the copy provided to you and return it to the Director's office to confirm that you were notified of your child's injury. This system is aimed at ensuring communication at all levels and can be a very good way to be certain little things that are not forgotten in a hasty departure. If your child happens to be injured by another child, we ask you to please respect the child's privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation but could cause confrontation between our families. We will handle all behavior problems in a professional and appropriate way.

### **CHILDREN REQUIRING SPECIAL ACCOMMODATIONS**

Junior Bears Child Care complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to make special accommodation for children who require such accommodations, provided it is within our power and authority to do so. Accommodation can be a specific treatment prescribed by a professional or a parent, or a modification of equipment, or removal of physical barriers. The accommodation shall be recorded in the child's file. Whenever we deem it appropriate for the needs of the child to have a child with special needs in our center, the entire staff must follow the reasonable accommodations we have made for that child. Any questions about the accommodations of the child should be referred to the leadership staff.

### **DISCIPLINE GUIDANCE**

In addition to the Discipline/Guidance Policy in-effect, Junior Bears Child Care strives to help each child learn and use appropriate behavior. A safe and nurturing environment where teachers and staff model appropriate behaviors and where a child is respected as an individual enhances each child's well-being. Positive redirection is used to help guide your child's behavior. However, if we feel that a child's behavior is potentially harmful to themselves or other children, we will remove the child from the classroom into the office for a "cool-off/reflection" time. Efforts will be made to work cooperatively with the parent/guardian of the child to help the child learn how certain behaviors are inappropriate. In situations when the child's behavior disrupts the normal functioning of a classroom to the extent that needs one-on-one supervision at all times, such as hurting other children or staff, the child will be withdrawn from that program and potentially disenrolled from Junior Bears Child Care.

### **TOILET TRAINING**

Toilet training is best accomplished with the cooperation of teachers, parents and children. Children learn toileting skills through consistent positive encouragement from adults and home and at Junior Bears Child Care.

Toilet Training usually begins around 2 years of age. When a child shows an interest in toilet training, the parents and teachers should complete a Potty-Training Contract that describes how they will cooperate to encourage toilet training. This form is available from the director. This plan is commitment to working with the child in a consistent manner; it is not a timeline for completing toilet training. This contract will be kept on file.

Each child will begin at a different time and progress at a different rate. The staff will provide documentation of your child's progress each day. The director and staff are available as a resource to answer any questions about your child's toilet training progress at Junior Bears Child Care. Several complete changes of clothes should be kept on center during this process.

### **TOYS**

Junior Bears Child Care has a wide variety of toys, games and other resources to offer children during center time. Preschool classes will have show-and-tell related to the week's lesson. Personal toys are not permitted in Junior Bears Child Care, as they can cause disputes and can be broken or lost. The exception to this is show-and-tell or sleep-toys which should be labeled with the child's name. Junior Bears Child Care is not responsible for stolen, lost or broken toys or clothing. **Do not bring toy guns, war toys or other toys of destruction.**

### **CLOTHING**

We encourage the children to dress for play and comfort as the seasons change. Because our program is based on play and exploration, your child WILL get dirty!! Children will have opportunities for outdoor play twice a day weather permitting. Children will go outside if the temperature is above 32 degrees or below 100 degrees with the wind chill and heat index taken in to consideration. It is required that you bring one set of extra clothes for your child in case of a spill or accident. We have some extra clothes available, but we may not have the item your child needs in his/her size. If your child comes home in center clothes, please wash the clothes and return them within one week. **It is strongly suggested that all clothing brought or worn to Junior Bears Child Care have the child's name on it.**

### **DIAPERS**

Please provide diapers, wipes and diaper ointment (if needed) for your non-potty-trained children. All items must be labeled with the child's first and last name. You can bring a package of diapers to leave at Junior Bears Child Care. You will be notified when your child is running low on diapers. If you run out of diapers, we will provide them to you automatically for a fee of \$2 per diaper. If you have any questions, please check with the office.

## SUPPLIES

Each child will be provided with all the instructional supplies necessary here at Junior Bears Child Care. An Annual Materials Fee will be added each June. Children who enter Junior Bears Child Care after June or prior to June of the following year will pay an initial supply fee upon registering and an additional supply fee added on June 1. No pro-rations will be given on this fee. **Please mark all items clearly with your child's name.** Additional personal items which are needed include:

- 1) A small blanket for rest time
- 2) A two-inch-thick mat which may be purchased at Junior Bears Child Care
- 3) A crib sheet for the mat
- 4) If your child prefers a small pillow and/or a stuffed animal/doll for resting. Please be sure to provide one daily or leave one in the child's cubby at school.

