



## Paramount Childcare Parent Handbook

Please read this Handbook thoroughly, as it covers especially important policies and procedures that not only govern our childcare contract agreement, but also pertain to the care of your child/ren. This may seem like a lot of information, and if you have any questions regarding our policies, please do not hesitate to ask. All enrolled families agree to all handbook, and contract terms. Paramount Childcare & Early Learning Center reserves the right to amend policies and procedures as deemed necessary.

**Dear Parents,**

**What we as a provider should expect from you, the parent:**

Open communication. We are only as good as the communication that happens between us, provider, and parent. It is imperative that neither party assume the other is a mind reader. Open communication goes for the good, bad, and ugly subjects we are bound to cover together! I cannot express the importance of this enough. We will share our expectations of you, and we expect you to do the same. We are a team!

**Agreement on terms or arrangements.** You should fully understand the terms of the contract and the policies and procedures that you as the parents are agreeing to.

**Honesty and trust.** This includes being honest about how you believe the arrangement is working. Although you need to be vigilant in order to safeguard your child, you should trust us as your childcare provider to do the best for your child. Show your trust by asking questions rather than jumping to conclusions when apparent problems develop.

**Philosophy:** Paramount Childcare & Early Learning Center believes that child-centered play best allows children to develop skills, explore and learn. Our program aims to develop the

**whole child and his/her physical, social, emotional, and intellectual growth. Paramount creates a balanced environment of freedom through child-directed free play and structure through adult led activities within the daily routine. We believe a child's early experiences enrich and stimulate future growth. Children deserve to be treated and respected as individuals in an environment that welcomes reason, exploration, question, and imagination. We respect each child's need for love, security, acceptance, warmth, and stimulation. We pride ourselves in what we have to offer and provide for our families.**

**Goals: While in our care, your child will have the opportunity to participate in a wide variety of activities, which promote all learning aspects of development. Paramount Childcare provides children the comfort and experience of belonging to an extended family. Our approach to childcare is child centered and child directed. Children are offered choices whenever possible. We believe that play-based centers are the most developmentally appropriate for young children. Our environment is set up so children can learn by exploration, but also a structure that is appropriate for each age group. Play based centers allow children to explore themes through self-directed activity that allow children to build confidence in their physical and social abilities. Paramount strives to create an atmosphere for the children that is mutually rewarding to both the staff and the children.**

### **Hours of Operation:**

Paramount Childcare is open from 7AM-6PM M-F. No childcare will be provided on Saturday and Sunday or the following holidays:

New Years Day  
Memorial Day  
Juneteenth  
Independence Day  
Labor Day  
Thanksgiving Day  
Black Friday  
Christmas Eve  
Christmas Day

\*If a holiday falls on a Saturday Paramount Childcare will be closed in observance the Friday prior. If a holiday falls on a Sunday, Paramount will be closed the following Monday in observance of the holiday.

**(The above-mentioned holidays are paid holidays for Paramount Childcare staff, and if they fall on your contracted day for your child there will be no adjustments to tuition for holiday closures. Please have a backup childcare provider for these occasions. Paramount Childcare is not responsible for finding alternate care for your child.**

### **Payment Procedures:**

**Tuition Fees:** All payments are due in advance for care that will be provided to your child. Reason being, we purchase supplies, food, and make our schedules in advance. Our tuition is collected through an automated payment system called Brightwheel. Payment options are every week (Friday), Bi-weekly (Friday), or Monthly (1<sup>st</sup> of the month). Rates will increase annually at a rate of 3% unless inflation/workforce rates drive that % higher, in which case you will be notified well in advance of the percentage increase. You are responsible for the 3.0% processing fee for your tuition through Brightwheel.

**Enrollment Fee:** A \$75 per child or \$100 per family non-refundable registration fee is due upon enrollment.

**Annual Supply Fee:** A \$75 per child or \$100 per family is due each April 1<sup>st</sup> to cover facility supplies, new play equipment, facility updates, etc.

