

BRIGHT BEGINNINGS PRESCHOOL POLICIES AND PROCEDURES

PHILOSOPHY

Bright Beginnings Preschool is a Christian Preschool that primarily focuses on providing children with fulfilling age-appropriate activities to help them grow cognitively, emotionally, physically, socially and spiritually. We believe the best way to promote this growth is by offering children with a variety of hands-on activities in an environment that is nurturing and designed to educate through a healthy balance of teacher-guided and child-directed exploration. Children are able to learn individually at their own pace while also being able to grow socially from being in a group setting with peers their age. We strategically plan for small group classroom settings to enhance the child-to-child and teacher-to-child relationships in a classroom that is created for each age group. The most important things we want all children to experience and acknowledge is that God created them for a purpose and that God loves them.

PROGRAM

Bright Beginnings Preschool is a ministry of the Georgetown Church of Christ open September - mid May on Tuesdays and Thursdays from 9:30 am - 1:30 pm. Daily activities include various learning activities: Bible stories, sensory centers, class circle time, outdoor play, cooking, art, music and much more. Classroom environments are set up with learning centers to develop children's skills in reading, math and science. Special events and programs are planned for children and families throughout the year including family chapel held every month.

CHILD/STAFF RATIOS

We believe that children thrive in small group environments so we purposefully maintain low child to teacher ratios. Our classroom enrollment allowances are significantly lower than the state standards.

Child's Age (as of Sept. 1st, year of enrollment):

<u>Age Group-</u>	<u>*Maximum # of Children per teacher-</u>
Toddlers (18-24 months)	5
Twos	10
Threes	12
Pre-K (Fours and Young Fives)	12

**Enrollment numbers are used to determine the amount of time needed for teachers to receive aide support in each classroom. When student enrollment reaches maximum capacity, teachers are provided with an adequate amount of teacher aide support and when necessary classes can be divided into smaller class sizes to maintain low ratios of children to teachers.*

STAFF

Our teachers and support staff are what make our program what it is. It is expected of all staff to provide good physical and emotional care for every child, this being a beginning point in building trusting relationships with children and their families, and to ensure healthy development of all children in our program. Teachers and support staff are carefully chosen for their nurturing and loving dispositions, and

eagerness to work with preschool age children in a Christian environment. Staff are capable of recognizing individual needs of each child and work to provide the most enriching experiences. It is required of all teachers and support staff to clear criminal background screenings and maintain current CPR/First Aid certifications. Teachers are expected to participate in various leadership trainings, educational conferences and workshops geared exclusively for early childhood educators.

CURRICULUM & GOALS

Curriculum is planned to enable each child to:

- grow in trust, independence, and initiative
- feel good about him/herself
- experience God's love for him/her through loving relationships with other children and adults
- enjoy happy times at school, home and church
- explore the world around him/her
- strengthen fine muscle development through art, puzzles, blocks and home living activities
- exercise large muscles through movement activities: indoor and outdoor
- enjoy creative expression through music, art, and other play activities
- think and make choices for individual and small group activities.

Teachers plan unit themes based on interests and relevancy to the children and the classroom. Bright Beginnings Preschool uses the *First Look Curriculum* from Orange. The curriculum is appropriately designed to develop the whole preschool child and focuses on every stage of development in each child. Since children learn best through hands-on activities, lessons are built around play and experiential learning. We believe that a child absorbs his/her concept of God from people, things, and experiences that are a part of his/her environment. Thus, a love and appreciation for God, Christ and all the things God has made are stressed through appropriate activities. Curriculum is designed to help the child develop in all facets of his/her life while also growing to love God. *First Look* is a weekly, web-based curriculum and strategy designed for babies through 5-year-olds. As a preschool teacher, we want our kids to grow up:

Making wiser choices

Building stronger relationships

Developing a deeper faith

Orange curriculum weaves music, communicator scripts, small group discussions, video presentations, and creative activities together to reinforce **one clear and simple bottom line** each week so kids can walk away and remember what matters most.

For more information about the *First Look* curriculum visit:

<http://www.rlcconline.com/wp-content/uploads/2016/09/Welcome-to-First-Look.pdf>

DAYS AND HOURS OF OPERATION

Bright Beginnings Preschool is open from September through May. BBP follows the same holidays, inservice, and bad weather days as the Georgetown Independent School District. A current GISD calendar can be obtained online to determine school holidays at:

<http://www.georgetownisd.org/Page/117>

Classes are held on Tuesdays and Thursdays from 9:30 a.m. to 1:30 p.m. for ages 18 months to Pre-K. Children must be at least 18 months old by September 1st of the current calendar year.

