



Parent Handbook (Policies)

Bridging Gaps Childcare
601 Ingot St.
Hancock, MI 49930
(906) 523-5727

“Our mission is to bridge the communities and businesses by providing high quality childcare to working parents through focusing on the individual needs of each child in a safe, reliable, and affordable environment.”

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Mission Statement

Our mission is to bridge the communities and businesses by providing high quality childcare to working parents through focusing on the individual needs of each child in a safe, reliable, and affordable environment.

Philosophy

At Bridging Gaps Childcare, we know all children can be successful. It is our privilege and responsibility to provide a high-quality early care & education experience for all learners. Every kid is “our kid.”

Goals

- Create an environment that promotes growth through play and exploration
- Children and families have a sense of belonging
- Our team is invested in the future success of every child
- Every child has developmentally appropriate learning opportunities
- Encourage independence
- Children enter kindergarten developmentally ready to learn and succeed
- Learning is not limited to the classroom

Licensing Information

Bridging Gaps Childcare is currently licensed by the State of Michigan, Department of Licensing and Regulatory Affairs to provide childcare services to children at the center located at 601 Ingot St., Hancock, MI 49930. The licensing documentation is visibly posted on our Parent Board located at the center for reference.

Center Hours of Operation

Bridging Gaps Childcare will be open Monday through Friday from 7:30a -5:30p. The center will observe the following holidays:

- New Year’s Eve & New Year’s Day
- Easter (including Good Friday and Easter Monday)
- Christmas Eve & Christmas Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & the Day After Thanksgiving

If a holiday falls on a weekend, we will observe that day on either the Friday or Monday.

Admissions & Withdrawal Policy

Application/Enrollment Process

Applications will be accepted via Procure Solutions. There is a \$50 non-refundable application fee. A waiting list will be created once all available spots are filled. Applicants on the waiting list will be given open spots as they are available. When a spot opens, applicants will be notified by phone and will be given 3 business days to accept or deny the open spot before the next applicant on the waiting list is contacted. There will be priority within the waiting list for siblings of currently enrolled families.

Pre-Enrollment

Parents are required to complete an application on Procure and submit the enrollment packet, including a child information card and a health appraisal form, for each child. This packet is to be returned to the center's office prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at Bridging Gaps Childcare; this is a licensing regulation and not to be negotiated.

Withdrawal Process

A 2-week notice for withdrawal is required. Non-compliance will result in a penalty fee equivalent to 2-weeks at the given rate of the enrollee.

The first 2-weeks of enrollment will be considered a trial period. If it is assessed and determined that the environment is not a good fit for the enrollee, the center will remove the enrollee from the program.

Tuition & Fee Policy

A \$50 non-refundable application fee will be accepted with each child application.

Enrollee's will be invoiced for tuition weekly using Procure for receipt of standard weekly payments. Only full-time enrollees are accepted at this time.

Age	Weekly Rate
Infant (0 - 30 month)	\$260
Toddler (30 month – 5 years old)	\$250

Tuition includes National Holidays.

Failure to pay will result in a late fee of \$10/day. If no payment is received within 7 business days of the payment due date, the enrollee will be removed from the roster.

A fee will be charged at a rate of \$1/minute for late enrollee pick up; the center closes at 5:30p Monday-Friday.

The Board has the ability to review and revise the tuition rate on an annual basis to ensure that the center can continue to be operational. Should an increase in tuition rate occur, parents will be notified in writing no later than one month prior the change. Parents will be asked to return a signed copy of the letter acknowledging receipt within 2 weeks.

Child Release Procedure

Parents/guardians are required to sign their child in at arrival and sign them out at departure every day using Procare features. They must communicate with a teacher to acknowledge the release of their child.

A child will only be released to another adult when written consent is given by parent/guardian.

If staff doesn't recognize a person picking up your child, that person will be required to show a picture ID. We will look at the name to ensure it matches with the name provided by the parent/guardian on the child information card. This applies to parents who are unknown to the staff present at pick-up time as well.

We will not release a child to anyone who we feel is under the influence of drugs, including alcohol.

Confidentiality

At Bridging Gaps Childcare, we acknowledge that all children, client families and employees affiliated with our center have the right to privacy and confidentiality. All personal and sensitive information will be kept private and confidential amongst employees of Bridging Gaps Childcare only. This is necessary to ensure a healthy learning environment and best assure the care and safety of your children. Confidential and sensitive information about employees, parents, or children will not be shared with other children or parents in our efforts to preserve privacy.

Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with Bridging Gaps Childcare. Outside of Bridging Gaps Childcare, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of Bridging Gaps Childcare, persons with whom the information will be shared, and the reason(s) for sharing the information.

