



# Back-up Child Care Parent Handbook



<b><u>INTRODUCTION</u></b>	<b>3</b>
<b><u>WHO IS BRIGHT HORIZONS?</u></b>	<b>3</b>
<b><u>BACK-UP CHILD CARE</u></b>	<b>4</b>
<b><u>OUR PROFESSIONAL STAFF</u></b>	<b>5</b>
<b><u>REGISTRATION</u></b>	<b>5</b>
<b><u>RESERVATIONS</u></b>	<b>6</b>
ADVANCE RESERVATIONS	6
SAME-DAY/NEXT-DAY RESERVATIONS	6
<b><u>PAYMENTS</u></b>	<b>6</b>
<b><u>CANCELLATIONS</u></b>	<b>7</b>
<b><u>WHAT TO BRING</u></b>	<b>7</b>
FOOD	7
CLOTHING	7
TOYS	7
DIAPERS/BIBS	7
IDENTIFICATION	7
<b><u>YOUR CHILD’S DAY AT BACK-UP CARE</u></b>	<b>8</b>
ARRIVAL	8
SIGN-IN	8
ADJUSTING TO THE CENTRE	8
DEPARTURE	8
VISITORS	8

---

<b>DAILY ACTIVITIES</b>	<b>9</b>
SNACK TIME	9
LUNCH TIME	9
QUIET TIME	9
OUTDOOR ACTIVITIES	9
<b>SPECIAL NEEDS</b>	<b>10</b>
<b>BEHAVIOUR MANAGEMENT</b>	<b>10</b>
<b>HEALTH AND SAFETY</b>	<b>11</b>
ADMINISTERING MEDICATIONS	11
MINOR INJURY	11
INJURIES REQUIRING MEDICAL ATTENTION	11
ILLNESS	12
<i>TEMPERATURE</i>	12
<i>RESPIRATORY INFECTIONS/SEVERE COLDS</i>	12
<i>VOMITING OR DIAHRREA</i>	12
<i>OTHER CONTAGEOUS DISEASES</i>	12
SMOKING	12
<b>SECURITY</b>	<b>13</b>

---

## Introduction

Family child care providers, nannies, and grandparents get sick or go on vacation. Schools may close unexpectedly. After a move or family leave, you may be in between child care arrangements. Child care breakdowns like these pose serious challenges for you as a working parent. Bright Horizons can help you overcome these obstacles. Our back-up care programs provide working parents with a safety net for those days when regular care arrangements fall through. Our centres are designed to be comforting and nurturing, so that you can go to work knowing your child will have a wonderful day.

Back-up or emergency child care is a special kind of care for young children. Bright Horizons back-up programs are designed to help children feel safe and secure, and to ease their transition into a new environment. Our devoted child care experts welcome your child with engaging opportunities for play and discovery. We assign each child a primary caregiver to ensure that your child receives individualized attention. When you pick your child up, your child's primary caregiver can report on how your child spent his or her day.

---

## Who is Bright Horizons?

---

Founded in 1986, Bright Horizons Family Solutions is the world's leading provider of employer-sponsored child care, early education, back-up care, and work/life solutions. We manage more than 600 full-service and back-up child care centres for more than 600 clients around the world.

Bright Horizons is the leader in the most important trends in work-site child-care: meeting emergency child care needs at the workplace and offering flexible child care arrangements, such as travel care, conference care, and stormy-day care.

In all our child care programs, we strive to :

- Nurture each child's unique qualities and potential
- Support families through strong partnerships
- Collaborate with employers to build family-friendly workplaces
- Create a work environment that encourages professionalism, growth, and diversity

---

## Back-Up Child Care

Bright Horizons back-up child care supplements, rather than replaces, your regular child care arrangements. We provide comprehensive child care services for infants through school-age children. Our centres feature:

- Special play areas for infants, toddlers, preschoolers, and school-age children, with activities tailored specifically for each age group
- Dedicated spaces for infants, which include a sleeping area and a place for active play
- Dedicated areas for toddlers and preschoolers, which include an art area, block area, dramatic play area, as well as quiet spaces for reading
- Computers, books, and games for school-age children
- An area designed for gross motor activities

We take pride in maintaining high-quality educational programming standards. Our programs are based on a developmentally appropriate environment and curriculum that embrace the unique cultural and individual needs of each child and family. Our belief is that every day in back-up care can be a rich and meaningful experience for your child.