ARRIVAL AND DEPARTURE

Prompt arrival to school each day is an essential step to start a child's day off on a positive foot. We ask that children arrive to school between 9:25-9:40 am, time when the doors are opened and then secured for the day. Although, it is expected for families to run late occasionally please be considerate of the children and staff and don't make it a habit.

If you arrive late for drop-off, after the doors have been secured, please ring the doorbell or call the BBP office at (512) 863-9503 so that BBP staff can escort you and your child to their class.

Upon arrival to school all children must be escorted to their classroom by whomever brings them to school. It is required for all children to be signed in on the class roster form provided by the teacher. There will be a place to provide arrival time, best contact number for that school day, special instructions and any updates to emergency contact information.

Parents are encouraged to make the drop-off transition smooth by providing children with a warm hug and a quick goodbye with a comforting gesture something like, "Have fun today. I'll see you when school is over." Lingering can disrupt the activities planned for the day, cause unnecessary anxiety and prolong the time it takes for children to gain their independence.

The school day ends promptly at 1:30 pm. The entrance doors will be opened at 1:20 pm so that whomever is picking up the child can begin to make their way to the child's classroom for a timely pick-up. Entrance doors are secured at 1:40 pm.

If you arrive late for pick-up, after the doors have been secured, please call the BBP office so that BBP staff can escort you to your child's classroom or to the BBP office, should you be more than 15 minutes late.

"Late pick-up" is considered to be anytime after 1:40 pm. When late pick-up occurs routinely the director or teacher will first discuss it with you and should the issue continue a late charge of \$15.00 will be added to the child's tuition for the next month.

Not just anyone is authorized to pick-up children from BBP, only persons who have been listed on the child's enrollment paperwork will be granted permission to do so. If someone other than persons listed on

the child's enrollment paperwork wishes to pick-up a child, they will only be granted permission to do so when a legal guardian or parent has provided BBP with written authorization granting such permission. The authorization letter should include the name, phone number and driver's license number of the individual approved to pick-up the child, the preschoolers name and date of birth, must be signed by the legal guardian or parent and driver's license ID must be provided to properly verify the identity of that individual. BBP Staff will not release a child unless proper documentation has been provided.

REGISTRATION/ ENROLLMENT

A non-refundable registration fee is required of each child upon enrollment. The registration fee is \$50 until July 1st, and \$75 after July 1st. After a child is enrolled in the program, a registration cannot be transferred to another child. Priority for admission is given to children in the following order: (1) members of the Georgetown Church of Christ, (2) those presently enrolled, (3) siblings of those presently enrolled, (4) Bright Beginnings Preschool teacher/employees, and (5) new applicants. A waiting list will be compiled when a class has reached maximum numbers.

In order to secure enrollment for your child, parents are required to complete a student enrollment application and pay the non-refundable registration fee. Before the first day of school, parents will also be required to provide current immunization records, pay first and last month tuition cost and sign certain acknowledgments provided by the director.

Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, and gender; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, and pregnancy. Everyone is welcome here.

TUITION

The monthly tuition fee is \$185 per child (full tuition). Tuition is due on or before the first class day of each month, any payment received after the 10th of the month is considered late and is subject to a late fee of \$25.00, fee added for every month payment is late. If any payments are late the late fee will be added to the child's tuition due for the following month. Any payments received after the 20th of the month may result in the child's spot being forfeited. BBP is a business that runs on a fixed budget, tuition revenue being what compensates the staff. Please be considerate of this and make it a habit to pay tuition on time.

There is a multiple sibling discount as follows: first child's full tuition amount and tuition for subsequent children (siblings) is eligible to receive a 10% discount off the regular tuition rate.

Example: 1st Child- Tuition \$185, 2nd Child- Tuition \$166.50, 3rd Child- Tuition \$166.50

It is required for first and last month's tuition to be paid in full at the time your child begins at Bright Beginnings Preschool. The last month's tuition may be refunded if a child withdraws from the program on or before December 31st, *providing proper notice. Full tuition is due each month regardless of the number of days expected to be in attendance. No deductions or credits are made for holidays, illness, bad weather days or vacation time.

WITHDRAWAL

*Two weeks written notice is required when withdrawing a child for any reason. If the required notice is not given, parents will be charged a prorated amount for tuition for the two weeks following the date of withdrawal.