**Late Payment Fee:** \$10 per day that a payment is not received or is bounced back.

**Returned Check Fee:** \$35, and additional costs incurred, along with the late fee of \$10 if a check is returned to provider, per late day.

**No Payment:** No payment for 5 days will result in termination of care, you will be liable for all late fees, and any cost for loss of wages, if there is a small claims case, or collection agency fees.

### **Registration Requirements**

State law and Paramount Childcare policy requires that the parent/s complete and submit the following forms prior to your child's first day at the center.

1. Childcare enrollment contract
2. Identification and emergency information
3. Immunization records
4. Permission to participate in center activities
5. Tuition/Brightwheel payment procession agreement
6. Custody/legal documents if applicable

Failure to provide the required forms may result in delaying your child's participation in the program.

**Full Time:** Childcare contracted on a set scheduled 4-5 days per week.

**Part Time:** Childcare contracted on a set scheduled time of 3 days per week or less. Part time childcare occupies a Full-Time position. Should a potential client need a full-time position, terminated notice may be given with the option of parent paying the full-time rate to preserve the child's slot.

**Before & After school:** Includes breakfast and afternoon snack. Care will not begin before 6:30 AM or end later than 6PM. There will be a \$25 per day fee associated with in-service/school closures days. There will be a \$27 per day charge associated with early release days.

### **Requests for changes to schedules**

Enrollment in each classroom is typically at or near capacity. Changes or additions to the days that a child receives care must be approved by the Director and will be accommodated, as space is available. All requests for changes to the schedule must be made in writing to the director. The parent or guardian should submit schedule changes as much time in advance to the change taking effect as possible to improve the chances of having the change approved.

**Drop Ins:** All drop-in requests must be brought to the director. If the ratio for the classroom is not at capacity for the day, we can accommodate the request. An invoice for the additional day will be added to the current billing cycle and will not be reversed.

**Open Door:** You are invited and welcome to visit. Paramount Childcare anytime your child/ren is present. You are asked to avoid visiting during rest time as much as possible. Parents are also free to call/email anytime. Please note, if your child is having a tough time with drop off, it is imperative that you leave as quickly as you can. It makes it so much harder on the child, the classroom, and the teacher if you linger. This routine will soon be easier!

### **Security**

Paramount Childcare utilizes secured doors on all entrances into the center and classrooms. At the time of enrollment, we will provide parents with a private code to access the center. Please keep these codes confidential, as they are not to be shared. Maintaining the integrity of the door codes is essential to the health and safety of the children, as such; the door codes may change periodically. No guns or weapons are permitted upon the premises at any time for any reason.

**Withdrawal Notice:** We require two weeks' written notice to the director prior to withdrawal date.

### **Matters of Money:**

All payments are due by 6pm on the agreed upon date prior to childcare services being provided. After 6PM, the late fee will be assessed. If payment is not made within 3 days at drop off, your child will not be accepted into care until payment, including all late fees, are made. If a period of 1 week passes without payment being received, the contract will be terminated, the position filled, and the collection process will begin. You will be responsible for any costs related to collection of the childcare fees. These costs will include late fees, day of loss wages, cost fees and childcare fees. Cash or check are accepted, and a receipt will be given upon request. A year-end statement of all childcare fees paid will be provided through mybrightwheel.com on a computer. A fee of \$35, plus any additional costs incurred, along with

a late fee will be charged to you for a returned check. All future payments will then be made by debit or credit card.

