



Parent Handbook



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Section 1: Introduction

1.1 Welcome to Busy Bees US

Choosing a school to provide early years education and care for your child is one of the most difficult and important decisions that you will make. We are pleased that you have chosen us and will work diligently to provide the highest quality for you and your child. Here at Busy Bees US, everything we stand for revolves around providing the very best in learning and care for your children.

We would like you to consider us as an extension of home; a caring and nurturing place where your children are intellectually and emotionally stimulated by dedicated staff that are not only early childhood educators, but amazing people.

Busy Bees centers exist to turn the natural curiosity of young children into learning. Our programs provide children autonomy through choices, guided explorations, and multiple forms of expression. It creates awareness of self, others, cultural diversity, global stewardship, community, and the natural environments. Setting the foundation for self-aware, open-minded, well-rounded children to thrive in a dynamic, diverse, global society, with a love of learning.

Our educators are passionate and strive to deliver the very best care for every child. We follow a robust recruitment process and onboarding training to ensure the best delivery of our programs. Furthermore, we provide ongoing programming and safety training that enable our educators to provide learning in safe and joyful environments. Each child's safety and well-being is our top priority. Our educators support children's safe play experiences while encouraging them to explore, discover, and unleash their potential. Our educators are the ones who ultimately make our programs fun and interesting, and we trust them to make every day special.

One of the hallmarks of high-quality early years education and care is open communication between families and educators. We place great emphasis on partnering with our families throughout the educational process. We will provide an overview of our curriculum, monthly newsletters, and daily updates about your child. In addition to extensive informal interactions, we will also host formal Family-Teacher Conferences to showcase what your child has learned. Families are always welcome in our classrooms to share special interests and traditions, read a story, or just to visit.

The following material and information will hopefully provide you with a better perspective about our program, values, and general policies. We look forward to working with you to provide the best care and education for your child.

Kind Regards,
Mary Ann Curran
Chief Executive Officer
Busy Bees North America

1.2 Our Mission

To deliver high quality child care and exciting opportunities for learning that give every child a head start as they prepare for school.

1.3 Our Vision

To give every child the best start in life

1.4 Our Values

Care: We take care of the children entrusted to us and our dedicated staff. All are appreciated, and diversity is valued.

Service: We provide exceptional service and are integral to supporting families raising children.

Quality: We maintain the highest standards in care and safety and provide exceptional early years education.

Value: We provide outstanding value for our families.

1.5 Curriculum

Our curriculum regards children as competent and capable individuals, creating opportunities for curiosity and wonder, resulting in children who explore, discover, create, adapt, persevere, collaborate, lead, learn. Educators will be intentional in their interactions and create engaging learning opportunities through connecting, listening, observing, asking questions, inviting, facilitating, and collaborating with children.

Educators will plan activities based on the identified interests and inquiry of the children, organized according to the topics of building connections and creative discovery, physical literacy, STEM discovery, environmental stewardship, and global citizenship. Each day brings new learning opportunities as children are provided a framework within which they will make both self-directed and guided choices.

This approach to learning involves hands on exploration, guided questions, meaningful conversations, documentation of meaningful learning moments to launch further learning, individual learning discoveries and scaffolded learning activating a child's curiosity.

The benefits of this approach include the blossoming of child engagement, increased motivation to learn, and development of a love of learning. Our approach also encourages responsibility, decreases negative behaviors, promotes thoughtful actions, encourages pursuits of goals, and empowers independence.

Section 2: General Information

Our Parent Handbook is designed to acquaint you with our programming and present our policies. Please be advised that policies may be amended at any time.

2.1 Communication

We believe that communication builds the bridge that connects the family to our center. The center will use electronic media to communicate daily summaries of each child's activities as well as important center announcements and updates. General documents (ex: lunch menus, curriculum summaries, etc.) will also be communicated via electronic media and posted on Family Boards outside of the classrooms.

In the event a family does not have access to email, or otherwise wishes to receive printed copies of communications, please communicate this with the Center Director.

Online family satisfaction questionnaires are sent annually. These are a very important source for us to maintain the quality of our programs and we urge you to participate when requested. Additionally, we seek your input at any time and urge you to communicate any concerns or problems to your Center Director or Assistant Center Director immediately. Should you feel this leaves your concerns or problems unresolved, please do not hesitate to email your Area Director.

2.1 a Our Customer Experience Team

As part of our goal to achieve 100% customer satisfaction, we have a Customer Experience hotline and email address through which you can ask questions or share your comments or concerns if your Center Director has been unable to resolve them to your satisfaction. Our Customer Experience Coordinators will work with you to ensure that you are heard and understood, and if necessary, they will engage with our leadership team to make sure that your feedback is addressed and resolved. We also recognize how important it is to you that our teachers and administrators receive compliments, so we encourage you to share those as well so that we can personally acknowledge when they are doing a great job.

Our Customer Experience Coordinators are available during business hours, Monday - Friday. Give them a call at 1-800-423-8088 or email at USCustomerExperience@BrightPathKids.com

2.1 b Parent Code of Conduct

Busy Bees US recognizes the important role parents play in helping us maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All parents, caregivers, and visitors of our center collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process, and all individuals are required to work out all concerns and differences in a clear and reasonable manner. Busy Bees will not tolerate incidents of expressed

bias, discrimination, prejudice, or harassment. All parents, caregivers, and visitors must agree to abide by the following Code of Conduct.

Parents, guardians, and visitors agree to:

- Support a friendly and nurturing environment
- Maintain positive communication during interactions
- Follow the recommended procedures of addressing concerns
- Refrain from gossip and public criticism of our employees, the children in our care and Busy Bees families. Discussion of concerns and issues will be with management and staff and not with other parents in the center or via social media channels such as Facebook, X or personal blogs.

If any parent, guardian, or visitor fails to abide by the Code of Conduct the following procedure will be followed:

1. The concern and any inappropriate behavior will be documented and communicated to the Director.
2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct, the Director will consult with the Area Director.
4. If a breach of the Code of Conduct is verified, the Director and/or Area Director have the right to terminate care immediately.

Communication and Addressing Concerns: Open and clear lines of communication between Directors, Supervisors, staff, and parents/caregivers are essential to creating the type of environment we value at Busy Bees US. As such, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that parents will voice their concerns in a professional and polite manner as soon as they arise. We also expect that parents will not get involved in other parents' concerns unless they directly involve them or their child.

Threats and Threatening Behavior: We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behavior in our Centers, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Center.

Appropriate Language: Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Center grounds, which includes our parking lots and playgrounds.

Physical and Verbal Punishment of Children on Center Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Center property. This includes parking lots, playground, and within the Center. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent/guardian to verbally abuse their child while on our premises. Doing so can cause undue

embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Parents/guardians are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behavior of another child at our Center, please bring your concern to the Center Director who will address your concern and resolve it.

Professional Relationships: We ask our employees to maintain professional relationships at all times with families, even in their personal lives. Due to the professional conflict of interest created, Busy Bees US employees are:

- not permitted to communicate or socialize with parents/guardians through social media outlets, such as Facebook, Instagram and X.
- not permitted to solicit or accept offers of personal childcare services (babysitting, nanny services etc.) from parents of the center.