As a client at Bridging Gaps Childcare, you may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). While you may be curious or concerned about another child, our Confidentiality Policy protects every child's privacy. Bridging Gaps Childcare employees are therefore strictly prohibited from discussing anything about another child with you. Equally, parents are prohibited from sharing otherwise confidential or sensitive information about other client children, families or employees with other client children, families or employees. Violation of this Confidentiality Policy will result in a parent's prohibition from Bridging Gaps Childcare property thereafter. Refer to the policy regarding Parents' Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing center property.

Discipline Policy

Practiced Methods

Appropriate disciplinary actions will be practiced at the Center when intervention is necessary to promote positive social and emotional behaviors among children, parents, children and parents, and between children and staff. Parents will be notified if/when disciplinary actions are taken via daily reports and parent-staff interaction. Verbal redirection will be regularly practiced. When the behavior of a child deviates from respect repeatedly, or unchanged from verbal redirection, the child will be separated from other children, talked to by a staff member to discuss behavioral correctness, and having him/her sit in a quiet space for a period of time to reflect (ages 3 and up). Children will be warmly welcomed back into the group setting after separation. Repeated behavioral problems, or when children pose safety risks to other children or staff members, or destruction of property will be addressed by consulting with parents and, if necessary, removing the child from the Center. The purpose of these methods is to teach self-control in a positive way to our enrollees.

Prohibited Methods

Discipline techniques will never include any form of corporal punishment. No physical punishment will ever be used:

- No hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
- No substances will be placed in a child's mouth, including but not limited to, soap, hot sauce, or vinegar.
- No restricting a child's movement by binding or tying him or her.
- No inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
- No Depriving a child of meals, snacks, rest, or necessary toilet use.
- No excluding a child from outdoor play or other gross motor activities.
- No excluding a child from daily learning experiences.
- No confining a child in a n enclosed area, such as a closet, locked room, box, or similar enclosure
- No time out methods used for children under 3 years of age.

Parent/Guardian Notification

The director will be notified by teachers if repeated disciplinary issues occur within a day of the observed behavior. The director will then contact the parent(s)/guardian(s) in person or via their means of personal communication preference as indicated on Procure at enrollment.

When a child does not respond to the practiced positive discipline, the director will meet with the parent(s) or guardian(s) and together they will develop additional techniques to help the child to respond appropriately. In cases where deviant behavior cannot be controlled, the child may be sent home for the remainder of the day.

Health Plans

Healthy children and child development go hand in hand! When children are healthy, they learn better. Children's health is very important in our programs, and there are several health requirements we must have on file.

(1) Complete Physical Examination (Health Appraisal Form):

Children must have a current year physical examination on file within 30 days of the child's first day of attendance in order to continue in the program. Please ensure that your doctor performs a complete physical and documents the information on the physical exam form and must have a doctor's signature. Additional medical forms may need to be completed by your child's doctor. If a child has allergies, asthma, seizures, diabetes, and/or other conditions more information may be required.

- Physical evaluations must be updated as follows:
 - Yearly for 0-30 months.
 - Every 2 years for 30 months +

(2) Up-To-Date Immunizations:

Children must have the series of immunizations that are recommended by the State of Michigan Health Department in order to attend the program. A copy of the child's immunization record must be in the child's file prior to their first day of care. Your child must be up to date on all required immunizations (4DPT, 1MMR, 3 Polio, 3 Hepatitis B, HIB series, PCV series and Varicella (chicken pox)). Failure to comply may result in the child's removal from the program. Parents are required to update their child's vaccine record following the administration of vaccines.

Waiver in 2014, Michigan modified the administrative rules that changed how nonmedical waivers for immunizations will be processed for school and childcare programs. The new rule requires parents/guardians who want to claim a nonmedical waiver to receive education from a county health department about the benefits of vaccination and the risks of vaccine-preventable diseases before claiming the waiver. A nonmedical waiver is a parent's/guardian's written statement indicating the religious or philosophical (other) objections to a particular vaccination(s). Based on the new rule, parents/guardians will no longer be able to submit an uncertified immunization waiver form to the school or childcare center. Parents/guardians will need to:

1. Contact their county health department to receive immunization waiver education and to obtain a certified State of Michigan Immunization Waiver Form with the name of the program the child will be attending.
2. Take the certified State of Michigan Immunization Waiver Form to their child's school or childcare facility.
3. Parents/guardians will need to submit to the school or childcare center the completed, certified, nonmedical immunization waiver form and/or complete immunization record every year.

Inclement Weather Policy

On days where Houghton County Schools have a late start or are closed due to inclement weather the Center will have a delayed opening at 9:00a.