If you withdraw your child after December 31st, you are not eligible to be refunded the last month's tuition nor are you eligible to be refunded any part of the tuition for last month of enrollment, unless the withdrawal reason is due to a job transfer or military relocation more than 30 miles away. If withdrawing for this reason please provide proof to the direction, bring a letter in on company letterhead regarding the transfer or relocation details. The registration fee is non-refundable and will not be refunded but part of the tuition will be refundable.

DISMISSAL

Bright Beginnings Preschool reserves the right to dismiss a child upon one week notice for serious behavior problems or non-payment of fees. It is also understood that the director has the authority to terminate enrollment of a child for non-compliance with this policy and/or should required enrollment documents not be provided to BBP.

HEALTH AND MEDICAL

A current record of the child's immunizations (or waiver) and physician's statement of health must be furnished to the director no later than the first day the child begins school at BBP. Parents are responsible for keeping the director informed of the current name and phone number of the child's physician, as well as the names and numbers of persons to contact in an emergency, including work and cell phone numbers.

In the event a child has a critical accident or illness requiring medical attention, the child's primary guardian or parent will be contacted, as a first priority, and if necessary, 911 will be contacted immediately. If the BBP staff are unable to locate the primary guardian or parent, BBP staff will attempt to notice other emergency contact names and numbers provided in the child's records. Should the child need ambulatory service, transport to Emergency Room, a BBP staff member will ride with the child to the ER in the event a parent or guardian is not able to arrive quick enough to the preschool. The BBP staff member with the child will communicate all pertinent details to the director (ER location, update of condition, etc.) The director will then communicate those details to the parent and guardian.

*****Always be sure the school has accurate and reliable phone number where you can be reached. Keep all phone numbers and addresses current in our records.**

ILLNESS

Children may not be brought to school if they are ill, whether ill that particular school day or having been ill days earlier (when the condition is known to be infectious/contagious.) We depend on you to help us maintain this policy and ask that you be respectful of BBP staff and other children.

If a child shows signs of an illness occurring during the school day, parents or guardians will be notified immediately and asked to pick up their child promptly.

A child will not be allowed to remain at school or return to school day, if any of the following symptoms or conditions exist (either due to a child having being ill, or becoming ill while at school):

- Child is unable to comfortably participate in school activities.
- Child has had fever within the last 24 hours WITHOUT MEDICATION.
- Child has had diarrhea within the last 24 hours-
 - A child will be sent home after two or more incidents of diarrhea in one day.
- Child has vomited within the last 24 hours-
 - A child will be sent home after any vomiting incident.
- Child has Impetigo or signs of condition (also called school sores)-
 - A child's lesions must be healed before allowed to return to school.
- Child has Pink Eye-
 - A child may return to school no earlier than 24 hours after antibiotic has been administered and when eyes are clear (follow doctor's recommendations.
- Child has Strep Throat, chronic sore throat or persistent cough lastly more than 2 days-
 - A child may return to school no earlier than 24 hours after antibiotic has been administered for Strep Throat.
- Child has Head Lice-
 - A child must not have any nits or bugs remaining in their hair. Properly clean all items that child brings to school (backpack, lunchbox, clothing, etc. before bringing the child back to school.)
- Child has Chicken Pox-
 - A child will be allowed to return to school no earlier than one week after eruptions have appeared or until all lesions are dry.)
- Child has a rash, not cleared by doctor.
- Child has other type of Communicable Disease.

MEDICATIONS

BBP staff are not able to administer any type of over-the-counter or prescription medications. With the exception, a teacher may use a diaper rash ointment for a child in diapers but only when a parent or guardian provides written permission, authorizing the teacher to do so and in this case the parent or guardian would also provide the ointment to the teacher.

Although not required, it is recommended that parents or guardians apply sunscreen or bug repellent cream on children before arriving to school. Children are provided with time to play outdoors every school day. Teachers will not be responsible for applying or reapplying any of these types of creams.

POTTY TRAINING

Children enrolling in the **four year old/Pre-K class must be completely potty trained.** Children enrolling in the **three year old class must have at least begun potty training and no longer wearing diapers or pull-ups.**

It is understandable for children to have an occasional accident and this is expected but when children regularly soil themselves it causes an interruption in the classroom, requiring extra time of the teacher which pulls her attention away from the other child.

If a child (enrolled in the three year old class or four year old/Pre-K year old class) struggles to remain dry/unsouled while at preschool the director may need to unenroll the child from the program until the child is able to make better progress in their potty training.