## CURRICULUM

Children learn by doing. They learn through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience. We have chosen a curriculum based on the developmental needs of the children each room and to foster individual growth through opportunities for exploration. 90% of brain growth occurs from zero to 5 years old. Each class's lesson plans and your child's class flexible schedule are posted on the parent's board in your child's room. We incorporate current trends in Early Childhood and School Age Education and then structure this curriculum to meet the needs of the majority of the children in the group. Our curriculum, although it will vary depending on age, is guided by the following underlying principles:

- Children learn through dynamic investigation
- Children instigate their own learning
- Learning comes from open-ended experiences
- Adults are facilitators of children's learning

## INFANT CURRICULUM

We will keep your child on his/her daily schedule as much as possible. During the day, we will do activities with your child to help them develop their social, emotional, cognitive, language and physical skills. These activities may include, playing with toys, art, pretending, enjoying stories and books, discovering sand and water, music, and exploring outdoors.

## PRESCHOOL CURRICULUM

The preschool curriculum will cover the following areas:

### Movement and Coordination

- Physical attention and relaxation
- Gross motor skills
- Eye-hand, and eye-foot coordination
- Group games
- Creative movement

### Autonomy and Social Skills

- Sense of self and personal responsibility
- Working in group setting

### Work Habits

- Memory Skills/
- Following directions
- Task persistence and completion

### Language

- Oral language
- Nursery rhymes, poems, finger plays/songs
- Emerging literacy skills

### Mathematics

- Patters and classifications
- Geometry
- Measurement
- Numbers and numbers sense

- Basic Addition and subtraction
- Money

### Orientation in time and space

- Vocabulary
- Measure of time
- Passage of time (past, present, future)
- Actual and represented space
- Simple maps
- Basic geographical concepts

### Science

- Human, animal, and plant characteristics
- Physical elements (water, air, and light)
- Tools

### Music

- Attend to different sounds
- Imitate and produce sounds
- Listen and sing
- Listen and move

### Visual arts

- Attend to visual detail
- Creating art
- Looking at and talking about art

## DAILY SCHEDULE

Although your child's schedule varies somewhat day to day, a typical flow of a day's activities is below.

**Activity Time:** Activities specific to the weekly theme are presented along with basic activities such as puzzles, table manipulatives, dramatic play, blocks, etc.

**Group Time:** Group times are child-centered participative sessions. The planned group activities include reading, music, movement, finger plays, discussion, dramatization, games, and experience stories.

**Outdoor time:** The playground is an extension of the classroom. Children can participate in an activity of their own choosing. Inclement weather, special events, or celebrations will occasionally affect the scheduling of outdoor time.

**Snacks and Meal Time:** Staff sits with children while they are eating, encouraging and participating in quiet conversation.

**Rest Time:** Children are given the opportunity to nap or rest each day.

Specific activities vary based on age, all are posted weekly in each room.

## CLASS DIVISIONS AND CLASS SIZE

We endeavor to have a challenging and appropriate atmosphere for children of all ages. Homeroom class divisions are based upon three issues. These are the individual developmental needs of each child, state law requirements for student to teacher ratios, and the overall enrolment management plan of Junior Bears Child Care. Children not yet in school are generally divided into classes by age since this usually keeps them with children in their own developmental level and keeps our age-based student to teacher ratios maintained. In most cases it is our target to have children together with the children with whom they will be attending Kindergarten.

## STUDENT TO TEACHER RATIOS

Student to teacher ratios is based upon guidelines set by STATE law. In addition to the teacher to child ratios each group also has a group maximum.

## MIXED-AGE GROUPING

Our program encourages times for mix-age grouping of children to provide a rich learning environment that recognizes that all children are unique and develop at their own pace and according to their individual interests and abilities. In times of the day where mixed-age grouping is implemented, children who are at least one year apart in age are sometimes placed in the same classroom. Our teachers and staff are educated in mixed-age groupings to help ensure it is implemented with the utmost focus on the child's development and safety. Mixed-age grouping is an effective tool in child development providing many benefits including:

- Older children learn to be helpful, patient and tolerant, while developing increased confidence in their own skills and abilities.
- Younger children have the opportunity to learn more advanced cognitive and socialization skills from the older children.
- Individual differences in development are better accommodated.
- Children are challenged to think about problems in a more creative and flexible way as they observe children of different ages approaching problems differently than they do.

## TRANSITION PLAN

Junior Bears Child Care will create an individualized transition plan to help children that are about to transition from one class to the next. This is to help the children become familiar with the new program, teachers and children. It also allows the new teachers to get to know the individual needs of each child prior to the transition of an entire class group or several children together. The plan allows flexibility in order for us to best meet the needs of each child. Each child's individual need is different, therefore the transition plan may vary quite a bit from child to child. Your child's teacher or the director will provide more details about transitioning when your child will move to another classroom.