2.2 Arrival and Departure

Upon arrival and departure at the center, families are responsible for bringing their child(ren) to their designated classroom. No child will be dismissed without personal contact with a staff member. Families must make sure that a teacher is aware of the child's presence and departure before leaving the center.

2.3 Absences

If your child will not be attending on a scheduled day, please notify the center by 9:00 am. This will enable the center to maintain appropriate ratios and help the classroom educators effectively plan for the day.

If your child is ill, we request that you notify the Center Director not only of the absence, but also of the nature of the illness. This enables our staff to track illnesses which may occur at our school and also notify families in the case of a communicable illness. This information will be shared on a "need to know" basis and the Center will take all measures necessary to protect your child's confidentiality.

2.4 Toys and Electronic Devices from Home

Due to issues regarding sharing and distraction, along with the risk of damage or loss, toys and electronic devices from home (unless medically required) are not permitted to be brought into school unless specifically requested by the classroom teacher for use as part of the curriculum. Families are responsible for enforcing this policy with their child and are encouraged to consult the classroom teacher if their child is having difficulty with this policy. Electronic devices include but are not limited to walkie-talkies, cell phones, tablets, smart watches, gaming devices, etc.

2.5 Open Door Policy

Families are invited and encouraged to be involved in their child's center activities on an ongoing

basis. There are many ways in which families can participate at the center throughout the year, including reading in the classrooms, joining for special events, sharing traditions and talents, etc. Parents are also welcome to stop in at any time to observe your child or to visit.

2.6 Outdoor Play

Busy Bees US recognizes the importance of regular outdoor gross motor opportunities for children. With this in mind, we make every effort to provide children with daily experiences of outdoor play year-round. All children are provided outdoor time twice daily, weather and air quality permitting. Please provide appropriate outdoor clothing for your child daily.

2.7 Discipline and Positive Guidance Policy

Busy Bees US will provide a safe, secure environment for your child. Young children grow strong in all developmental areas when they trust the adults who care for them. Reasonable limits for safe, reliable, consistent patterns of behavior and realistic expectations of children are essential elements for positive discipline. Our staff believes children who are loved and appreciated are children who adjust to their surroundings with few discipline problems. Identifying and praising positive behavior, while redirecting the negative is both productive and successful. Each classroom environment will be responsive to the age and developmental needs and interests of the children. Room arrangement, materials, toys, and activities will be specifically selected to create an atmosphere of cooperation and support for each group.

Should particular problems or concerns arise regarding behavior in the classroom, the Center will contact parents for an individual conference. If parents have concerns, please call the Center to discuss solutions with your Center Director and educators.

2.7a Biting

Busy Bees US recognizes that biting is a developmentally appropriate behavior for children in infant/toddler classrooms. Families with children in these classrooms should expect that their child may be bitten or will bite another child. The staff understands that families are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke or elicit this behavior so it can be prevented in the future. The staff will not punish or harshly discipline children for biting behavior; they will redirect the children to different activities in separate areas of the classroom. Families are expected to work with staff to identify methods and strategies to curb this behavior. Children older than 3 years of age may occasionally be involved in a biting incident as well, however it is not as common as in the infant and toddler classrooms.

Families will be notified by Incident Report that a biting incident occurred during the day. The staff may not discuss with either family the identity or medical history of the other child involved in the incident. This information is kept confidential and cannot be disclosed. Children may be

sent home for biting at the discretion of the Center Director.

2.7 b Dismissal

Busy Bees US reserves the right to dismiss any child at any time, with or without cause. While we make every effort to work with our families and support all of the children in our care, children may be dismissed for specific, consistent behaviors causing danger to themselves or others including but not limited to:

- Inappropriate actions (i.e., excessive biting, punching, kicking, abusive language, destruction of materials/equipment, flight risk)
- Inattention to safety rules, indoors and outdoors
- Excessive arguing and/or fighting

2.8 Nap/Rest Time

Infants nap each day according to their own schedules. Infants are placed on their backs to sleep in cribs. Infants may only use sleep sacks; no blankets or stuffed animals are permitted in cribs. Should other sleeping arrangements be required, we must have written permission from your child's doctor.

Toddlers and preschoolers take naps during the early afternoon. Children may bring a small blanket and stuffed animal for rest time. Please speak with your Center Director and your child's teacher if you have special requests regarding naptime.

2.9 Babysitting

A finder's fee of \$2,500 will be paid to Busy Bees US in the event you hire or employ a Busy Bees employee while they are employed at the Center, or within 60 days of their last day of employment at Busy Bees, for other than incidental babysitting.

2.10 Closed Circuit Television System Policy

Purpose: Select Busy Bees North America (BBNA) centers operate a Closed-Circuit Television System (CCTV) which makes video and potential audio recordings. BBNA values the confidentiality and privacy of its staff and the families that we serve, and therefore provides this CCTV policy (this Policy) to outline the purposes and uses of these CCTV devices and recordings.

As a provider of early learning and child care services, from infant to pre-kindergarten and older children on a before and after school basis, BBNA is responsible for the most vulnerable population and, therefore, maintains the highest standards in care and safety to provide exceptional early years services.

The CCTV System is operated to ensure these highest standards in care and safety of the children. After careful consideration of the positive impact of CCTVs in other environments, both

in relation to prevention and investigation of incidents, the CCTV has been adopted in the interest of the children, their families and of BBNA employees. The CCTV System will play an important role in the delivery of our services considering we have young children in our care.

The CCTV system will be used for the purposes of reviewing room activity, staff and child interactions and behavior where there is suspicion or allegation of a significant incident, when there has been a complaint or concern voiced by parent, guardian or staff member, or as otherwise provided in this policy.

The use of CCTV is not intended to replace appropriate management practices and procedures in supervising and coaching staff.

Scope and Responsibilities: BBNA will respect local privacy laws. Please refer to our Data Protection Policy which sets out in detail how we process this information.

Security and Protection of Privacy: The video/audio recorder will be kept secure in either its own locked cabinet or a locked room which has restricted access. BBNA implements security safeguards to protect the CCTV equipment and recordings at the level appropriate to the sensitivity of the information. Access to the system's controls and reception equipment, and to the recordings it captures, will be limited to authorized persons.

Recordings will be securely held, and access within the organization limited to the purposes described in this Policy. Cameras should be positioned as best they reasonably can to reduce the likelihood of capturing individuals not intended to be filmed, while achieving the objectives of this policy.

Authorized persons will only access the recordings in the case of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or for reasonable maintenance, installation, or configuration of the CCTV systems.

Authorized persons include the following who will be provided access strictly on the basis of need-to-know:

- Centre Director (CD)
- Area Director (AD)
- Operations Director
- VP Education and Quality Assurance
- Chief Operating Officer (COO)
- President
- Chief Human Resources Officer
- Director of Safety and Compliance (DSC)
- Chief Executive Officer (CEO) and
- others as allowed by the COO, President, or CEO.

Location - The following areas may be covered by CCTV:

- Classrooms
- Sleep Rooms

- Gymnasiums
- Multi-purpose rooms
- Hallways
- Reception area
- Front door
- Outside play areas
- Parking lots
- Director's office
- Kitchen
- Any other area where coverage is appropriate, except for those locations listed below as not covered

The following areas will not be covered by CCTV:

- Children's toilet area
- Staff room
- Adult bathrooms.