Abuse & Neglect Reporting

Michigan Child Protection Law requires certain professionals to report their suspicions of child abuse or neglect to Children's Protective Services (CPS) at the Department of Human Services (DHS). The employees of Bridging Gaps Childcare are considered mandated reporters, under this law. The employees of BGCC are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Child Protection Law, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. BGCC takes this responsibility very seriously and will report all suspected child abuse and neglect cases to the appropriate authorities. The Child Protection Law is meant to protect the welfare and best interests of children, and as mandated reporters, the staff of BGCC cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in good faith. Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands toward child
- Improper clothing relative to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over-medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

Communicable Disease Information & Medication Procedure

Michigan law requires that schools and childcare facilities report the possible occurrence of any communicable disease to the local health department on a weekly basis. This will assist our staff in reporting possible communicable diseases to MCHD and prevent possible outbreaks, please be specific when reporting your child's absence.

Handwashing

Children

- Immediately before & after eating
- After using toilet or having diapers changed
- Before using the water table/Sensory Table
- After playing outside
- After handling pets or pet objects
- Whenever hands are visibly dirty

Providers

- Before handling food, prepping bottles, or feeding children
- After use of toilet, assisting child using toilet or changing diapers
- After meeting any bodily fluids (wet or soiled diapers, runny noses, spit, vomit, etc.)
- Whenever hands are visibly dirty or after cleaning up: bathroom, room, toys etc.
- After removing gloves for any purpose
- Before and after giving or applying medication or ointment
- After blowing nose, coughing, sneezing

Illness Policy for Children & Staff

Enrollee's or staff with the following symptoms must stay away from the Center, by Law:

- A temperature of 100.4 or higher
- An infectious, communicable disease or condition
(*Such as pink eye, chicken pox, influenza etc.*)
- Yellow or green discharge from the nose
- Severe or constant coughing
- Difficulty breathing/wheezing
- Diarrhea (2 times in the same day) or loose, runny stools
- Vomiting or upset stomach
- Acting ill (lethargic or in pain)
- Head lice
- Any type of unidentified rash/sores (will need a note from a physician before returning to program)
- If your child does not feel well enough to participate comfortably in the program's activities
- COVID related symptoms as outlined/defined by the CDC and the local Health Department

If the enrollee or staff member is at the Center when the symptom(s) start(s), they must be picked up or leave the Center within 30 minutes of Parent/Guardian notification.

To return to the Center ill enrollee's or staff must be 72hr symptom free, without the aid of a fever- or pain-reducer; additionally, 2 COVID tests must be negative.

Enrollees may return to the center after 24 hours of a vomiting incident.

Parent Code of Conduct

Bridging Gaps Childcare seeks to foster an environment that is optimal to promote children's healthy development. To that end, we have devised a Parent Code of Conduct to assure that all parents may engage with their children and their caregivers at the center in a way that protects the well-being of all children in our care, the center employees, and the parents of other children.

Bridging Gaps Childcare requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. Parents who violate the Parent Code of Conduct will no longer be permitted on agency property. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

Appropriate Language

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At no time shall inappropriate language be directed toward members of the staff.

Use of Threats

Threats of any kind will not be tolerated, whether directed at Bridging Gaps Childcare employees, other adults, or children. All threats against a person or Bridging Gaps Childcare property will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law.

Parental Discipline of Children on Bridging Gaps Childcare Property

Bridging Gaps Childcare does not permit physical or verbal abuse of children on the center's property. Bridging Gaps Childcare does not permit corporal punishment, such as physical striking of one's own or another child at the center. While Bridging Gaps Childcare recognizes that at times verbal correction may be necessary, abusive language, even if meant to discipline a child, will not be tolerated as it may cause undue embarrassment or emotional distress for that child or those witness to the event. Parents are recommended to discuss behavioral issues with their child's teacher, and they are welcome to seek advice and guidance at the center regarding appropriate and effective positive disciplinary procedures.

Parents are prohibited from directing any disciplinary or corrective behaviors, physical or verbal, toward a child that is not their own at Bridging Gaps Childcare. This includes but is not limited to attempting to influence the perceived negative behavior of other children through comments, gestures, sounds, or facial expressions. If parents should witness inappropriate behavior of a child that is not their own, or if they are concerned about the behavior of that child as reported to them by their own child, the parent should address their concerns with their child's classroom teacher, the caregiver present, or the Director.

Furthermore, it is inappropriate for one parent to seek out another parent to discuss their child's problematic behavior. All behavioral concerns should be brought to the attention of the classroom teacher or Director who will address the issue with the other parent. Despite reporting parents' concerns regarding the matter, the teachers and Director are strictly prohibited from discussing personal details about child in our care with other parents, as described in the Confidentiality Policy.

Smoke-Free Environment

For the health of all Bridging Gaps Childcare enrollees, employees, parents, and associates, smoking and vaping is prohibited on Bridging Gaps Childcare property. Parents are prohibited

from smoking tobacco or electronic vapor-based cigarettes in the building, on the grounds, and in the parking areas of Bridging Gaps Childcare. Parents who are smoking in their cars must dispose of lit cigarettes prior to entering the parking lot.