## SUMMER CAMP

A summer camp program is offered during the summer months for children of all ages. The camp is built around weekly themes. Activities include various art projects, music, water fun, sports, stories, cooking, theatre and field trips. A separate summer program fee is generally charged to help cover expenses.

### **OUR STAFF**

At Junior Bears Child Care, we strive to provide nurturing, quality care in a highly interactive learning environment. Our friendly qualified staff are an integral part of providing this environment. Our current staff has had

- A detailed interview and screening process.
- Approval by the state of Florida through a background analysis that cross references state and federal criminal records as well as child abuse reporting records to ensure that each employee has a background that is clear.
- State CPR and first aid requirements fulfilled.

We believe firmly in training and continued education for all our employees and staff. Each has qualified themselves to work with your children by attending specific training classes and often college level courses to learn about early education and the needs of children. We emphasize training and encourage all our employees to exceed the state minimum number of clock hours of training required to be qualified to continue to work in an early education setting.

### **STAFF AND CLIENT RELATIONSHIPS**

Junior Bears Child Care considers it inappropriate for parents and clients to solicit our staff to work for them either in their business or homes. We are not legally or financially liable for our employees or any of their actions when they are off the clock or no longer employed by Junior Bears Child Care. All employees have signed a statement saying that they will not engage in "care for hire" or any employment by or for any past or current client family of Junior Bears Child Care while currently employed by Junior Bears Child Care or for six (6) months after their last day of employment, unless otherwise agreed in writing by Junior Bears Child Care. An employee who violates this policy has violated their employment agreement and is subject to possible termination. It is inappropriate for a client or parent to solicit any employee for any type of work. Clients who violate this policy may be subject to termination of services.

### **WRITTEN COMMUNICATION**

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day and overall development on a daily basis. In addition to in person updates, we maintain communication by using the online platform, providing parents instantaneous updates and pictures throughout the day of your child(ren)s class and physical activities, the menu and overall development.

### **VERBAL COMMUNICATION**

We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since the staff members/teachers have responsibilities for all of the children in the group. Furthermore the person caring for your child at pick-up time may not be the individual who has spent the majority of the day with your child. This is due to the fact that many children spend 10 hours a day at Junior Bears Child Care and most of our employees only work 6-8 hours. Since children learn best in the morning, we schedule the teachers who are responsible for the majority of the class room development for the earlier hours and most of the day. We suggest that you go to your child's "lead" or "primary" teacher to obtain detailed information on your child's general growth and development. You can call to see how your child's day is going or to speak to your child's teacher for more detailed conversation. The best time to call and speak to your child's teacher is during naptime. There is always a member of management available for you to talk to in person; on the phone or email.

### **PARENTAL INVOLVEMENT**

We encourage all parents and our guardians to be involved in the activities. We believe that parental participation is key to any successful child care program. Children should be raised by parents. At Junior Bears Child Care, we strive to fill the gap created during early separation and educational opportunities and when parents are not available. We welcome parental visits. We have an open-door policy that allows parents access to Junior Bears Child Care during operating hours. We have enclosed a sample list of some of the opportunities for involvement in our center. Parents are in no way limited to the involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact the Junior Bears Child Care office with their suggestion.

1. Parent Meetings (Usually 2-3 times per year)
2. Spring / Fall Open House
3. 2 individual conferences/year
4. Programs and Special activities
5. Special parent's involvement activities such as THANKSGIVING FEAST
6. Party Day Volunteer
7. Come and eat lunch with your child
8. Classroom Volunteer
9. Send special treats for snack or meals (please notify the teacher a day or two in advance)
10. Participation in a parent's group
11. Reverse Field trips (When we bring a "field trip" type activity to our property)

**We also expect parental involvement in discipline and behavior intervention as outlined in these policies.**

#### **POLICY FOR PARENTS WHO CANNOT PARTICIPATE IN SPECIAL EVENTS**

In the event that a parent feels like they would like to be more involved in Junior Bears Child Care but cannot due to their work schedule, or due to other conflicts, we will help them find a project or area which they can do on their own time. A member of the leadership staff will meet with the parent to find their area of interest. We will offer suggestions to them based on their interests and time. For example, if the parent likes to sew, we may offer to have them make doll clothes or repair mat sheets.

#### **CHILDREN'S BIRTHDAYS**

Birthdays are special days for children. If you wish to celebrate your child's birthday at Junior Bears Child Care, please make early arrangements with your child's teacher. Hard or chewy candy and balloons are not permitted because they pose a choking risk. (See section "Bringing Food from Home" for more specifics concerning food snacks brought for parties or to celebrate a child's birthday.)