Childcare fees are due regardless of whether your child attends or not. You are paying for a position, as well as a service. No refunds are given for late arrivals or early departures. A \$3 per minute fee that your child is at Paramount after 6PM will be added to tuition for late pick up. All childcare services are contracted services. **The contract is a legal document obligating Paramount Childcare & Early Learning Center to provide a service for you and obligating you to pay our facility for that service. There are other requirements in the contract. I urge you to thoroughly read the contract/handbook and realize that it is a legal contract, and you will be held liable for each item of the contract. By signing the contract, you are accepting all terms and conditions. Your tuition covers 10 hours per day. If you exceed 10 hours, you will be charged \$14 per hour.**

### Daily Doings:

#### **Curriculum**

At Paramount Childcare, we facilitate children's learning using developmentally appropriate practices that support growth through play, exploration, daily routines, environment, and through meaningful interactions with peers and teachers. We also promote learning by building a sense of community within the classroom, designing an environment that is inviting and navigable by a young child, and allows the child to make meaningful choices within established boundaries. We also encourage children to become critical thinkers by engaging in dialogue and extending learning experiences that can address multiple disciplines simultaneously. We accept and promote the uniqueness of each child and work individually with each child to determine his or her best learning styles and methods.

#### **Drop Off/Pick up**

After checking your child into their appropriate classroom via Brightwheel app, please drop your child off with their teacher. Please be sure to leave all personal belongings in your child's cubby, leaving toys from home in the car, or at home please. Be sure to label all clothing with your child's name.

No child will be allowed to leave with anyone except the parent, unless indicated on the alternative pickup/emergency list. If you wish to add or take an emergency pickup on/off Brightwheel please call or message us to let us know. Anyone picking up on that list will be required to show identification. Please make the alternate pickup person aware of the requirements. They will ring our doorbell, please do not share your door code with them. It is normal for your child to cry upon arrival, especially for the first few weeks. Please make your goodbye brief and tell your child when you will be returning. The crying usually stops within seconds of your departure. Please be in control of your child during the drop off and pick up times. This is a time of testing when two different authority figures are present (parent and

provider) and this situation will be tested at one time or another to see if the rules still apply. Children of all ages adjust to transitions from one activity to another differently. Most do not like to be rushed, and most do not like to wait too long once they are ready to depart. If the person picking up the child appears to be under the influence of drugs or alcohol, another authorized person will be called to pick up both the child and the adult at that time. We do reserve the right to call the authorities if we have reason to believe a person is under any influence.

Failure to pick up your child by 6:30pm without notification will result in staff calling Child Protective Services if parents and other emergency contacts are called and not reached.

### **Court Order:**

If there is a court order keeping one parent or guardian away from a child/ren, we must have a written note from the custodial parent or guardian in our file to that effect. Otherwise, we cannot prevent the non-custodial parent from picking up the child.

### **Discipline and Guidance:**

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines and expectations. When the need for discipline does arise, we will do our best to personalize the method to meet the needs of the individual child. Please keep in mind that there will be disagreements between children. One of the benefits of building strong relationships between center staff, children, and parents is the ability to work through strategies with Paramount families. Young children have a hard time expressing their feelings at times. Sometimes they hit, throw toys, bite, etc. We rely on redirection and distraction while encouraging appropriate behavior and positive guidance. If a child is inconsolable, or cannot be redirected after several tries, and becomes violent that child will be sent home for the day to reboot and can try again for a better day the following day.

The following types of discipline are prohibited:

1. Corporal punishment, threats of corporal punishment, or physical punishment of any kind.
2. Punishment of withholding food, toilet training, or excessive isolation.
3. Exposing a child to extremes of temperature.
4. Demanding excessive physical exercise or excessive rest.
5. Abusive, profane, verbal abuse, threats, or derogatory remarks about the child or the child's family.

### **Potty Policy:**

**Potty training children and potty-trained children must wear easy to remove clothing so they can be independent in their efforts to make it to the potty in time. Paramount does not launder soiled clothing. These items will be placed in a baggy and sent home to be washed.**

**Sloths:** Diapers

**Anthill:** Diapers

**Beehive:** Diapers/pull apart pull ups. At 2 years of age, they will begin potty trips while continuing to be in diapers/pull ups.