The CD shall be responsible for reviewing camera locations from time to time and for considering requests from staff, parents, guardians or other persons regarding concerns relating to privacy or confidentiality due to the location of a particular CCTV camera. Cameras should be positioned as best they can to reduce the likelihood of capturing individuals not intended to be filmed.

BBNA will endeavor to post reasonably conspicuous notices of the CCTV recording as appropriate and near CCTV equipment but may not feasibly post notices in every location where video or audio recording is in progress.

Access: Access to the system is restricted to the authorized persons and to the existence of suspicion or allegation of a significant incident or complaint, for supporting training regarding program delivery, or maintenance, installation or configuration of such systems. Audit trails monitor this access to ensure compliance. In accordance with this Policy, recordings may be shared with a third-party service provider for the sole purpose of obscuring or pixelating personal information about individuals prior to use or disclosure of a recording.

Individual Right of Access: Individuals may request access to their personal information, or the personal information of their child, which has been recorded through the CCTV System. An access request must be made in writing to the Center Director. The CD will provide access within thirty days to any retained and redacted recordings, provided such access would not reveal personal information about another person or otherwise be prohibited by law. However, if the information about the other person is severable from the record, by being obscured or pixelated through commercially reasonable means, or if the other person consents, access will be provided to the requester. This is to protect other children/staff that may be present on the recording. If the recording requested does not relate to the individual making the request, or their child, access will not be provided.

If we cannot give access to a recording of the requestor or their child, we will provide reasons, as allowed by law.

Access Requests in the Case of Serious Incidents or Complaints: If a serious incident or complaint has been received and an access request is made by a parent or guardian of an affected child, or an affected staff member, access will be granted in accordance with applicable law. Where required by law, staff concerned will be informed, with reasonable notification, of the footage being viewed in this way and of the purposes of the viewing and will be given an opportunity to view the same footage in the same or similar manner.

BBNA will only release a copy of any recording as required by law or in response to a valid government or law enforcement subpoena, warrant, or request. Copies of recordings will only be released to third parties on the express authority of the BBNA CEO or President and upon demonstration, by the government or law enforcement agency, of its lawful authority to access it. BBNA will make reasonable efforts to maintain the confidentiality of the recordings, including but not limited to such requirements under data protection legislation or other law or statute.

When the recording is reviewed due to suspicion or allegation of a significant incident, or when there has been a complaint or concern voiced by parent, guardian or staff member, the CD or other authorized person will document the following as applicable:

- the date and time at which the recording was reviewed
- the date on which disclosure was made
- the identification of any third party who was allowed access or to whom disclosure was made
- the reason for allowing access or disclosure and the extent of the information to which access was allowed or which was disclosed
- the identity of the person authorizing such access

As indicated above, where the recordings contain images of individuals other than the subject(s), the recording may need to be altered to disguise or blur those images of other individuals so that they are not readily identifiable. If the CCTV recording system does not have the facilities to carry out that editing, an appropriate competent third party may be hired to carry it out, at the sole discretion of the COO, President, or CEO. In the event that such an editing company is hired, BBNA will ensure that there is an agreement in place with the editing company to protect confidentiality and to ensure compliance with this Policy and data protection legislation in relation to the recordings.

Role of the Center Director: The Center Director's role in maintaining an effective and secure CCTV environment is critical. They are responsible to:

- ensure the system is always operational and to immediately advise IT support of any system failure/outages
- ensure that all servicing and repair needs are communicated to IT support and followed through on
- forward any individual's written request for access to, or a copy of, a recording that exists to the DSC
- maintain a record of the release of any recordings or any material recorded or stored in the system
- ensure secure retention and destruction of recordings as appropriate
- ensure signage is in place that will make individuals aware that they are entering a CCTV area

- ensure confidentiality is maintained at all times

Any relevant recordings downloaded shall be stored in a locked secure cabinet or a locked, secure room and will only be available to those directly connected with achieving the objectives of the system. Any copies must be stored in a locked secure cabinet or a locked, secure room until delivered to an appropriate authority, and when returned by them if applicable.

Fairness: BBNA respects and supports every individual's entitlement to go about his/her normal duties. Use of CCTV as outlined in this Policy will be conducted in a professional, ethical, and legal manner and any diversion of the use or processing of CCTV for other purposes is prohibited under this Policy. CCTV will be limited to uses that do not violate a person's reasonable expectation of privacy. The CD will be responsible for ensuring that parents and guardians are informed, when they enroll their child, of the purpose of the CCTV and how it can and cannot be used. A copy of this Policy will be provided and will be available at the center at all times.

Footage recorded on the CCTV system and viewed under the terms of this Policy may be used to assist in establishing the facts regarding a serious incident, or an allegation thereof, or a complaint. Doing so may give rise to an investigative meeting with any relevant member or members of staff and may result in disciplinary proceedings. Any violations of this Policy by BBNA staff may lead to disciplinary action, including without limitation termination of employment.

CCTV Data Retention and Destruction: CCTV data will remain on the hard drive of the system for up to seven calendar days. At the end of seven calendar days, if no incident is suspected or no complaint has arisen, data will be recorded over. No copies are made in the normal course of operations. Recordings will be retained for longer than seven days in the event that the investigation of a serious incident or complaint is in process, or if BBNA is under a legal obligation to retain the recordings. The ability to export video recording is limited to the Area Director, Operations Director, and Safety and Compliance. Once the investigation concludes and/or the data retention is no longer required under law, the recording will be securely destroyed or recorded over.

Any relevant recordings downloaded or copied shall be stored in a locked secure cabinet or a locked secure room and will only be available to those directly connected with achieving the objectives of the system. Data is retained for seven calendar days in consideration of the time that could pass between an incident occurring, the knowledge that an incident occurred, and the complaint or request being received by BBNA.

Biometric Information: CCTV video and audio recordings will by operation capture and store certain personal and biometric data for individuals who are recorded. Additionally, artificial intelligence tools may be used by BBNA to identify certain individuals, including without limitation the use of facial recognition technology. This technology is used to enable tracking and viewing of one individual across multiple cameras, in order to accomplish the purposes outlined in this Policy.

CCTV recordings, including any biometric or personal data collected through the recordings, will not be shared with any third parties except as elsewhere provided in this Policy.

Location of Data Storage: Recordings through the CCTV systems are stored in the country where the BBNA Center operates.

Section 3: Health and Safety

3.1 Medical Records

All children must have a medical form completed by a licensed medical professional before admittance into our program. Immunization records must be completed and up to date. Medical forms must be updated per state requirements, or as additional immunizations are received.

Children's medical records will be kept on file in the center office. Families are responsible for furnishing updated records as required by local licensing and health code. If a child is out of compliance or does not have proper paperwork on file, the child will not be able to attend until proper documentation is received by the center.

3.2 Communicable Illnesses

If you have any doubts about your child's health, please keep your child home and contact a medical professional. We are a school for healthy children. A child who is not well does not benefit from our program and can adversely affect the health of the class. If your child becomes ill at school, we will contact you so that your child can be picked up.