#### **VISITING JUNIOR BEARS CHILD CARE**

You are welcome to visit your child at Junior Bears Child Care at any time. You must check-in with the office and sign-in before being escorted to your child's room. It is the responsibility of each employee to make sure any visitor to a child or employee has checked in with the office. If you are coming to eat lunch with your child, please let us know in advance. Persons not listed on the "Pick-up Permission" form, will not be allowed to visit your child. In a custody situation, please note that the same procedure will be followed as listed in the Pick-up section. Parents are encouraged to pre-arrange opportunities to share lunch with their child or visit the class. Extended family members such as grandparents and aunts are also welcome to visit in certain pre-arranged situations. The custody challenges of our current society demand that we follow strict guidelines in this regard. Feel free to contact us if you wish to set up a "visit" from an extended family member.

#### **CLASSIFICATIONS**

Due to strict licensing guidelines and safety issues, we require that all individuals on our property be categorized as one of the following:

- 1) A scheduled employee during the regular course of their work day.
- 2) A child who is in our care (all paperwork has been filled out).
- 3) Parents or others during regular drop-off or pick-up shall be no longer than ten (10) minutes).
- 4) Delivery personnel from a regular or expected company delivering items to Junior Bears Child Care (should be in eye sight at all times and arriving at the expected time).
- 5) Visitors must be approved by the office and shall be always accompanied by an employee not to exceed it once per month and limited to a maximum of 2 hours.
- 6) Volunteers: Anyone who is helping with a class party or in any other capacity or anyone who has been a "visitor" for more than once a month or for over 2 hours.
- 7) An Intruder – Action will be taken by the staff to notify the proper authorities.  
Therefore, anyone who is in the building or on the property for an extended period of time must be considered either a "visitor" a "volunteer" or an "intruder" including parents and employees who are off the clock.

**Volunteers:** Any parent wishing to help chaperone an event must go through our screening process. Volunteers are welcome in our center. Anyone visiting or volunteering for more than one day per semester must go through a screening process. Our screening process includes, but is not limited to, 1) a signed statement indicating whether or not they have had a conviction

of any law in any state, or any record of founded child or dependent abuse in any state; 2) a signed statement indicating whether or not they have a communicable disease or other health concern that could pose a threat to the health, safety or well-being of the children; 3) undergoing a fingerprinting and background check 4) a signed statement regarding child abuse 5) going through New Teacher Orientation. Any "visitor" who spends extended periods of time in Junior Bears Child Care will be considered a volunteer and be required to go through the screening and training listed above.

**Intruders:** The safety of the children is our first concern. Although we have an open door policy and welcome parents to visit their children, we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process, we also cannot allow parents to spend extended periods of time in our facility without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies. Any individual who does not submit to our safety policies concerning "**Visitors**" and "**Volunteers**" must be considered an intruder and steps will be taken according to the "**Intruder**" portion of our "Safety and Evacuation" policies.

### **MEALS AND SNACKS**

Our meal and snack service consists of breakfast, morning snack, a hot lunch, and a PM snack. All food served will be nutritious and healthy. Each child will be encouraged to eat what is prepared and to try new items as introduced. You must alert our staff of any food allergies or food restrictions, as we want to accommodate and respect individual preferences.

### **FOOD FOR INFANTS AND CRAWLERS**

Parents must provide food/ formula/ liquid/ milk for their child(ren). All bottles are required to have a sticker with the child's name and the date the bottle was made. Please be certain to inform staff in the classroom of the type of formula your child is using, and any other facts regarding diet. Do not bring open baby food jars, as licensing requirements restrict us from serving prepared baby food from previously opened jars. Any unused baby food will be sent home or otherwise thrown away each evening. Breast milk must be handled in a manner consistent with universal precautions. Please clearly identify all breast milk.

### **BRINGING FOOD FROM HOME**

Breakfast and lunch should not be brought from home without prior approval. Junior Bears Child Care will provide these meals for the children. To ensure that the children are eating safe food, the following guidelines will be met: (1) food may only be brought from home if a specific need warrants it and arrangements have been made in advance with the management; (2) this food is considered a supplement to what we serve and should meet nutritional guidelines; (3) perishable food brought from home should be contained so as to avoid contamination; and (4) Prepackaged snacks may be brought from home for birthdays and parties that do not meet nutritional guidelines. (Please notify the child's teacher prior to bringing special treats.)

### **PORTRAITS AND PICTURES**

We offer school pictures two times a year, in the spring and fall. The fall photos usually include two sittings per child and should be delivered in time for use as holiday gifts. The spring portraits include one sitting and a complete class portrait. You will receive proof before purchasing. In addition, we may take pictures of the children playing or for use on their cubbies or for use with a project or we may need pictures of children for promotional use. There is a Photo Release form with your paperwork giving us permission to take your child's picture or include them in short video footage.

### **RESTOCKING FEE**

Restocking Fee shall apply for items provided by the center will be for diapers, for wipes or any other consumable item, and for center-owned clothing items not returned within one week. Please see Management for prices.