**Zoo:** Potty trips, teacher and parents MUST have a conversation and agree to the switch from pullups to underwear.

**Lion's Den:** Must be potty trained, including being able to express the need to use the restroom, and wipe themselves. (Teachers will assist with a courtesy wipe) Nap time pull ups are OK.

**Wolf Pack:** Must be fully potty trained, including wiping and expressing the need to use the restroom. Accidents may happen. More than 2 accidents in a day will result in being sent home for the day.

**Narwhals:** Must be fully potty trained, including wiping and expressing the need to use the restroom. They must be able to walk to and from the restroom, without distraction. If an accident occurs more than twice in one day the child will need to be picked up for the day.

### **Supervision:**

At no time will a child be left unattended, including during naptime. If a child becomes ill, they may be separated a small distance from the other children or sent to the office. The health and safety of each child is our primary concern, and we will remain alert to safety needs, attempt to anticipate possible hazards and take necessary precautions and preventive measures wherever possible. Children may not be dropped off outside of the facility or sent inside the facility without an adult. At pick up, the parent/guardian must make contact with the teacher in charge before departing, after which we are no longer responsible for your child.

### **Communication with Teachers:**

Parents are encouraged to maintain open communication with their child's teacher. While teachers are always accessible to parents during drop off and pick up times, this is not always the best time to initiate in-depth conversation with your child's teacher about any behavior concerns, as that takes the teacher away from the other children. We ask that parents request a meeting with a teacher, or Directors to discuss concerns. It is important for parents to communicate with their teacher whenever there is something going on with their child that may affect their behavior at school. Please use Brightwheel as much as possible to communicate this information. Examples may include; a recent death in the family, divorce, loss of family pet, a parent out of town, or anything that the parent feels could potentially influence the child's behavior while at school. Parents are encouraged to keep staff informed in order to provide the best possible care for the child.

**Parent Concerns:** Paramount Childcare asks that parents discuss any concerns they have with other enrolled children with the director. It is inappropriate for parents to involve themselves with the discipline of another enrolled child. It is natural for children this age to experience some disagreement with other children. Paramount Childcare expects that families will have confidence in the ability of staff to resolve any issues that may develop between children.

**Meals:**

We provide breakfast, lunch and afternoon snacks. Please let us know in advance if your child is not permitted to have specific foods due to allergies or beliefs, and in that case, you would need to provide meals for your child. Mealtimes are important and once the time frame for breakfast, lunch or snack is over we can no longer serve those items.

**Activities:**

Age-appropriate activities are scheduled with flexibility allowed to respond to the needs of the individual child and day. We will offer times for outside play, crafts, stories, instruction, and naps appropriate to the child's age, interests and abilities. Paramount Childcare will provide your child with tender loving care, understanding, patience and guidance in a happy family setting. We will provide preschool curriculum, developing large and small motor skills. We do many arts and crafts where the focus is on the process, not the product. Free play is an important part of a child's early years. It is here that they learn social and emotional skills that will be needed for the rest of their lives.

**Water Activities:**

We enjoy water play activities in wading pools and sprinklers. Please supply a bathing suit and towel when water play is on the schedule. Dry clothes for after are also needed. We will provide supervision to the children closely and shall be able to clearly see all parts of the swimming area including the bottom of pools. Children who are unable to swim will be restricted to shallow areas only. The use of saunas, hot tubs, and spas by children is prohibited.

**Dress Code:**

Please dress your child appropriately. The activities through the day may be messy. Do not send your child in clothing that you don't want stained. You also need to supply 2 complete changes of clothing in case of an accident. If the child has no spare clothing, the parent will be called and required to bring a change of clothing. Please send your child in shoes that fit and are ready for play. Please label all clothing/coats.

**Toys:**



Please DO NOT send any toys from home with your child. If your child needs a special soft toy or item for sleeping, it will be allowed, but it must remain in your child's cubby until rest time. Paramount Childcare assumes no responsibility for lost, stolen, or broken items brought from home. Should any child deliberately destroy facility toys or other property through misuse or willfulness, the parent will be required to replace it.