List of symptoms of which we must ask you to keep your child at home:

- A temperature of 100.4 degrees or any fever accompanied by:
 - Cough with a deep breath
 - Earache or draining ear
 - Spasms of cough
 - Sore throat
- A rash of any kind until diagnosed, treated, or declared harmless by a physician
- Diarrhea and/or vomiting
- Conjunctivitis (pink eye)
- Bronchitis
- Strep throat
- Head lice
- If they are unable to participate in normal daily activities

A child will be sent home if any of the above symptoms are seen during the day. It is expected that if a child leaves the Center after 12:00 pm, he/she will remain home the full next day to ensure complete recovery. The center is not equipped to care for ill children. Each family must

be prepared with a reliable emergency contact in the event the child becomes ill during the day and families cannot be reached.

Once a family has been notified, the child should be off the premises within one hour. If a family is reached, but cannot pickup their child within one hour, it becomes the family's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the contact list once a family is reached. If a family cannot be reached, the staff will call those individuals listed on the emergency contact list until arrangements can be made for the child to be picked up.

Children are required to be excluded from the program for loose bowels or diarrhea which occurs 3 or more times in a 24-hour period. Children may return to the program when normal bowel movements resume.

A child will be allowed to return to the Center if he/she has been on medicine for a contagious illness for 24 hours or is fever free without the aid of a fever reducing medication.

If a child is well enough to attend care, he or she is presumed well enough to participate in all regularly scheduled outdoor activities.

If your child is exposed to any communicable disease at school, we will notify you as soon as possible. If your child is home with a communicable disease, please call the center and let us know so that we can send the appropriate notice to the other parents.

3.3 Nut Free Center

Due to the extreme nature of allergic reactions to peanuts, our centers do not serve any products that contain or may contain these nuts. We also require that when an alternative food choice is provided for your child, that it complies with this requirement.

3.4 Fire Drills and Emergency Evacuation

Centers conduct monthly fire and emergency evacuation drills. Families, staff, and children will not be made aware of the drill dates or times.

Our centers also conduct Shelter in Place and Lockdown drills throughout the year. Families will be made aware of the date and time of these drills via BP Connect.

In the event of a real fire or emergency in which the center must be evacuated, all children and staff members will be routed to a safe, off-site location. Please check with your Center Director for the designated location.

3.5 Firearms and Other Weapons

No firearm, weapon or facsimile of a firearm or weapon is permitted on any Busy Bees US premise at any time, except when carried by a peace officer as defined by individual state law.

3.6 Smoking Policy

For the health and safety of the children, families, and staff, smoking and vaping are prohibited in the Center and on the premises.

3.7 Child Abuse and Maltreatment

In the event of any concern regarding abuse, maltreatment, or neglect of a child in our care, it is our policy to follow the self-reporting protocol as established by our local Child Protective Services agency.

Addendum: The Malvern Schools

1. Days and Hours of Operation

The Malvern School is open year-round, Monday through Friday. Our hours of operation may vary per location. Please see a Director for the specific hours of your center. We offer full-time programs as well as part-time schedules in select classrooms. You will be asked to specify your child's hours at the time of enrollment.

The center is closed on the following days during the 2025-2026 school year:

- | | |
|---------------------------------------|---------------------------------------|
| • August 29, 2025 | Teacher In-Service Day |
| • September 1, 2025 | Labor Day |
| • November 27 & 28, 2025 | Thanksgiving Break |
| • December 24, 2025 | Christmas Eve (Closing at 3:00) |
| • December 25, 2025 – January 1, 2026 | Winter Break |
| • February 16, 2026 | Teacher In-Service (Closing at 12:45) |
| • April 3, 2026 | Spring Break |
| • May 25, 2026 | Memorial Day |
| • July 3, 2026 | Independence Day (observed) |
| • September 4, 2026 | Teacher In-Service |

2. Emergency and Inclement Weather Closing Procedures

The Malvern School will make every reasonable attempt to open on time and remain open during inclement weather. However, in cases of extreme weather and dangerous road conditions, it may be necessary for the school to close or delay the opening time. Based on restrictions put in place by the state and local government, we may need to adjust our operating schedule. Emails and text alerts will be sent via our Connect Communication System. Should parents be prevented by weather conditions from reaching the facility to pick up their children, closing staff members will care for the children and maintain proper staff-child ratios until such time as the parents can safely pick up their children.

Should the building require emergency evacuation, the staff-child ratios will be maintained, and the children will be evacuated to a nearby-specified location. Each staff member responsible for a group of children will carry emergency contact information and class attendance records with him/her to the new site. Parents will be contacted by telephone as to the location of the children, or by radio broadcast if phone transmission is not possible.

3. Parking and Speed Limit

The speed limit through the parking lot is 5 mph. Parent parking is located at the front of the building. No parking is permitted in the fire lanes. This space is reserved for emergency vehicles only. All vehicles should be turned off – idling is not permitted. For the safety of all, children must have a hand held in the parking lot at all times. Children will enter through the front door. Entrance/Exit is not permitted through the playground gates.

4. Arrival and Departure

Children attending the morning program should be settled and ready to start their day by 9 AM. Late arrivals may make your child's transition into the classroom more difficult as his/her classmates will already be involved in the day's activities.



In order to maintain a clean environment for the children, please wipe your feet upon arrival in the building. Upon entering the classroom, all children's hands must be washed. We appreciate your cooperation with this important health and safety policy. In addition, in an effort to maintain the cleanest environment for our infants, please refrain from bringing siblings into the Infant Classroom. Please drop off any older siblings prior to entering the Infant Room. Everyone entering the Infant Room is required to wear shoe coverings. We are more than happy to assist you with your drop-off. If you need additional support, please see your Directors.

All children, regardless of age, must be supervised by sight and sound while at school. Program staff are actively supervising children during classroom activities and while on the playground to ensure safety. We ask that families also actively supervise their children during drop off and pick up time. You should let your child's teacher know when you are leaving in the morning and when you remove your child from their care at pick up.

5. Release of Children

The Malvern School maintains a strict policy regarding individuals to whom we will release a child. The enrollment forms require at least three individuals to whom the child may be released either on a regular or emergency basis. In addition, parents are asked to specify a password for the release of a child.

If a non-custodial parent is not included among those persons authorized by the custodial parent to pick up the child, please inform a Director. Each child may only be released to his/her parents or person(s) authorized by the parents to take the child from the center and to assume responsibility for the child in an emergency if the parents cannot be reached. If a custody order denying or limiting access to the child is in effect, we must be provided with a copy, which we will keep in the child's file, and we will comply with the terms of the order. This information will remain confidential and will be shared with staff members only as required to meet the needs of the child.

In cases where Family Court or other legal entities have established visitation or custody rights, the orders of the court will be strictly followed unless the custodial parent requests a more liberal variation of the court order in writing.

Advance written notice is required for an individual to be authorized to pick up a child. In the case of an emergency, a Director may be notified by phone as to the name, address, phone number, and brief physical description of the person who will be picking up the child. The Director will then call the parent back to verify this authorization has come directly from a parent. Once this individual arrives at the school, a photo ID and the password will be needed before the child is released.

Should an unauthorized individual arrive to pick up a child, a parent or emergency contact person will be immediately notified via phone call. If a Director is unable to reach a parent or emergency contact person, the child will not be released. Should an authorized person become uncooperative with the school's policies regarding the release of a child, the local police will be notified.

The Malvern School will not release a child to any parent, relative, or authorized adult who appears to be impaired physically, emotionally, or by the use of drugs or alcohol. Should this situation occur, another parent, guardian, or emergency contact person will be contacted to pick up the child.