### **TUITION**

Tuition periods are seven (7) calendar days, starting from Monday and ending on Sunday. All Tuition payments are due in-full on the first day of each tuition period, every Monday. This includes whether your child attends or is absent. It is our position that clients pay for the spot their child will take at Junior Bears Child Care. This is not based upon attendance, but rather on tuition programs that are due regardless of the attendance habits of the child who has the spot.

Tuition must be paid in-full each Monday of the week that child care services are to be provided, in order for the child to continue to be enrolled and attend Junior Bears Child Care. If Tuition Payments are **not** received in-full as of each Monday

for that corresponding tuition period, Junior Bears Child Care cannot guarantee availability for the child's enrollment for the full seven (7) days of that Tuition Period.

Our fee structure is based upon a weekly fee that is set by the contract that is signed by the parent's upon enrolling the child(ren) in the specific tuition program. Contracts are re-done annually prior to the first of June. Since the weekly fees remain the same, no bill will be given to remind you of these fees. Add-on fees may occur such as in the case of school-aged children who need additional services due to an irregularity in the school schedule such as early dismissals, school-off days or school break. In the case of summer break, new rates will be issued to parents specifying the charges for this period.

### **PAYMENT POLICIES AND PROCEDURES**

Tuition Payment(s) and all other outstanding monies, whichever the source, that are not settled in-full on the date due shall be considered late and liquidated damages apply. The parties acknowledge and agree that the amount of ten (\$10) dollars per day shall accrue to Defendant's account each day the account remains past due. The parties agree that the liquidated damages represent a fair and reasonable estimate of Plaintiff's losses incurred by Defendant's refusal to pay past due amounts. Failure to pay on time or any fees due and owing may result in termination of services. No account will ever be allowed to carry a balance unless arrangements have been approved by the Director.

There will be a **\$50.00 Inconvenience Fee** added on all returned checks. After one (1) Non-Sufficient-Fund returned check is received by Junior Bears Child Care, payment will be required by credit card, cash, cashier's check or money order. Fees for two weeks will be added if a two-week written notice is not given prior to your child leaving Junior Bears Child Care. Payments are accepted by cash, check, cashier's check, credit card or money order. All payments will be payable to: Junior Bears Child Care.

**Late Pick-up Fee** applies at the rate of **\$1.00 per minute** if pick-up takes place after closing. This fee is non-negotiable and is the responsibility of all clients. Parents, or those picking the children up, are required to call ahead if they feel they are going to be more than 5 minutes late. Parents notified that a child is ill and needs to leave Junior Bears Child Care for the day a "reasonable period of time" to pick-up the child or the above Late Pick-up Fee will also apply. If no parent or emergency contact can be located within 30 minutes of trying to contact the parent, the Late Pick-up Fee will also apply. An attempt will be made to contact individuals on the emergency contact list after children have been left 15 minutes past closing. Children left at Junior Bears Child Care later than 60 minutes past closing will be considered abandoned and Department of Children and Families (DCF) will be informed.

**Registration Fee** is due prior to the child's enrollment at Junior Bears Child Care required to hold an opening for enrollment into Junior Bears. This fee is non-refundable and will be forfeited if the child does not enroll at Junior Bears Child Care. This fee is due beginning on the date that the opening becomes available.

If Junior Bears Child Care elects, it may immediately terminate all services provided by it, including but not limited to, the immediate dismissal of the children from Junior Bears Child Care facility for nonpayment of Tuition; and/or Registration Fees and Supply / Material Fees due and owing to Junior Bears Child Care.

If it is necessary for Junior Bears Child Care to engage in claims, demands, proceedings and/or legal action in the collection of fees or to defend against claims, demands, proceedings and/or legal action of any nature to which Junior Bears Child Care prevails, the persons involved shall be responsible for all costs and expenses incurred by Junior Bears Child Care. Such costs and expenses include, but are not limited to court costs, attorney fees, bank charges, interest on money and the cost of a substitute and/or additional caregiver to cover time away from obligations at Junior Bears Child Care.

### **REFUNDS**

All Tuition and Registration Fees are non-refundable. We do not issue refunds. In the event you have overpaid the credit will be applied to your next week's tuition. In the event you have a balance after your child's last day, all applicable fees including the two-weeks' notice required will be subtracted from any balance prior to a final balance being issued.

### **TUITION PROGRAMS**

**Full-Time Tuition:** consists of five (5) school days a week (Monday – Friday); nine (9) hours per day between **6:00 a.m. to 5:00 p.m.** Tuition for first week of enrollment is due at time of enrollment. This payment is non-refundable and will be

forfeited if the child does not come for care. If a child withdraws from Junior Bears Child Care, re-enrollment will require a new registration payment.