Every child, regardless of potty training abilities, should have a spare change of clothes provided every day. See “**Clothing**” policy for more information regarding this.

BITING AND/OR AGGRESSIVE BEHAVIOR

BBP staff recognize that children biting is a behavior that oftentimes occurs in children ages 18 months through 2 ½ year old classrooms. Although undesirable, it is not uncommon and child experts would tell you that biting behavior is a natural development phase in many children. Children bite for various reasons; to communicate when words cannot easily be expressed, relieve anxiety, frustration, etc., defend themselves and the list of other probable causes goes on.

Parents and guardians of younger children should expect that their children may be bit by another child, or that their child may bite another child. BBP staff understands when parents and guardians become concerned and upset when their child has been involved in a biting incident. Please trust that when biting has occurred or is occurring in any classroom the teachers are committed to working with the particular child and his/her parents or guardians to help resolve the issue, attempting to identify the “why” behind the biting, identifying events that may provoke or elicit the biting and considering ways to possibly prevent future incidents, all while keeping the name of the child confidential. When it is known that a child is a bite risk teachers monitor the child very closely and if they feel a child would benefit from exclusion from the group to prevent incidents they will encourage the child to have time alone in separate areas of the classroom. Should you be the parent or guardian of a biter BBP staff expects for you to work with them, to help identify methods and strategies to curb this behavior. Together we can accomplish more as opposed to being uncooperative with each other. If biting or aggressive behavior continues, a child may be subject to dismissal from the program. All decisions will be made on an individual basis.

Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child’s service terminated. Re-admittance to preschool will initially be on a trial basis to ensure that the behavior does not recur. If biting continues, though, a child may be subject to dismissal from the program.

No matter the age, for the child who was bitten, the Teacher will love the child, hold them, hug them and calm them. The bite will be washed with soap and water, and ice will be applied, if needed.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. BBP staff cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

CHILD ABUSE

Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. All notifications must be made to Texas Department of Family and Protective Services www.dfps.state.tx.us , Child Abuse Hotline: 1-800-252-5400 and the local police. The employees of Bright Beginnings Preschool are considered mandated reporters, under this law. The employees of Bright Beginnings Preschool are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Bright Beginnings Preschool take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, BBP staff cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child’s body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

FIRE/SEVERE WEATHER/ LOCKDOWN DRILLS

These are practiced routinely. An evacuation play is in place in case of an emergency requiring evacuation of the building.

SNOW OR BAD WEATHER DAYS

If Georgetown ISD closes school or has a late start time (delay) due to snow or other bad weather conditions, BBP will also close school or start school late. For late starts times, use the following rule of thumb, if GISD has a two hour late start (delay) then BBP will also have the same.

EXAMPLE: Regular start time 9:30 am, two hour delay would be a 11:30 am late start time.

Please check BBP social media sites, your email and listen to local news and radio stations for announcements. Even if GISD chooses to have school during inclement weather we reserve the right to close to ensure the safety of our staff and students.

PARENT PARTICIPATION

Parents are invited to submit suggestions for improvement of the school services at any time. These suggestions may be given to the director. Suggestions for changes in the parents' handbook should be made in writing and discussed with the director.

Parents are welcome to visit our school at any time. Normally, these visits are best made after the first weeks of school. We hope that you will take the time to be active in our program. We also welcome parent participation in planning holiday class parties. Please let the teacher know if you'd like to do this.

PARENT COMMUNICATION

We will utilize email, facebook, and send home notices with children to communicate with the parents and guardians. Please read all notices and emails carefully so that you will be up to date on what is happening at BBP and will not miss out on any important information.

Much of our daily/weekly communication happens through our private Facebook group for parents, staff, grandparents and friends of Bright Beginnings Preschool. You can access that group [here](#). You will be prompted to answer a few questions regarding your connection to BBP before being approved to join.

The school calendar, forms and parent handbook are available on our website: brightbeginningstx.org

SCHOOL ATTENDANCE

Regular attendance is important in any school program. It is difficult for the child to feel part of a group if attendance is irregular, and bad habits and poor attitudes toward school may be formed. Also, it can be disturbing to your child to enter a group already involved in an activity if he/she is always tardy. It is to your child's advantage to be on time, as they may miss out on planned activities when they are late. If your child will be absent, please notify the office at 512-863-9503. If your child is absent, payment of tuition will still be due in order to hold the child's place.