Bright Horizons back-up programs are staffed by professional early childhood educators. Each of our centres are licensed by the Provincial Ministry responsible for licensing in the province where the centre is located. Our experienced staff encourages each child's individuality in order to promote a positive self image. We believe that children experience learning through play. Based on this belief, we provide a wide variety of activities in all the curriculum areas where children can experience "hands on" learning. Our goal is for children to have fun while learning so that they look forward to returning to the back-up program.

Bright Horizons welcomes all families and does not discriminate on the basis of sex, sexual orientation, religion, national origin, marital status, political belief, disability, or any other basis that is prohibited by federal, provincial, or municipal laws in the administration of centre policies or the admission of children.

Bright Horizons meets and, in many cases, exceeds all provincial licensing requirements.

Please note: Centre design, ages served, equipment staffing and operations may vary from location to location.

---

## Our Professional Staff

Staff members at Bright Horizons are our greatest asset. They are trained professionals who have expertise in educating and caring for young children and supporting working parents. Centre Directors hold a minimum of an Early Childhood Education diploma and a minimum of two years classroom experience, and teachers have their Early Childhood Education diploma. Prior to joining Bright Horizons, all staff members go through an extensive interview process and background and reference checks. Once hired, all staff members are trained with special emphasis placed on safety and security, hygiene, health and sanitation, first aid, CPR, and life saving procedures. Bright Horizons provides all teachers with opportunities for ongoing professional training.

## Registration

All children who attend our back-up programs must register in advance. To register your child and to meet local care licensing requirements, you must provide the following:

- Child Registration Information Form
- Participating Parent/Guardian Form\*
- Non-participating Parent/Guardian Form
- Authorization for Release and Emergency Medical Treatment Form
- Authorized Non-parent/Guardian Form
- A copy of their Immunization Form
- Authorization and Release Signatures
- Labelled Photographs of:
  - ◆ Child
  - ◆ Parent(s)/Guardian(s)
  - ◆ Authorized Release Person(s)

Additional registration information or materials may be needed to comply with local licensing requirements.

*Please note: A child may be released to all parents and/or guardians unless a current court order with supporting documentation describing custody arrangements and restrictions is provided to Bright Horizons.*

**Online at [www.brighthorizons.com/back-up](http://www.brighthorizons.com/back-up)**  
**By phone at 866-273-2773**

**\*Please note:** You will be required to enter your employer's username and password to create your online account and registration. If you do not know your employer's username and password call **866-273-2773** or email **parents@brighthorizons.com**.

---

Bright Horizons staff will process your registration promptly. You should receive formal notification of your child's registration by phone or by email. We encourage you to schedule a tour of the centre and/or reserve your first visit so that both you and your child have an opportunity to become familiar with the quality of care as well as the routines and procedures at your local centre.

## Reservations

Once your child is registered, reservations are required for your child to visit the centre. Keep in mind that centers experience high demand periods for back-up care that are usually consistent with public and private school closings. (See your center for a listing of high demand days.) Reservations can be considered on a "first come, first served" basis. However, some centres may reserve the right to determine reservations based on a variety of factors (such as prioritizing families from the same client company who have not yet used the centre).

**Advance Reservations:** To make an advance reservation, call **866-273-2773** or reserve online at **[www.brighthorizons.com/back-up](http://www.brighthorizons.com/back-up)**. You may request a reservation one month in advance up to the day care is needed. Requests for advance reservations will generally be returned by the end of the following business day. During high demand times, it may take up to five business days to evaluate all incoming advance requests for care.

**Same-Day/Next-Day Reservations:** To make a same-day or next-day reservation, call 866-273-2773. All calls requesting same-day or next-day care that are received during business hours from 7:00 a.m. EST to 5:00 p.m. PST will be returned as soon as possible within the same business day. All calls requesting next-day care that are received after 5:00 p.m. PST will be returned the next business morning beginning at 7:00 a.m. local time.

Your reservation must be confirmed verbally or by e-mail from our call centre staff before your child can attend the centre.