**Part-Time (A) Tuition:** consists of three (3) days per week (Monday, Wednesday, Friday); nine (9) hours per day between **6:00 a.m. to 5:00 p.m.** Tuition for first week of enrollment is due at time of enrollment. This payment is non-refundable and will be forfeited if the child does not come for care. If a child withdraws from Junior Bears Child Care, re-enrollment will require a new registration payment.

**Part Time (B) Tuition:** consists of two (2) days per week (Tuesday and Thursday only; nine (9) hours per day between **6:00 a.m. to 5:00 p.m.** Tuition for first week of enrollment is due at time of enrollment. This payment is non-refundable and will be forfeited if the child does not come for care. If a child withdraws from Junior Bears Child Care re-enrollment will require a new registration payment.

**Before School Care Tuition with Transportation:** consists of five (5) days per week (Monday – Friday); between **6:00 a.m. to 8:00 a.m.** Transportation from Junior Bears Child Care to elementary school. Tuition for first week of enrollment is due at time of enrollment. This payment is non-refundable and will be forfeited if the child does not come for care. If a child withdraws from Junior Bears Child Care, re-enrollment will require a new registration payment.

**After School Care Tuition with Transportation:** (Saturday – Sunday upon request) is based on an **hourly rate as provided by Junior Bears Child Care:** Time for care is flexible and shall be mutually agreed before payment. Tuition for Weekend Care is due the Friday prior to the scheduled weekend enrollment.

**Daily Hourly Rate:** consists of five (5) days per week (Monday – Friday), limited to three (3) hours per day; between 6:30 a.m. to 8:00 p.m. Tuition for first week of enrollment is due at time of enrollment. This payment is non-refundable and will be forfeited if the child does not come for care. If a child withdraws from Junior Bears Child Care, re-enrollment will require a new registration payment.

#### **ELC/ STATE PAID TUITON CLIENTS**

Junior Bears Child Care is authorized to receive payments from Early Learning Coalition (ELC), (<https://elcbrevard.org/>), and other Federal/State daycare assistance programs. If you qualify for free or reduced meals at the public school, you might be eligible to receive help through ELC. Our participation in this program in no way limits our freedom or right to set and enforce the policies listed in this handbook. Clients wishing to use ELC assistance must make these arrangements on their own and list us as their ELC Childcare provider. You may enroll in the program as an ELC client once the office has received a letter of authorization from ELC or a phone call from the ELC case worker, establishing your eligibility in our program. Clients wishing to transfer from a private pay client to an ELC client must come to the office and complete an ELC start agreement. The annual registration fee and material fee is generally the responsibility of the client and not that of ELC. All ELC clients are also required to pay the last week's fees in advance. A payment plan may be arranged to help facilitate collection of this fee at the discretion of the Director.

Junior Bears Child Care also requires that all ELC clients pay for any absence above 2 per month. ELC clients will be allowed to be absent for one vacation week each year (September through August) without being charged the weekly fee provided that it is pro-approved through the office at least one week prior.

ELC clients may also have a daily co-payment that is set by ELC. Junior Bears Child Care requires that all ELC co-payments be made weekly on Monday in advance of service. Junior Bears Child Care does the book keeping on ELC accounts once per month after the service has occurred. All PAYMENT POLICIES AND PROCEDURES listed above for self-billed clients will also apply to ELC clients. It is the responsibility of each ELC client to ensure that they have no balance when the previous months fees and co-payments are added on the account. Failure to do so will result in a late payment fee. Failure to make co-payment amounts will void your contract with ELC whether you stay at Junior Bears Child Care or move on to another center.

#### **DISCOUNTS**

Junior Bears Child Care is pleased to offer a three (3%) percent discount for accounts that pay for the entire month in advance by the 3<sup>rd</sup> of each month.

#### **RECIEPTS AND STATEMENTS**

Receipts are available on request. Annual statements for tax and accounting purposes are available upon request for all accounts with a zero balance.

### **VACATIONS, ABSENCES AND LEAVING JUNIOR BEARS CHILD CARE**

Vacations and illnesses will be charged at the regular weekly rate. We request that all absences be reported to the Junior Bears Child Care office prior to or the day of the absence. We require a two-week written notice prior to your child leaving Junior Bears Child Care or a change in your child's contract. Fees for two weeks will be added if a two-week written notice is not given prior to your child leaving Junior Bears Child Care. Failure to notify Junior Bears Child Care will cause all fees to continue until written notification is given. When notification is finally given, two additional weeks will be added.

### **QUIET TIME**

It is our philosophy that children under 5 years of age need adequate quiet time and/or rest, as a part of their daily routine. Since all the children are constantly engaged in stimulating activity, we require that everyone rest on mats after lunch. Realizing each child's rest needs are different, we try to offer alternative ways of resting by providing soft music, stories, etc. for those who choose not to sleep. Infants' individual schedules will determine when they nap. We believe that children need a balance of activities that include large motor and active play as well as structured quiet time. Our program includes a quiet time for all children in Kindergarten and younger. All children from 1 year of age through pre-K will receive a quiet time each day for a specified length of time. This will be established by their flexible schedule posted in that respective classroom.