6. Access Control System and Parent Access

To provide a secure setting for the children and staff at The Malvern School, an access control system has been installed. Each family is assigned a unique four-digit code to access the building.

If someone other than a parent/legal guardian needs to pick up your child, they will need to use the intercom located at the front door. An authorized Malvern School staff member will greet them and upon following the proper security features, will allow them access into the building. Under no circumstances should you give your access code to an unauthorized user. The Malvern School uses a password/identification system in addition to the access control security system.

Please do not hold the front door for any individual at any time. Each family/staff member must enter their unique code to gain access to the building.

7. Student Files

Each child enrolled in The Malvern School must have an up-to-date school file with all state and Malvern School required forms. This file is confidential, is only accessed by Directors and state licensing representatives, and will be shared with other staff members only as required to meet the needs of the child. In an emergency, access to vital health information may be given to a child's emergency contact persons.

The Application for Admission and Enrollment Agreement forms must be filled out annually. These forms are required by licensing with all fields completed, including addresses and telephone numbers. In addition, emergency contact information must be reviewed by the parent every 6 months or upon any change in addresses, etc. Health Assessment forms are required to be updated every 6 months for children under two years of age and annually thereafter. Copies of Immunization Records need to be provided whenever the child's immunization status changes. In addition, parents are required to complete a Child Profile Sheet upon enrollment and update every 6 months. Completing the Child Profile Sheet allows families to share key insights and observations regarding their child(ren)'s developmental progress.

The Malvern School assesses and prepares reports on each child's developmental progress several times a year. The purpose of this process is to identify the skills and abilities of each child, enabling the teachers to develop plans and activities that will help them each reach their full potential in all developmental areas. Conferences are offered several times throughout the year. Additionally, some children require services from specialized support staff, which would be determined in conjunction with parents. Screening and assessment information by Malvern School personnel, or outside agencies, will be shared only with parents, unless a written approval from the parent is provided.

8. Confidentiality Policy

In keeping with state regulations and in the best interest of each student and family, The Malvern School maintains strict guidelines for confidentiality. At no time will teachers or Directors discuss any behaviors, concerns, incidents, or answer any questions regarding an individual child, except your own. Each parent at The Malvern School has the right to protect the privacy of their child, including declining permission for their child to be photographed. Therefore, no photos, names, or information about children, families, or Malvern employees is to be made public via internet or other electronic methods. Images of Malvern School customers, employees, or functions are not to be shared or broadcast in any manner, except by specific permission of management. Many events are held at the



school and parents' desire to record these is understandable; however, because not all children have permission to be photographed/recorded, public posting and sharing of group photos or video on electronic media is prohibited.

9. Additional Days/Hours

Switching of scheduled days is not permitted; this includes requests to make up days due to holiday schedules. Additional days, either half day or full day, may be added for a specified charge. Please consult a Director for fees.

Parents are required to provide the Directors with at least 48 hours' notice if they would like to bring their child for an additional day. Please keep in mind that additional days are offered based on enrollment and may not always be available. Last-minute requests will be considered only if sufficient space and staff are available to adequately meet the needs of the additional child. If you need to request a permanent schedule change, a two-week written notice is required.

Children who are enrolled in The Malvern School After School Program may come to school for a full day when their private/public school is not in session (i.e. in-service days, inclement weather, school holidays, etc.). Parents should discuss these extra days with a Director as soon as possible to ensure space. There will be an additional charge for these days.

10. Inclusion Policy

The Malvern School is committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of every child in our school. In their efforts to develop the whole child, the staff continues to challenge the children by providing age-appropriate interactive activities in a stimulating learning environment. We believe that each child is unique and work in partnerships with families and other professionals involved with the child to provide the support every child needs to reach their full potential.

Enrollment Process

The Malvern School strives to provide services to children and families interested in our program. During the Enrollment Process we will assess each child to determine if our program and facilities can meet that child's needs. A waiting list may be maintained, and children will be accepted from the list on a first come first served basis. During the Enrollment Process we recommend that families do the following:

- Tour our school
- Complete the Child Profile Form
- Visit with child/Getting to know you meeting is encouraged

Inclusive Environment

Early childhood educators at The Malvern School use developmentally appropriate practices and consider the unique needs of all children when planning lessons and activities. Staff will make every attempt to make adaptations or modifications necessary to meet the individual needs of the children. Schedules, routines and activities are flexible and early childhood educators will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.

In order to provide the best quality of care to each child, we may limit enrollment of children with Individualized Education Programs (IEPs). At each school location, the number of children with an IEP should not exceed 10% of the current enrollment of children ages 3 and above.

The Malvern School also welcomes children regardless of race, color, national origin, sex, sexual orientation, gender identity or expression, disability and/or religion. Bullying and harassment are prohibited at The Malvern School.

Additional Supports Process

- Conference with parents to share relevant documentation
- Implement formalized screening tool – Ages & Stages (completed by parents and staff) and/or Clay Screening Tool
- Make recommendations
- Provide families with contact information for appropriate agencies
- Gather additional documentation – Developmental reports, logs, behavior forms
- Reach out for additional support (CONNECT Hotline, Early Learning Resource Center, Technical Assistance, etc.)

It is our goal to work with every family to ensure each child's success in our program. If we determine the placement is not successful, alternate care recommendations will be made.

Resources

- Early Intervention and Intermediate Unit referral forms/contact information
- Resource binder located in school foyer
- Parent Handbook

Confidentiality

In keeping with state regulations and in the best interest of each student and family, The Malvern School maintains strict guidelines for confidentiality. At no time will teachers or Directors discuss any behaviors, concerns, incidents, or answer any questions regarding an individual child. All staff will be trained on the need for confidentiality and will be expected to fulfill their obligation to respect the protection of privacy. No information will be released about a child and the parent/legal guardian during enrollment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in Pennsylvania law or when information is subpoenaed by the court.

Family Centered Practices

The Malvern School acknowledges and respects the priorities each family has for their child. Families are encouraged to collaborate with staff to ensure that each child has an opportunity for optimum success. The Malvern School communicates with each family daily and has regular meetings to discuss the child's successes and challenges.

Parent Responsibilities:

Infant - Pre-Kindergarten Children

- Update paperwork (Emergency Contact, Enrollment Agreement, Child Profile) every 6 months
- Parents must provide school with copy of Individualized Family Service Plans (IFSPs) and Individualized Education Programs (IEPs) and updates within 14 days of completion
- School's staff is part of all IFSP and IEP Meetings
- Parents need to notify the school in advance if they are bringing anyone additional to the IFSP/IEP



meetings (advocates/legal representation)

- Inform school of any medications the child may be taking and any changes
- Sign Consent to Share Information form

School Age Children (Kindergarten – 2nd grade)

- Parents must provide school with copy of IEPs and updates
- Notify school when there is an IEP meeting and provide any updated documents within 14 days of completion
- Inform school of any medications the child may be taking and any changes

Professional Development

Training and support are provided to ensure that all staff are comfortable, confident and competent to meet the developmental and educational needs of all children. The Malvern School will promote an integrated system of high-quality professional development to support the inclusion of young children with all abilities and their families.