## Payments

Where applicable, all registration fees, utilization fees and co-payments must be paid on the day of care. Registration fees, utilization fees and co-payments are non-refundable. Contact your Bright Horizons centre or your employer for further information.

---

## Cancellations

If you have a confirmed reservation and your plan for care changes, please call **866-273-2773** immediately or cancel online at **[www.brighthorizons.com/back-up](http://www.brighthorizons.com/back-up)**. Your cancellation will assist us in making every effort to accommodate other families' requests. Reservations must be cancelled no later than 5:00 p.m. on the business day prior to the reserved day of care. No-shows and late cancellations may be counted as a use for the purposes of utilization and per-use fees.

## What to Bring

To start your child's day off right, consider his or her specific needs and what will make your child feel comfortable in a new environment. Please follow these guidelines.

**Food:** If you have an infant or toddler, please bring an appropriate number of premixed bottles of formula or milk for each feeding, and enough baby food for the day. Label all bottles and containers with your child's full name. Please be prepared to share information about your child's feeding schedule, including amounts, temperature, and times for feeding. Many Bright Horizons centres do not provide lunch, so parents are asked to prepare a lunch for their child or to arrange to take their child out to lunch. If you choose to bring a lunch for your child please keep in mind that many centres maintain a "peanut-safe" environment. Please inquire about your centre's lunch policy when you schedule your child's reservation.

**Clothing:** Children should wear play clothes, as they may be involved in projects that use paint, water, and other materials. For safety reasons, we strongly discourage drawstrings or dangling jewellery, particularly for younger children. We ask that a change of clothing be supplied for your child.

**Toys:** The centre has a wide variety of toys in each classroom. Children are welcome to bring a blanket, pacifier, or special toy that may ease their adjustment to the centre. Other toys from home often cause conflict, and the centre cannot be responsible for their safekeeping. Please keep in mind that centres do not allow toys that may be dangerous or encourage fighting, such as weapons and action figures. Please check with staff concerning guidelines for bringing electronic equipment such as games, music players, and cell phones.

**Diapers/Bibs:** Please bring enough disposable diapers and wipes for the day, and check with centre staff concerning the use of cloth diapers. Please provide bibs for your child.

**Identification:** Please label all clothing and other belongings, such as bottles, cups, and toys, with your child's full name.

---

## Your Child's Day at Back-Up Care

You may wonder what your child's day in back-up care will be like. Here are the answers to frequently asked questions regarding the routine of a typical day in back-up care:

### Arrival

When your child arrives at the centre, he or she must be accompanied by you or another authorized adult (18 years or older). Please allow sufficient time to transition your child and have a conversation with your child's teacher regarding your child's care for the day, particularly on your first visit. You are welcome to stay with your child as long as necessary to help your child adjust to the centre.

### Sign-In

When you enter, sign in and introduce yourself and your child to the staff. You will be asked to fill out a daily information sheet indicating where you will be during the day, including a current phone number where you can be reached. Daily information sheets can also be printed from the online registration and reservation management system via your online account at [www.brighthorizons.com/back-up](http://www.brighthorizons.com/back-up). Please include any pertinent information about your child with regard to current medications, allergies, or food restrictions. If you have not visited the centre previously, be sure to ask staff for assistance in storing your child's personal belongings.

### Adjusting to the Center

Separation from parents and adjustment to a new environment may be challenging for children. Bright Horizons teachers are well trained to provide support during this sensitive time. If a child is having difficulty because a parent has left, the teacher will allow the child to express his or her anger or sadness, offer comfort, and try to engage the child in an activity. If the child continues to be upset and cannot be consoled within a reasonable amount of time or refuses to participate in the program, we will call you to discuss how the staff might help your child. Our goal is to help your child adjust and have a successful day.

### Departure

Children will be released only to a parent, guardian or other adult (18 years or older) previously authorized in writing (with a photo on file). At pickup time, you will receive a daily written report informing you about your child's day. Please allow sufficient time prior to the centre's closing time to speak with your child's teacher about your child's day and pack up your belongings. You must sign your child out by the close of centre business hours. Upon sign out, you (or another authorized adult) are responsible for your child.

### Visitors

You are encouraged to visit your child at any time during the day. Others wishing to visit children are not permitted unless accompanied by the child's parent, guardian, or authorized non-parent/guardian.