### **CHILD ABUSE REPORTING POLICY**

The State of Florida requires that Junior Bears Child Care and all members of child care institutions be on the lookout for, and report to the State and appropriate authorities all suspected cases of abuse to a child.

At Junior Bears Child Care our center and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment.

The following steps are to be taken if a staff member is suspected of child abuse:

- A staff member who has a situation or investigation pending should immediately notify the Director or most senior leadership staff member in the building.
- The person who suspects abuse should bring it to the attention of the Director or most senior leadership staff member in the building.
- The supervisor will check on the complaint and if they agree that there may be abuse, the supervisor will report the incident to Child Protective Services and our State licensing authority.
- We will then follow their advice regarding whether or not to suspend the staff member

If a staff member is found in a case of child abuse, we will take the following steps:

- We will allow the staff member to appeal the decision
- The Director or an appointed member of the leadership staff will meet with the individual to go over the incident and form an opinion as to its validity and/or consequences to Junior Bears Child Care and the individual.
- Based on the advice of our licensing agent, we will either suspend the staff member or allow them to continue their job until the appeal is completed.
- The staff member will meet with the Director or an assigned member of the leadership staff during this time and steps will be taken to ensure that there won't be any problems.

If after the appeal the decision is still founded, we will take one of the following steps based on the advice of our licensing agent:

- The staff member will be terminated from their position at Junior Bears Child Care, or
- We will inform the parents that we have a staff member who has been found in such child abuse on record. We will also let the parents know what the charge was.

### **TRANSPORTATION POLICY**

Parents are responsible for their child's transportation to Junior Bears Child Care and for arranging their own car pools. Junior Bears Child Care will provide transportation for school-aged children to and from school at the locations that this service is offered. All

children who will need transportation to and from elementary school will be required to be enrolled in our Before School Care or After School Care Programs and will be required to provide a signed Consent to Transport form on file. Junior Bears Child Care will provide transportation for field trips as the opportunities arise. Parents will be notified about field trips in advance and written permission will be obtained. Junior Bears Child Care complies with all state and federal laws that pertain to motor vehicles as well as transporting children who are enrolled in a licensed child care center.

#### **TERMINATION OF ENROLLMENT CONTRACT AND DISENROLLMENT**

The Enrollment Contract may be terminated without cause by either party. Parents and/or legal guardians wanting to withdrawal and disenroll their child from Junior Bears Child Care are required to submit a written notice to management at least two (2) weeks in advance of the date of withdrawal and disenrollment of the child. All amounts due and owing to Junior Bears Child Care as of the date of disenrollment must be paid.

Junior Bears Child Care may terminate the Enrollment Contract and disenroll the child effective immediately, for behavior deemed "Unacceptable Behavior". The parties agree and acknowledge that "Unacceptable Behavior" is determined solely by Junior Bears Child Care and includes the acts, but does not exclude similar acts not listed, for which Junior Bears Child Care will not tolerate in any instance, such as:

1. Not following rules, regulations, protocols, policies or procedures in-effect at Junior Bears Child Care.
2. Failure to pay fees on time.
3. Lack of parental cooperation.
4. Disrupting the class to the extent that the child requires constant one-on-one interaction.
5. Causing a hazard to other children and adults, as well as to him/herself.
6. Causing unsafe conditions and unsafe interactions with children and adults.
7. Destruction of the environment at Junior Bears Child Care.
8. Failure to provide the child's immunization record and the physician report.
9. Failure to sign all enrollments documents.
10. Verbal or physical abuse or threat by a parent or any person associated with the child and/or parent.
11. Junior Bears Child Care makes the determination that the child is emotionally or socially unprepared to handle enrollment at Junior Bears Child Care.
12. Junior Bears Child Care shall make the determination that the child cannot effectively benefit in environment or programs at Junior Bears Child Care.

#### **BITING POLICY**

Biting is not unexpected behavior for toddlers. Some children and many toddlers communicate through this behavior. However, biting can be harmful to other children and to staff. This biting policy has been developed with both ideas in mind. As child care, we understand that biting is a part of a day care setting. Our goal is to help identify what is causing the biting and resolve these issues, while maintaining that this policy serves to protect the children that are bitten. If a biting incident occurs, state regulations require that the parents/guardians of any children involved be contacted. Identity of the children involved in a biting incident are not disclosed.

When Biting Does Occur: Our staff strongly disapproves of biting. The duty of Junior Bears Child Care staff is to keep the children safe and help a child that bites learn different, more appropriate behavior.

For the child that was bitten:

1. First aid is given to the bite area. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage.
2. Parents are notified.
3. The injury is recorded and documented.