### **Naps:**

Infants are on their own schedule though the day, napping as frequently as they need. From age 1 to age 4 your child must nap each day. We take our rest time from 12:30-3pm after lunch. If your child does not regularly nap, staff may provide quiet activities such as a book to sit quietly with on their nap mat. Parents are required to supply a nap sheet, and blanket. Parents will take these items home on the last day of care for the week to launder and return the following week at the start of the week. Please clearly label all sheets, blankets, stuffies clearly with your child's name. All things must be able to fit into a cubby.

### **Transportation:**

At times, we may have a field trip, or it may be necessary for us to transport your child by van. A permission form is filled out upon enrollment. All traffic and safety laws will be followed. No child will ever be left unattended in a vehicle.

### **Holidays/Birthdays:**

We honor major holidays and all childrens birthdays. If you would like to bring a special treat (No nut products are permitted) for the children, please arrange this with the provider. You are more than welcome to participate in any activity we have planned.

### **Immunization Records:**

As part of our Idaho State licensing requirements, we must have evidence that each child has received standard childhood immunizations. This evidence is required prior to admission. Infants are likely to receive most of their immunizations during the period they attend the center. Failure to maintain current immunization records on all children is an infraction of State licensing requirements which can result in penalties and fines against the center. For this reason and to ensure the health and safety of the children in our care it is the center's policy that parents must provide that evidence at appropriate age intervals as recommended by the American Pediatric Association.

The Director of Paramount Childcare is required to keep current immunization records. Parents must provide a written notice of any temporary delays in receiving immunizations. The director will audit immunization records periodically and may request updated records. If requested to

provide updated immunization records, parents will have 14 days (about 2 weeks) to comply with the request. Failure to comply may result in temporary suspension from care, which will not be refunded. Once the parent provides the information the child may return to care.

**Paramount Childcare understands that some families have religious or personal beliefs that prevent them from giving their child the recommended immunizations. While we respect the beliefs of those families, as a private owned business will not enroll any children who are not immunized. Medical exemptions may be provided, and it is the only exemption Paramount will accept from a medical provider.**

#### **Other Confidentiality:**

The information you supply to Paramount Childcare will be kept confidential. We will, at all times, respect your privacy. If a request for records is requested before any of the information is released to outside persons, the parent will need to sign a release form.

#### **Changes to Policies:**

Changes may be made to these policies as needed with no notice. The policies, contracts, consents, and forms will be reviewed and updated, if needed yearly, or sooner. Please give written notice of any changes to address, phone number or any other personal information to your director.

#### **Termination of Care:**

Care can be terminated by providing 2 weeks' notice to your director. Paramount Childcare reserves the right to immediately end care for non-payment, failure to respect teachers, behavior of the child, which is harmful to the physical or emotional wellbeing of the other children or teachers, or failure to abide by facility policies. If you terminate care without giving an appropriate 2-week notice, you will be responsible for payment for the final 2 weeks of care whether or not your child attends.

#### **Child Abuse/Neglect**

We are mandated to report child abuse. (Every human is a mandated reporter in the state of Idaho) If we have suspicions that a child is being abused or neglected, we will make a report to the local children's services agency. The safety of the children in our care is our primary concern.

#### **Supplies:**

**Changes of clothing. Each child should have an extra full set of clothing. Please make sure that the extra clothes are suitable for the season and still fit. Each item should be clearly labeled with your child's name.**

**Breastmilk/Formula.** If your infant requires a special diet of breast milk or formula, please provide enough clearly labeled bottles to last through the day and in the event of an emergency. Baby food will also be provided by you, the parent, until your child is fully able to eat the table food we provide.

**Diapering.** All children who are not yet completely potty trained must have a full supply of diapers and wipes daily. Diaper rash creams should be included if necessary.