---

---

## **Daily Activities**

---

The activities for the day will vary, based on the needs of the individual child and the importance of providing a variety of activities and quiet times in a child's day. A complete daily schedule of activities for each age group is posted in each classroom. Generally, you and your child can expect the day to include:

---

### **Snack Time**

---

Bright Horizons provides two nutritious snacks with milk or juice each day. Snack menus are posted in each centre.\*

---

### **Lunch Time**

---

We invite you to eat lunch with your child at the centre or take your child out to lunch when you can. If you are unable to have lunch with your child, please indicate this on your daily information sheet and ask the staff to serve the lunch you have provided. Bring any special foods needed due to allergies, religious customs, or health conditions. Please do not bring any candy, gum, soda, or glass bottles.\*

---

### **Quiet Time**

---

Children rest or have quiet time after lunch. Cribs and sheets are provided for infants. Cots, sheets, and blankets are available for children under 6. Children over the age of 6 may engage in quiet activities such as reading or games. All sleeping items are laundered and/or disinfected after each use.\*\*

---

### **Outdoor Activities**

---

Weather permitting; the daily schedule at some centres may include taking children outside for a walk. Your authorization is required, and children should be dressed appropriately for the weather.

\*Lunch and snack policies may vary from centre to centre. Please check your centre's lunch and snack policy when you schedule your reservation.

\*\*Sleeping policies may vary from centre to centre based on local child care licensing requirements.

---

## Special Needs

Some children with special needs may require flexible programming, additional teachers, or special teacher training. If your child has special needs, please schedule a time to speak with the centre Director when you request your reservation.

While the centre is committed to assisting all families, a back-up child care program may not be an appropriate setting for all children. Eligibility will be determined based on the centre's ability to provide quality care for each child.

If your child has difficulty adjusting to the program, the centre will contact you for assistance. If your child is disruptive to the overall program, the centre will make every effort to help your child adapt to the centre's environment. If these efforts are unsuccessful, the centre reserves the right to ask that you find an alternative arrangement for the day.

## Behaviour Management

Bright Horizons is committed to providing an environment that fosters a positive experience for each child. Children are encouraged to use skills that will allow them to resolve conflicts and have their needs met without the use of aggressive or destructive behaviour. When situations occur that require intervention, teachers will provide children with clear explanations as to why a specific behaviour is inappropriate and help them find an alternative behaviour that fits within classroom guidelines. If your child is having difficulty and is unable to manage his or her behaviour, the Director may contact you and ask you to intervene or remove the child from the centre. This will be used only as a last resort if all other means to help your child control his or her behaviour have failed.

The following guidelines are in place in every Bright Horizons centre:

- No child shall be ridiculed or verbally abused or subject to cruel discipline. Physical restraint is prohibited, unless necessary to protect the health and safety of the child or other people.
- No child shall be hit, spanked, or subjected to any corporal punishment.
- No child shall be denied food as a consequence of behaviour, nor will food be given as a reward for good behaviour.
- No child shall be punished or criticized for soiling, wetting, or not using the toilet.

Bright Horizons' complete behaviour-management policies are available upon request.

---

## Health and Safety

The following policies have been created to ensure the health and safety of all children in the centre at all times.

### Administering Medications

We strongly recommend that you administer all medications, whether prescription or non-prescription. You may make specific arrangements with the centre to administer your child's medication if you are unable to do so. These arrangements must be made in advance, as they require specific written directions from the prescribing health care provider. All medications will be stored in a locked box labelled "medications" in either the Director's office or in the refrigerator. Prescription medications must have a pharmacist label, showing the name of the prescribing health care provider, the child's full name, date of prescription and expiration date, and instructions of administration. All over-the-counter medications will not be administered unless accompanied by a note from a physician, and must be in their original container, labelled with the child's full name. Please do not leave any medication, whether prescription or non-prescription, anywhere in the centre (including diaper bags and backpacks). Unused medication will be sent home with the parent, guardian, or other previously authorized person at the end of the day. No medication may be disposed of in the centre.

Centre staff cannot administer acetaminophen or other fever-reducing medicines so that a child can remain at the centre. With written authorization from you or your child's physician, the centre can administer fever-reducing medicines to your child while he or she awaits your arrival. Your child may be re-admitted to the centre after he or she is fever free for at least 24 hours and has no other symptoms.