HOLIDAY PARTIES

Parties are scheduled to celebrate various holidays and special events. Parents are asked to help provide refreshments for these events, or make a small donation for supplies, etc. Parents are encouraged to join us for these events.

In the fall BBP has a Costume Parade during school hours. It is our goal to retain the fun of dressing up without allowing suggestion of violence, causing fear in children or suggesting ideas that are inappropriate for a young audience. In keeping with this goal, children will not be allowed to participate if wearing costumes or props of these types: scary witches, ghosts, vampires, characters from horror movies, gang or criminal affiliations or weapons. We expect parents and guardians to exercise proper discretion when purchasing costumes for their children.

In November we celebrate with a Family Thanksgiving Feast. Parents, guardians and extended family and/or friends are encouraged to attend and are asked to bring food to share for this event.

There will also be a Christmas party, a Valentine's party, and an Easter celebration.

TOYS

Parents and guardians, unless requested by the teacher for a special activity, please encourage your child to leave his/her toys at home. Children are welcome to bring books, CDs, and other educational materials to share with their teacher or class but it is the responsibility of the parent to label the items with the child's name and to ask the teacher for the items at the end of the school day. Teachers are not responsible for keeping up with items brought in the classroom.

Items that provide a sense of security for a child such as a blanket or stuffed animal may be brought in the classroom and left in cubbies until they are "needed."

PLEASE DO NOT BRING...

We ask that your child not bring any of the following items to school: money, gum/candy, soda, pretend weapons, drinks in non-sealable containers, glass bottles, medication, pets or bulky bags that will not fit in their cubbies.

PETS

For the safety of all the children at our school, please do not bring pets without permission from the director.

CLOTHING

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Parents are discouraged from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.

Coats, hats, gloves, scarves and winter shoes must be provided in the winter months. WE WILL GO OUTSIDE TO PLAY EVERY DAY, AS LONG AS IT IS BETWEEN 40- 100 DEGREES!!

Children are not permitted to wear open toed, Crocs, boots and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Little girls must wear bloomers or shorts under any dress worn.

All children are required to have one seasonably and size appropriate complete change of clothing at the center at all times. A complete change of clothing includes: shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. This includes: coats, hats, gloves, and scarves. Bright Beginnings Preschool is not responsible for lost or damaged items of clothing.

*****ACCESSORIES*****

Hair beads, barrettes, bobby pins, etc. are considered a safety hazard when worn by children. When choosing accessories for your children be mindful of the potential safety issues they present, not only for your child, but also for the older and younger children attending Bright Beginnings Preschool.

BIRTHDAYS

If you wish, you may make arrangements with your child's teacher to send a special snack for the class on the day their birthday will be celebrated in school. Always discuss this with the teacher beforehand, there are often times food allergies of children that will need to be taken into consideration. If you send invitations to school for a party planned outside of the school day, please include all students in your child's class.

LUNCH AND SNACKS

It is the responsibility of the parent or guardian to send nutritious lunch and healthy drink options to school each day with their child. Please be sure the lunch is easy for your child to manage on their own. Lunches will not be heated for the child. Please provide water for your child every day at school.

Each parent is asked to sign up for providing a class snack at least once per month. Each class will have a sign up list available on a monthly basis. Some snack suggestions are: pretzels, goldfish, bite size fruit, bite size crackers, vanilla wafers, animal crackers, cheerios, etc.

BBP never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons.

Food can occasionally be used by teachers as a reward for good behavior and/or for classroom lessons. Please let your child's teacher know if you are uncomfortable with this practice.

SHARED USE OF BUILDING

Bright Beginnings Preschool is a ministry of the Georgetown Church of Christ, along with many other ministries. There are occasionally other groups that are in the building at the same time of our preschool. These would include a ladies quilting group, small group Bible studies, church members preparing meals in the kitchen for funerals or for the sick, as well as a group from BiG (Brookwood In Georgetown- "BiG is a God-centered vocational community that provides meaningful work, a sense of belonging, dignity and respect for adults with functional disabilities.") All of these groups are meeting in places separate from our school and your children are **never** in the care of anyone other than BBP staff. Your children's safety is our utmost priority.

MODIFICATIONS OF THIS AGREEMENT

This handbook may be modified by Bright Beginnings Preschool by written notice to the parents or guardians whenever any circumstances covered by the handbook change.