**Security Items.** If your child requires a favorite blanket, binkie, toy or other item in order to nap, please provide this and make sure it is clearly labeled. If you forget an item, we will not meet you at the center over the weekend in order for you to get the item. Please don't forget it!

**Appropriate Clothing.** In addition to comfortable play clothing, we encourage you to have children wear sturdy play shoes. Tennis shoes are best. Velcro fasteners are preferred. Please make sure your child has appropriate outerwear such as a coat, hoodie, hat, mittens, swimsuit, cover-up and sunscreen.

## **Donations**

Donations of gently used toys, craft supplies, unused diapers or unopened snacks are always appreciated.

## **Health Matters**

### **Sick Days:**

In the event that your child is ill and needs to miss a day, please let us know as soon as possible. Tuition cannot be refunded for sick days or made up on another day that your child is not regularly in attendance.

### **Illness:**

When a child becomes ill while in our care, but does not require immediate medical attention, we must determine whether or not exclusion from Paramount Childcare is required. We base our decisions on the policies outlined in two publications by the American Academy of Pediatrics: Caring for Our Children and Managing Infectious Diseases in Child Care and Schools. There are 3 things to consider in determining if a child needs to be excluded from care:

\*Illness prevents the child from participating in the normal daily activities of his/her classroom routine.

- \* Illness requires a level of care that is greater than we can provide without compromising the health and safety of other children.
- \* Illness poses a risk of spreading disease to others.

If any of these criteria are met, the child will be excluded, regardless of the type of illness. You will be called and asked to pick your child up from our care within one hour. It is the parents' responsibility to coordinate alternate care for when your child is sick and unable to attend their scheduled day at Paramount.

In addition to the above mentioned, temporary exclusion (removal) from childcare is recommended when the child has any of the following conditions:

- \* Appears to be severely ill
- \* Has a fever of 100.4 degrees or higher taken axillary (armpit) or with ear/head thermometer and behavior changes or other signs and symptoms (sore throat, rash, vomiting, diarrhea). An unexplained temp above 100.4 degrees, axillary in a child younger than 4 months should be medically evaluated by a professional.
- \* Diarrhea- defined by more watery stools, decreased form of stool that is not associated with changes of diet, and increased frequency of passing stool that is not contained by the child's ability to use the toilet, or is going through multiple diapers- must stay home until symptoms subside, or for one full day after the last loose stool to prevent the spread of illness.
- \* Blood in the stools not explained by dietary changed, medication, or hard stools monitored for 24 hours, unless the vomiting is determined to be caused by a non-communicable condition, and the child is not in danger of dehydration.
- \* Abdominal pain that continues for more than 2 hours or intermittent pain associated with fever or other signs and symptoms.
- \* Mouth sores with drooling.
- \* Cough that is severe, rapid or difficulty breathing, wheezing, cyanosis (blue color of skin and mucous membranes.)
- \* Rash with fever or behavioral changes.
- \* Pink or red conjunctiva with white or yellow eye mucus drainage (signs of a bacterial infection), often with matted eyelids avert sleep and eye pain, or redness of the eyelids or skin around the eye, until treatment has been started.
- \* Tuberculosis, until the child's physician or local health department states child is on appropriate treatment and can return.
- \* Impetigo, until 24 hours after treatment has been started.
- \* Strep throat, or other streptococcal infection, until 24 hours after treatment has been started.
- \* Head lice or nits
- \* Scabies
- \* Ringworm
- \* Chicken pox, until all lesions have dried or crusted (usually in about 6 days)
- \* Pertussis, until 5 days of appropriate antibiotic treatment
- \* Mumps, until 9 days after onset of parotid gland swelling
- \* Measels, until 4 days after onset of rash

- \* Hepatitis A virus, as directed by the local health department and pediatrician
- \* Covid, until after 4 days symptoms begin
- \* Any child determined by the local health department to be contributing to the transmission of illness during an outbreak.