Collaboration with Other Professionals

Many children with disabilities or other special needs are supported by developmental and educational professionals such as therapists, teachers and health professionals. The Malvern School welcomes those professionals and works with them to assure the child's success. The support professionals are encouraged to provide services to the child in the context of the early childhood classroom environment. The Malvern School requires the teacher's participation in Individualized Family Service Plans (IFSPs) and Individualized Education Programs (IEPs). The Malvern School will work collaboratively with the support professionals and the child's teacher to determine the best strategies to support the child in the group setting.

11. Suspension/Expulsion Policy

Unfortunately, there are sometimes we must ask that a child be removed from our program. We do everything possible to prevent this from happening and prevent any reasons it may need to occur. However, it is possible that it may be necessary for The Malvern School to suspend services to your family. These causes may be parent or child related and includes, but is not limited to the following:

Parental Issues:

- *Failure to pay/habitual late payments
- *Failure to complete required forms
- *Habitual tardiness when picking up
- *Verbal abuse to staff

Child Issues:

- *Uncontrollable tantrums/angry outbursts
- *Bullying or hurting other children or staff
- *Threatening other children
- *Failure to adjust after a reasonable amount of time

Families will not be asked to leave the center in response to a parent reporting a situation of abuse, a complaint to the licensing office, or questioning of policies or procedures.

We follow a positive Child Guidance Policy. If a child's behavior becomes unmanageable, we may need to take measures such as suspending services for a short period or permanently. We make every effort to provide a safe and happy environment for all of the children, and are always assessing our classrooms, strategies, and schedules to ensure all children are engaged and have minimal opportunities for problem behavior. In the event a child is exhibiting these behaviors with frequency, the following actions may be taken to prevent/rectify the issue:

- Staff will try to redirect the child from negative behaviors
- Staff will reassess the environment, daily schedule, activities and supervision
- Staff will use positive methods and language while guiding children
- Staff will praise and model appropriate behaviors/actions
- Staff will provide children with verbal warnings
- Staff will document the behaviors (date, time, description of incident), collect data and set goals for the children
- Staff will provide parents with reports that note the disruptive behaviors
- Staff will request a conference to discuss plans to promote positive behaviors
- Staff will implement any action plans discussed/developed during conference

Parents will be notified of any problems and a conference will be scheduled, if needed, to try to resolve the situation. The school will make every effort to refer you to written resources, agencies or organizations that can provide specialized help, if necessary. If support services are granted, The Malvern School will work in conjunction with all service staff to support implementation of the IFSP or IEP. If remedial actions have not shown improvement, the child's parent/guardian will be notified verbally and in writing about the child's behavior warranting an expulsion. The expulsion could be temporary or permanent depending on the cause. If temporary, you will be informed of the length of time your child must be absent based upon the circumstances, and what behavior and/or support changes are required to merit a return to school. In any case of disenrollment, you will be given a maximum two-week notice in order to find alternate care arrangements. The only exception would be in the event of extreme circumstances such as potentially dangerous behavior by a child or parent, which would warrant immediate expulsion of a child from the center.

12. Items to Bring to School

Infants: We provide each full-time infant with his/her own crib and mattress. The parent must provide the following labeled (first and last names) items:

- At least 2 crib sheets (port-a-crib size)
- Sleep sack, if desired and child is unable to pull up in the crib (swaddles and blankets are not permitted)
- 2-3 complete changes of clothing for the appropriate season
- Diapers and wipes
- Several bibs/burp cloths
- Pacifiers, if desired (pacifier straps/attachment devices are not permitted)
- All food, drink and utensils required to serve food
- Sweater or sweatshirt and hat

Parents may also provide a mobile should they desire, which may be used until the child is able to pull her/himself up in the crib. Parents are responsible for washing the crib linens at least once a week. Diaper creams and powders are considered medication and therefore must be accompanied by The Malvern School's Authorization Form. (See Medication Policy/Procedure in this Addendum). Bottles and caps will need to be re-labeled frequently because of washing them. All utensils, bowls, cups, etc. must also be provided by the parent and labeled with the child's name. Bottles must be filled at home. Refrigeration will be provided for storing food and bottles. For maximum safety, bumper pads, soft items such as quilts/comforters, pillows, incline supports, and stuffed toys are not permitted in cribs. All infants, unless otherwise ordered by a physician, are placed on their backs to sleep. We do not allow infants to sleep in swings or other seats, as a crib is the safest place for them to rest. We ask for your assistance in encouraging this at home.

Toddlers and Preschoolers: Please provide the following labeled (first and last names) items:

- 2 complete changes of clothing including underwear, socks and shoes
- A smock or oversized shirt for messy activities
- Meals provided daily in a labeled lunch bag/box (during drop off parents will place perishable items in the refrigerators, and non-perishables in the classroom lunch bins. No meals or snacks will be provided from a child's school bag)
- Diapers and wipes, and/or extra sets of underwear if “in training”
- A child sized sleeping bag for nap time, and a favorite sleep toy or blanket

Extra clothing should be provided as the seasons change and as the child grows. The most appropriate school shoes are rubber-soled, closed-toe shoes such as sneakers for running, climbing, and playing outdoors. Weather appropriate clothing is also needed daily as every effort is made to have some outdoor playtime, even in the snow. Additional sets of clothing and appropriate underwear, especially when the child is “potty training” are needed. Sleeping bags are sent home on a weekly basis to be laundered.

13. Meals and Snack

The Malvern School has found that many parents prefer to provide lunches for their children. This allows a parent to send in a meal that conforms to their child’s individual food preferences. Parents must provide any bowls, and/or cups. We do provide disposable plates and utensils. For all ages, all bibs, bottles, cups, bowls, utensils, etc. brought from home must be taken home daily to ensure proper sterilization. Bibs may only be used once. The Department of Health does not allow us to wash and store these items. Children enrolled in the morning preschool program are encouraged to join their class for lunch allowing for socialization.

The Malvern School provides morning and afternoon snacks daily. These snacks are organic. At each snack period, two food groups are offered. Each month, parents will be issued a snack menu via email.

Infants: Parents must send prepared bottles of breast milk or formula clearly labeled with the child’s first and last names and the date. Please note that children cannot be given “cow’s milk” until they are at least 12 months of age. Arrangements may be made for those mothers who wish to come to the school to breastfeed their infants. Instructions regarding a feeding schedule established by the parent must be provided and updated as necessary. Infant bottles will be heated using a waterless bottle warmer, gently mixed, and temperature tested before feeding. Any contents remaining after feeding will be discarded from the bottle. Any remaining food and bottles must be taken home nightly.

For infants under six months, we will give fruit juice or solid foods if provided with a note from the family and medical professional. Based on early childhood recommendations for infants, we ask that you limit fruit juice to be given at school to no more than 4 oz a day.

As solid foods are introduced, parents are requested to bring labeled jars or small containers of food. The Health Department also asks that all food, whether commercially prepared or home cooked, be proportioned out in clean and sanitized containers complete with the date and a label. Perishable food will be placed in the refrigerator upon arrival at school. We recommend that perishable food be transported in an insulated cooler. Any infant foods that require heating in a microwave should be sent in a microwave-safe container.

Toddler and Older Classrooms:

Breakfast – We encourage families to serve their children breakfast at home whenever possible. If breakfast is to be served at school, all items should be in a separate bag labeled with “breakfast” and the child’s name. Breakfast can only be served prior to 8:30 am.