CODE OF CONDUCT/ DISCIPLINE PROCEDURE

Children are expected to behave in an appropriate manner according to their age. BBP staff strive to guide children toward acceptable behaviors to help children develop self-control, independence and confidence. Teachers set clear expectations for their classrooms to maintain order that is necessary to accomplish the desired academic and social growth.

Whenever necessary and possible, undesirable behaviors of children are redirected by BBP staff. Children are provided opportunities to make good choices and encouraged to do so, being prompted by the teacher or other staff. When, and only after redirection has not been effective, BBP staff will use alternate methods of discipline for behaviors such as:

1. Actions that persists and disrupt or interfere with the learning process of any child.
2. Actions that put themselves or others at risk for physical or emotional harm.
3. Actions that are not compliant with the teacher's expectation or class rules.
4. Actions that are willfully disrespectful toward the teacher, staff or other children.
5. Deliberate use of profanity or unwholesome language.

Most correction is accomplished when BBP staff redirects the child's undesirable behaviors by offering children with reminders of the "good choice" and allowing the child to be in control of making a "good choice" decision.

When redirection is not effective BBP staff may choose to exercise different approaches to resolve the issue, approaches such as:

1. Set restrictions on certain privileges (offering child fewer options to choose for activities or reduce time allowed for certain activities. etc.)
2. Remove items from classroom that are involved with the misbehaviors (particular toys, piece of furniture, another child's belonging, etc.).
3. Ask the child to sit in an area, within view of the teacher, away from others for an abbreviated amount of time (no more than a minute for age of child- 3 years= 3 minutes max., 4 years= 4 minutes max.)
4. Sit at eye level with the child and ask open-ended questions like:
 - a. "Why are you (angry, mad, sad, etc.)?"
 - b. "What would help you feel better when (incident) happened?"
 - c. "Instead of doing (incident) what should you have done?"
 - d. "What can I do to help you?"

*Oftentimes children, when asked, can resolve their own issues, they just need someone to help them problem solve with some prompting and subtle guidance.
5. Involve the director to seek advice or support.
6. Notify the parent or guardian so they can collaborate with the staff.

In cases where a behavioral issue persists, after various approaches have been attempted, and there is no behavior change a child will be sent to the director's office to talk with her and the director may write up a discipline report. Should this happen, a parent or guardian will be notified of this action by phone and will be asked to discuss the details of the report with the director. The original discipline report will be placed in the child's file and a copy provided to the parent or guardian. Regardless of the child's behavior BBP staff will remain committed to loving and caring for the child.

Parents and guardians are expected to support and uphold the program policies as described herein. Cooperation between parents, guardians and BBP staff produces quality experiences for everyone involved. If at any time misunderstanding develops between our staff and parents or guardians, it becomes the obligation of both parties to resolve these issues in a respectful fashion, keeping the issue between only those parties involved.

BBP staff agrees to work closely with the parents and guardians in the education of their children. This includes provisions for BBP to hire competent teachers, provide developmentally appropriate curriculum, properly supervise children while in our care and to effectively communicate pertinent information that relates to the school, your child or your child's teacher.

Parent and Guardian participation and cooperation with the expectations and rules of this policy are critical to the overall well-being of each child enrolled in the program and to the program itself. Should you ever have a complaint or concern we want to know about it. See below.

COMPLAINT PROCEDURE

If you have a complaint or concern that you wish to report to the director, please follow these guidelines:

1. **Express is promptly.** Keeping it to yourself can cause ill feelings and friction, which decreases our effectiveness.
2. **Tell it to the right person.** Concerns regarding the school or operations should be expressed directly to the director.
3. **Express your concern clearly.** Make sure the person to whom you are expressing your concern knows all the details of the situation; exactly what you are concerned about and why. Misunderstanding could lead to further problems and results in hurt feelings.
4. **Pray about it.** Ask God to help make your complaint in such a way that it will result in the betterment of our school.

****PLEASE SIGN AND RETURN THE FOLLOWING PAGE****

SIGNATURES

The parents will cooperate with the policies of the program, perform the obligations of parents set forth in this handbook and abide by the rules, regulations, and policies provided by the program. The parents have read the terms of this handbook and all questions have been satisfactorily answered. The parents release Bright Beginnings Preschool and the Georgetown Church of Christ, its director and staff from any liability for injury or damages of any kind not resulting from gross negligence.

I have read and understand the policies and procedures in this parent handbook.¹

Parent/Guardian Signature

date

Parent/Guardian's Name (please print)

Student(s) Name(s) (please print)

¹ Updated June 2019