If it has been decided that a child does need to be excluded from Paramount Childcare, the procedures are as follows:

- \*Care for the child will be provided in a place where the child can be comfortable and feel safe, away from the other children
- \*Parents will be called to pick up the child as soon as possible, but within one hour. Emergency contacts will be contacted if the child has not been picked up within the one hour allotted time.
- \*Family is asked to seek advice/diagnosis of the health professional, if a medical visit is deemed necessary, and a medical note from a physician needs to be provided.
- \*Contact the local health department if there is a question of a reportable communicable disease
- \*Sanitize toys and other items the child may have exposed

Document actions in Brightwheel with date, time and symptoms and actions taken. In an emergency, Paramount Childcare will call 911. Paramount Childcare is not held liable for emergency costs incurred.

### **Medications:**

Medication can be given to children while in our care when the following steps are followed:

- Paramount will not administer any first-time medication to any child at any time.
- A medical form must be completed and signed by the parent each day medication is required. The form must include the name of the child, name of the medication, the dosage amount, the times to administer and the parents' signature. Daily written permission is required. Please note any side effects, special instructions, and purpose of the medication and the name and phone number of the prescribing doctor. And any tools needed for administration.
- A staff member must receive the medication and fill out medical form in class each morning.
- Labeling medications brought to the facility by the parent/guardian in the original container (with a label that includes the child's name, date filled, prescribing clinicians name, pharmacy name and phone number, dosage/instructions, and relevant warnings).
- We will not administer any fever reducers at any time while the child is in our care.
- Paramount Childcare will not administer any cold or cough medication (natural or not) to any child under the age of 2.
- Children 2-6 can be administered cold or cough medication if it is FDA approved and does not contain any fever reducer.
- Paramount Childcare will not administer benzocaine teething gel at any time for any child.
- Paramount Childcare will not administer any medication that is not FDA approved.

-Any child on antibiotics for the first time (there are several different types) will not return to our facility for 24 hours, in order for the parent to observe any bad reaction.

Medication administration will be documented in the Brightwheel app with the time and dosage given to the child. We will not administer fever reducers.

### **Medical Emergencies:**

Although supervision is constantly given, we cannot be always by the child's side to prevent falls, tripping, bumps, blows from other children, etc. If the child is injured in a non-life-threatening way, the director will assess the child and provide first aid. If the injury is more serious, the parent will be notified so the child can be transported to the hospital or doctor's office. (IE need stitches, broken bone, or dislocation, etc.) All costs associated with injuries to the child will be the responsibility of the parent. In case of a medical emergency, we will attempt to contact you immediately. If we are unable to reach you, we will start down your call list. If immediate intervention is required, we have staff on site certified in infant, child and adult CPR and first aid and will take appropriate action including calling 911 and having your child transported to the nearest local hospital. You or your family's insurance is/are responsible for the cost of medical help or treatment due to accidents or illness while in childcare.

### **Emergencies:**

**Fire:** There are several fire extinguishers located in our facility. If there is a fire that cannot be extinguished quickly, the children will be evacuated immediately before calling 911. We will practice fire drills randomly so the children will be prepared in the event of a fire. The fire evacuation plan is located on file, and you are free to view it at any time.

**In the event of Snow:** In the event of ice and snow we reserve the right to close the center at a moment's notice, call a late start day, or close early in order to keep staff and families safe. Tuition will not be reimbursed unless the closures become long term.

**Power Outage:** There are flashlights located in the kitchen, and office. If the power remains out for some time, there are non-perishables located in the kitchen that will be used to eat. If the weather is inclement and the facility is getting too cold or hot for the children, you will be called to pick up your child.

**Active Shooter in the Area:** In the event there is an active shooter in or around the area of the center we will be in complete lockdown. You will be notified via Brightwheel. We will lock the keypad at the front entrance, and no one will be able to enter or leave the building. We will bring all the children to the center of the building where there are no windows to the outside. The children will not be alarmed as we will stay calm in this event.

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