Lunch – We suggest sandwiches, yogurt, fruit, crackers, cheese, etc. Please try to include a well-balanced meal, as well as a beverage. If a beverage is not provided, the child will be given water. Please try to avoid lunches that contain excessive amounts of sugar, artificial flavorings, preservatives, and caffeine. Lunches should be ready to

serve (fruit peeled, items cut, etc.). Items requiring refrigeration should be labeled with the child's full name and date and placed in the refrigerator upon arrival. Please place only perishable items in the refrigerator. Many other items can be kept chilled using an ice pack in your child's lunchbox.

Each child will be encouraged to eat a well-balanced meal that the parent has provided. If a child refuses certain foods, he/she will not be forced to finish the meal. All children's meals will be documented each day with the type of food the child consumes, and how much. Please review the daily profile report, which includes a section about lunch, for detail about how your child ate.

Due to concerns about choking, for children under four, we cannot allow: whole grapes, hot dogs (whole or sliced), meat on the bone, nuts, popcorn, raw peas, hard pretzel nuggets, chunks of raw carrots, or large pieces of meat.

From time to time, families provide a special treat to celebrate their child's birthday. If a family wishes to share a treat with the class, please contact the Director to make arrangements. All special treats will need to be pre-packaged, store-prepared items. If you prefer your child forgo eating family-provided special treats, please contact the Director.

14. Food Allergies

The Malvern School reserves the right to implement food restrictions throughout the school due to critical dietary conditions such as severe food allergies. Our schools are peanut and tree nut sensitive. We ask that families refrain from sending peanut and nut products into school at any time.

15. Additional Health Policies

The Malvern School is required to file a report with the Department of Health within 24 hours for certain communicable diseases so that control measures may be taken. Parents and staff are reminded to notify The Malvern School within 24 hours if a child or family member has developed a known or suspected communicable disease. If a child has not been fully immunized for some of these diseases (due to age, medical condition, or religious reason) he/she will be excluded from the school during an outbreak of a vaccine preventable disease as directed by the State Health Department. Examples of "reportable diseases" include (but are not limited to):

Respiratory Illnesses

Chicken Pox*
German Measles
Hemophilus Influenzae
Measles
Meningococcus
Mumps
Tuberculosis
Whooping Cough
COVID-19**
Strep Throat (not required to report to state)

Gastrointestinal Illnesses

Campylobacter
Escherichia Coli
Giardia Lamblia
Hepatitis A
Salmonella
Shigella

Contact Illnesses

Impetigo
Lice
Scabies

*Chicken Pox – a note from the doctor is not required to re-admit. A note from the parent is required, stating that at least 6 days have elapsed since the onset of the rash, and that all sores have dried and crusted.

**COVID-19 – a negative test read by a medical professional or note from a doctor is required to re-admit after the required isolation period. The exclusionary period may be extended by the school if requested by local health authorities.

All parents will be notified in writing if a communicable disease has been reported. The Malvern School follows the

reporting guidelines established by the PA Chapter of the American Academy of Pediatrics.

We appreciate your cooperation with The Malvern School's health policies. By establishing and maintaining a healthy environment, and reasonable health policies, all of our children and staff will benefit.

16. Medication Policies/Procedures

In the event that a child requires medication during school hours, The Malvern School requires the parent/guardian to follow these guidelines:

- Medication (prescription or nonprescription) may be accepted only in an original container.
- Prescription medication must include written instructions from the individual who prescribed the medicine. Instructions for administration contained on a prescription label are acceptable.
- The label of a medication container shall identify the first and last name of the child for whom the medication is intended. This should be on the prescription label or written on the nonprescription container. Medications shall be administered to only the child whose name appears on the container.
- A doctor's note is required for administering over-the-counter medication to a child under two years of age.
- All medications need to be taken home daily.
- Medications must be stored in the medicine container located in the locked cabinet in the kitchens (and infant room) or handed to a Director. Refrigerated medicines can be stored in the medicine containers in the refrigerator.
- Be sure to provide a measuring spoon or cup for all liquid medication.
- Medications cannot be administered "as needed." Specific dates and times must be listed on the Medication Log.
- Fever reducers will not be permitted.

For The Malvern School staff to administer medication to your child, All the above listed guidelines must be met. Also, the parent/guardian must fill out the following form:

Medication Log – Blank forms are available at drop off and via email. This form must be filled out, completely, by the parent/guardian at the beginning of a cycle of medication. We are happy to assist you with completing the form, so please ask a teacher/director for assistance if needed. When complete, the form should be given to your child's teacher or a Director. The parent must review and initial the form each morning, signifying the child is to receive the medication that day. The staff will complete their portion of the form each day, upon giving the medication.

For children requiring special medications, such as Epi-Pens, due to potentially life-threatening allergies or conditions, parents must complete the packet which includes *Guidelines and Authorizations for Children with Life Threatening Allergies*. This packet can be acquired from your Directors and when completed should be returned along with the medication to either Director. Medication(s) will be stored, along with copies of required forms, in the child's classroom in a marked bag, and will be taken outside and on excursions with the child.

Sunscreens, lotions, and diaper ointments need to have authorization forms, which cover an extended period of time. School staff will make these forms available to you when needed.

Insect repellent: Unless advised by public health authorities, it is not our policy to apply insect repellants to children. However, in the event a parent requests it (no children under 2 months), you should complete a Creams/Lotions Authorization Form. The product must contain a concentration of 30% DEET or less depending on your child's age and may not be applied more than once per day.

17. Handwashing

At The Malvern School, we wash hands frequently throughout the day. Here is a list of standard times that hands will be washed.



Times Adults are to Wash Hands:

- When first arriving at school, and when starting in a room
- After toileting or diapering
- After wiping noses (or handling other body fluids)
- Before/after meals and snacks
- Before/after sensory play
- When returning from outside play
- Before/after computer usage
- Before/after Specialty Room usage
- Before/after feeding a child
- Before/after giving medication
- After cleaning or handling trash
- After applying sunscreen to a child
- After handling a face covering/mask

Times Children are to Wash Hands with assistance as needed:

- When you first arrive at school
- When entering a new classroom
- After toileting or diapering
- After wiping noses (or handling other body fluids)
- Before/after meals and snacks
- Before/after sensory play
- When returning from outside play
- Before/after computer usage
- Before/after using the Specialty Rooms
- After handling another individual's face covering/mask

18. Accidents and Injury

Should a child become injured at school, the parents will be notified in the form of a written accident report. The parent is given the original copy and asked to sign a copy indicating that he/she has been notified. The signed copy should be returned to the office where it will be kept in the child's file. If another child is involved in the accident, please do not ask the child's name. We respect the privacy of all families and know that your family expects the same privacy and confidentiality. If the injury is serious, a parent will be notified by phone at the time the accident occurs.

If a child should need to be transported via ambulance to the nearest hospital or emergency room facility, a parent will be contacted to meet an accompanying staff member at the facility. It is extremely important that emergency contact information is correct and up to date. Emergency contacts should be no more than a 30-minute drive from the school's location. A child cannot be transported for emergency care, or receive emergency care at school, unless the waivers for emergency care have been signed and are in the child's file. These waivers are included in the enrollment packet.