For the child that bit:

1. The teacher will firmly tell the child "NO! DO NOT BITE!"
2. The child will be placed in time out for no longer than the child's age (one year old, one minute).

3. The parents are notified.
4. The "Incident Report" is filled out documenting the incident.

**When Biting Continues:**

1. The child will be shadowed to help prevent any biting incidents.
2. The child will be observed by the classroom staff to determine what is causing the child to bite (teething, communication, frustration, etc.) The administrative staff may also observe the child if the classroom staff is unable to determine the cause.
3. The child will be given positive attention and approval for positive behavior.

**When biting becomes excessive:**

1. If a child inflicts 3 bites in a span of 5 days, in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a conference will be held with the parents to discuss the child's behavior and how the behavior may be modified.
2. If the child continues to bite, inflicting additional 3 bites in a span of 5 days, in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the child will be suspended for 2 school days.
3. Upon returning from a 2 day suspension, if a child again continues bite, inflicting additional 3 bites in a span of another 5 days, in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, **the parents will be asked to make other day care arrangements.**

If a child, who has been through steps 1 and/or 2, goes 3 weeks (15 business days) without biting, we will go back to step one if the child bites again. If a child bites twice in a 4-hour period, the child will be required to be picked up from Junior Bears Child Care for the remainder of the day.

**SUN PROTECTION**

Junior Bears Child Care requires that all children are provided with a high level of sun protection during the hours of the service's operation. It is agreed and acknowledged that families share this responsibility to protect against sunburn. With this, Junior Bears Child Care require that sun protection be applied on your child prior to dropping the child off at Junior Bears Child Care. Junior Bears Child Care will apply the sun protection as provided by the parents/guardians for afternoon events outside.

**BUMP AND BRUISES TO MINOR SCRAPES AND INJURIES AND NON-ALLERGIC INSECT BITES**

Active children accumulate bumps, bruises, scratches and scrapes often through active play. Licensing rules require that each child be observed for signs of injury upon arrival, and unusual injuries be recorded in the medical log. Superficial injuries, including biting and non-allergic insect bites, will be treated with soap and water, a Band-Aid and/or ice as needed, and lots of TLC. All injuries requiring treatment are logged in a medical journal; parents have access to medical log entries concerning their child.

**SERIOUS ILLNESS OR EMERGENCY INJURY POLICY AND PROCEDURE**

In case of serious illness or injury, Junior Bears Child Care will make an immediate attempt to contact parents/guardians. If we can't reach a parent/guardian, you agree and acknowledge that shall attempt to contact persons as provided as the Emergency Contact. You agree and acknowledge that Junior Bears Child Care may contact Emergency Medical Services, including 911, in the event that it is determined to be in the best interest of the child, prior to, and during, our attempts to contact parent/guardian or Emergency Contact.

Parents/guardians agree and acknowledge that any and all determinations and actions taken or not taken by Junior Bears Child Care in events that rise to serious illness or injury that requires an immediate response by Junior Bears Child Care prior to attempting to contact the parents/guardians shall be deemed to be reasonable under the circumstances and in the best interest of the child. The parent/guardian agrees and acknowledges that parent/guardian shall be liable for and hold harmless Junior Bears Child Care for expenses incurred by Junior Bears Child Care for events that rise to a serious illness or injury of your child requiring emergency medical attention and shall indemnify Junior Bears Child Care for any and all cost incurred.

Please make sure your Emergency Contact information is current.

**SAFETY AND SECURITY**

We strongly believe in the importance of security and safety for all of the children, parents and staff at Junior Bears Child Care. We have strict policies in place that must be followed in order to protect the children in our care. We make every effort for teachers in each classroom to be familiar with proper medical emergency procedures. We strive to provide a safe

environment by conducting safety audits, emergency storm/fire drills, and teaching children safety rules. If a child does experience an injury, an accident report will be completed by the staff and signed by the parent/guardian. In spite of our efforts, an emergency may arise, for this reason, we require that parents/guardians complete emergency contact information and sign a release for emergency medical treatment.

**PHYSICALLY ESCORTING IN AND OUT**

It is very important for security, policy, and licensing regulations that ALL children are with an adult at ALL times.

**CHILD'S FILE POLICY AND CONFIDENTIALITY**

The use or disclosure of financial or other information concerning children or families will be limited to purposes directly connected to Junior Bears Child Care or as required by law. Parents/guardians shall have access by way of scheduled appointment, to all information contained in their own child's individual file.

**ADDITIONS AND CHANGES**

Junior Bears Child Care reserves the right to edit or modify the policies in this handbook as it deems appropriate. Junior Bears Child Care will make all changes and additions available at the time these changes are made. Clients and customers will be notified of these changes through the normal written communication system of Junior Bears Child Care.