*Please note: Local licensing regulations regarding the administration of medication in child care centres may supplement or supersede these policies. Please consult centre staff for assistance.*

### Minor Injury

Bright Horizons staff members are trained in first aid and CPR. In case of minor injury, the staff will administer basic first aid and will notify you as soon as possible.

### Injuries Requiring Medical Attention

For injuries that require medical attention, the staff will call you as soon as possible. If you cannot be reached, the staff will call the emergency medical contact person specified on your child's Authorization for Release and Emergency Medical Treatment Form. Staff will also continue to try to contact you. If you are not immediately reachable and the staff feels that medical attention is imperative, they will contact your child's physician, and the centre Director or a teacher will accompany your child to a local hospital.

---

An ambulance will be called to transport your child. The cost of any emergency medical treatment and related transportation for the child will be your responsibility.

### **Illness**

The health and safety of each child is of paramount importance to Bright Horizons. In consideration of other families, we do not permit sick children to use the centre. We will contact you if your child becomes ill and will keep your child comfortable in a quiet area until you can arrive to take your child home. Children may occasionally seem ill without any clear cause. Please do not bring your child to a Bright Horizons centre if you child seems “under the weather.”

Children with the following symptoms may not use the center:

- **Temperature:** An auxiliary temperature of 100 degrees or more. Please be sure that your child is fever free for at least 24 hours before returning to the centre.
- **Respiratory Infections/Severe Colds:** Respiratory infections, such as colds and bronchitis, are usually caused by viruses. A persistent “loose” cough and/or a runny nose is considered a severe cold. Please do not bring your child to the centre until he or she is symptom free.
- **Vomiting or Diarrhea:** Please do not bring your child to the centre until at least 24 hours after vomiting or diarrhea has stopped.
- **Other Contagious Diseases:** Your child must be symptom free or have verification from a health provider that he or she is no longer contagious. Communicable diseases include, but are not limited to: chicken pox, Coxsackie’s virus, German measles, haemophilus influenza, measles, meningococcus, mumps, strep throat, conjunctivitis, impetigo, tuberculosis, whooping cough, giardia lamblia, hepatitis A, salmonella, shigella, lice, and scabies. Bright Horizons reserves the right to require verification from a doctor that your child is not contagious before allowing him or her to return to the centre. If your child has recently visited Bright Horizons and becomes ill with a contagious disease, please inform the Bright Horizons staff so that we can notify other parents whose children may have been exposed. Bright Horizons staff will provide information regarding the type of communicable disease, symptoms, and precautionary measures that may be taken, in addition to information about when an infected child may return to care. Please notify Bright Horizons of your child’s condition as soon as possible.

### **Smoking**

Bright Horizons Family solutions recognizes that smoking in the workplace may adversely affect employees and children. Accordingly, smoking is prohibited on all centre premises (including all property). This smoking policy applies to all employees, parents and visitors while on the centre's premises.

---

---

## Security

Your child's safety, as well as the safety of our teachers is a top priority. Each Bright Horizons centre is a secured facility, and admittance is granted to the following individuals **with appropriate photo identification:**

- Bright Horizons staff
- Parents or guardians of children using the facility (photo on file)
- Authorized non-parent/guardian (photo on file)
- Visitors with pre-approved authorization to enter
- Licensing officials and others at the discretion of the centre Director

*Please note: Certain areas of a centre may be monitored and videotaped for observation and security purposes.*

*Please note: The policies and procedures described in this parent handbook are subject to change without notification. Any changes to policies and procedures will be posted and available at the centre and online at [www.brighthorizons.com/backup](http://www.brighthorizons.com/backup). Policies and procedures may vary from centre to centre.*

**We look forward to seeing you and your child at a Bright Horizons centre soon!**

Bright Horizons Family Solutions is the world's leading provider of employer-sponsored child care, early education and work/life consulting services, managing more than 600 early care and education centres in the United States, the United Kingdom, Ireland, and Canada. Bright Horizons serves more than 600 clients, including more than 90 FORTUNE 500 companies and two-thirds of the "100 Best Companies" as recognized by *Working Mother* magazine.

©2006 Bright Horizons Family Solutions L.P.  
All Rights Reserved