19. Additional Outdoor Policies

An important part of The Malvern School's program is to provide daily outdoor time. Health experts stress the importance of fresh air, and the negative consequences of children spending too much time in closed, indoor settings. If a child is well enough to attend school, we also feel they are well enough to go outside. Children are expected to go outside every day except in the event of extreme weather conditions which present a health risk (heat index, freezing temperatures, poor air quality, etc.), as informed by public health authorities. Children will go outside when temperatures do not pose a

significant health risk, such as temperatures with wind chills below zero or a heat index above 90 degrees. Outdoor times may be shortened or eliminated when the temperature is close to/outside this range.

As a general rule, we do not allow a child to stay indoors while his/her classroom is outside. Each class group visits the playground area as a separate group.

Since going outdoors is part of the daily program please remember to dress your child in appropriate clothing. Please send your child in securely fitting shoes. No open-toed shoes/flip flops/croc-like footwear are allowed. We will do our best to frequently remind you when your child is lacking something (a hat, gloves, etc.). Please label all these items so it is easier to keep your child's belongings in his/her possession. The program depends on children arriving with all the proper clothing for a full, active day, indoors and out.

20. Rest Time

All children in the First Step, Toddler, Preschool, and Pre-Kindergarten classes are required to lie quietly on their sleeping bags for approximately 30-45 minutes. A relaxing environment is created for the children with quiet music being played and dimmed lights. Those children who do not fall asleep during the initial quiet time are given the opportunity to select quiet activities such as books or puzzles to occupy themselves while their classmates rest.

Although we make every effort to meet each child's individual rest needs, it is difficult to guarantee a specific length of nap, or wake-up time. A child's rest needs vary with activity level, sleep patterns the night before, etc. It is equally difficult and not part of our program to keep a child awake if he/she wants to sleep.

21. Field Trips/Special Visitors

Periodic field trips for children 4 years and older may be planned to provide the children with exposure to learning experiences in our local community. Prior to each trip, information regarding the date, time, cost, location, chaperones, etc. will be sent home. The permission slip must be signed and returned by the requested date for the child to attend the field trip.

Occasionally, special visitors are planned for the children. Children of all ages will participate in the event if it is developmentally appropriate. Special visitor information can be found on your monthly school calendar.

In the summer, our camp program includes a variety of trips (children over 4), visitors, and special events. To enable us to offer these fun activities, a summer activity fee is assessed for all children (except infants). Information about events and fees is distributed in the spring.

22. Parent Communication

Parent Conferences are held at least twice a year, or more often by request. Attending these conferences allows staff to discuss your child's development and school experience and for you to share observations from home. We utilize observation-based assessment tools to evaluate the children - Ounce Scale

for Infants and Toddlers and Work Sampling for Preschool and Pre-kindergarten. Observations of your child's progress are electronically recorded by the teacher throughout the year, and detailed reports will be made available to you in January and June. These are provided to all parents, regardless of whether they choose a conference. Information from these observations and assessments are used by teaching staff to assist with planning future experiences for the children and by management to adjust programming when needed. Conferences are generally held in January and June. Additionally, in October and April, you will receive a Progress Report, which includes a general summary of your child's progress and our upcoming goals for him/her.

Email Addresses are provided for all Directors and are a convenient method to communicate with them. We want to be as responsive as possible; however, Directors are occasionally out for a meeting, observing classrooms, checking in with staff and children, or otherwise away from their computers. If you do not get a timely response via email, please email the other Director or call the school.

Daily Communication between staff and parents is given during the morning and evening to provide updates on the children's health, dispositions, etc. A lengthy dialogue may not be possible at drop-off and pick-up times. If you have a concern that requires more than a few minutes, we are happy to arrange a special conference. Naptime is usually the most convenient time for this type of conference. We ask that you communicate with school staff using the business phone, not personal/cell phones.

23. Community Service & Fundraising

The Malvern School is proud of our philanthropy efforts and has committed to *Alex's Lemonade Stand Foundation (ALSF)* as our primary charity to support. Each year we are awed by our generous families' and staffs' hard work and contributions to this incredible foundation. Our ALSF "season" runs from April through July; during these months schools will offer many events, fun challenges, and opportunities to support ALSF, including our June Lemonade Day with stands and events at all locations. All of our activities and contributions for this and any other cause are voluntary.

Aside from ALSF, we encourage each school to choose only one additional local charity to support, generally during the winter season for a short-term fundraising drive (food drives, Toys for Tots, The Salvation Army, etc.).

24. Community Resources

Our communities offer a wealth of services to support our families. Below is contact information for some of the resources available. Additional community resources (counseling, housing, etc.) can be found in the red binder located in the school's lobby.

County	Intermediate Unit	Food Bank	Parks & Recreation
Bucks	https://www.bucksiu.org/	https://bchg.org/pantries/	https://www.buckscounty.gov/162/Parks-Recreation
Chester	https://www.cciu.org/	https://chestercountyfoodbank.org/	https://www.chesco.org/4605/Parks-Trails
Montgomery	https://mciu.org/	https://montgomerycountyalive.com/business/Food-Pantries.cfm	https://www.montgomerytwp.org/department/index.php?structureid=9
Delaware	https://www.dciu.org/	https://www.delcohsa.org/pdf/brochures/PantrySites.pdf	https://delcopa.gov/departments/parks/index.html

25. Non-Discrimination Policy

You and your children, as a client of this facility, have the right to be provided with services at this facility, and be referred for services at other facilities, without regard to your race, color, religious creed, handicap, national origin, age, gender, or limited English proficiency. If you believe the center is not in compliance you may contact:

Office for Civil Rights
U.S. Department of Health and Human Services
Centralized Case Management Operations
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington D.C. 20201
Customer Response Center: (800) 368-1019
TDD: (800) 537-7697
<https://www.hhs.gov/ocr/complaints>
Email: ocrmail@hhs.gov

PA Human Relations Commission
333 Market Street, 8th Floor
Harrisburg, PA 17101
<https://www.phrc.pa.gov/File-a-complaint>
Inquiries: (717) 787-4410
TTY user only: (717) 787-7279

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17120
Inquiries: (717) 787-1127
Email: RA-PWBEOAO@pa.gov

At times, The Malvern School may need to provide accommodations to meet the needs and/or protect the health and well-being of one or more of our students. This may impact others at the school, and we appreciate our families' understanding and respect for individual situations. We give equal consideration to circumstances with any of your children. Some examples of such accommodations are restrictions on foods sent from home, minor adjustments to the schedule or facility, and understanding that personnel such as therapeutic support staff may be present in classrooms.

26. Licensing Body

Our facility is licensed by the Pennsylvania Department of Human Services, and as such follows the childcare regulations put forth by the agency. Should you wish to contact the Department of Human Services, please use the following contact information: (215-560-2249), (800-346-2929) or 801 Market Street, Suite 5132, Philadelphia, PA 19107-3126.

Regulations can be accessed at this website:

<http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter3270/chap3270toc.html&d=>



Or scan the QR code

27. Final Word

We reserve the right to change any policies with or without prior notification if deemed in the best interest of the school. Updates to these procedures may be needed as new information is provided by the American Academy of Pediatrics, Centers for Disease Control, federal, state and local officials.

If after reviewing this Parent Handbook there are any questions or comments regarding The Malvern School and its policies, parents should feel free to speak with a Director.