Safety Policy Requirements

Parents are required to always follow all safety procedures of Bridging Gaps Childcare. These procedures are designed to protect the welfare and best interest of Bridging Gaps Childcare enrollees, employees, and associates. Please be mindful of the Driveway Drop-off and Pick-up Procedures and the Fire Safety Procedures and Emergency Exit Routes, as posted in the center.

The Bridging Gaps Childcare center may be accessed by parents, guests directly accompanying parents, and parent-authorized individuals for purposes of drop-off and pickup, as well as those who have business with the Director, or to furnish services to Bridging Gaps Childcare. Otherwise, unauthorized individuals shall not be granted access to the center, and parents are requested to report any known or suspected breaches of this security measure to the Director or responsible caregiver.

Policy Regarding Volunteers and Staff

No unsupervised volunteers will be allowed.

Supervised volunteers will never be alone with a child, or out of line of site with our staff.

Staff/Volunteer Screening Policy

Using the Michigan State Police, or County, website, potential volunteers will be evaluated for clearance using the Public Sex Offender Registry (PSOR) and clearance will be documented and kept on file at the center. Staff will be evaluated for eligibility using the Child Care Background Check (CCBC) with the State of Michigan.

State of Michigan

Rule 400.8125

1. A volunteer shall not have unsupervised contact with children in care if he or she has been convicted of either of the following:
 - a. Child abuse or neglect
 - b. A felony involving harm or threatened an individual within the 10 years immediately preceding the date of offering to volunteer at the childcare center.
2. A volunteer shall provide the childcare center with documentation from the Department of Human Services that he or she has not been named in a central registry case as the perpetrator of child abuse or child neglect before having unsupervised contact with a child in care.

Rule 400.8128.

- Evidence that all staff members and each volunteer who has contact with children at least 4 hours per week for more than 2 consecutive weeks is free from communicable tuberculosis, verified within 1 year before employment or volunteering, shall be kept on file at the center.

Parent-Employee Interactions

Bridging Gaps Childcare trusts that parents will always maintain respectful relations with employees. Bridging Gaps Childcare recognizes that there may be disagreement at times between employees and caregivers or other employees, but we expect that all concerns be dealt with in a calm and respectful manner. Confrontational behaviors toward employees will not be tolerated.

Violations of the Confidentiality Policy

Bridging Gaps Childcare respects the privacy of all individuals associated with the center, including children, families, and employees associated with Bridging Gaps Childcare. It must be understood that any parent who shares any information considered to be confidential about another, or pressures employees or other parents for information, which is not necessary for them to know, will be in violation of the Confidentiality Policy.

Parent's Rights to Immediate Access

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Bridging Gaps Childcare, as provided by law. In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order), Bridging Gaps Childcare must be provided with a certified copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Bridging Gaps Childcare, both parents shall be afforded equal access to their child as stipulated by law. Bridging Gaps Childcare cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Bridging Gaps Childcare suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Bridging Gaps Childcare staff will contact the local police should a conflict arise.

Visitors, other than parents, are asked to schedule appointments with the Director and are allowed in the childcare facility only at the discretion of the Director. An employee of Bridging Gaps Childcare will always accompany visitors, throughout the center. Bridging Gaps Childcare will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, Bridging Gaps Childcare cannot have a child at the agency when the child's parent is prohibited access. Bridging Gaps Childcare cannot agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

Biting

Bridging Gaps Childcare recognizes that biting is a developmentally appropriate behavior for children in the infant through 2-year-old classrooms. Parents with children in these classrooms

should expect that their children may be bit or will bite another child. The staff understands that parents 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 in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's care terminated.

Children older than three years of age, may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior.

Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's care terminated. Furthermore, children in the older age groups, who bite three times in a school year will have their services terminated since, the safety of all the children in the program is most important.

Nutrition

The daily meal program includes Breakfast, Morning Snack, and Lunch & Afternoon Snack.

Infant: Families are responsible for providing either formula or breastmilk and meals once children begin eating cereal and/or "baby food." Formula must come already prepared in a same-day supply. Formula will be refrigerated upon arrival. Breastmilk can arrive in bottles ready to serve, in freezer safe bottles or in freezer safe bags. **All food MUST be dated and labeled with child's first and last name.** Per the State of Michigan all infants will eat on demand.

Toddler-Preschool: Families are responsible for providing breakfast, morning snack, lunch, and afternoon snack. Food will not be warmed, warm food can be provided by parents using thermal containers; if food should be kept warm, parents should notify the teacher. Teachers will refrigerate lunch boxes upon arrival.

In accordance with federal law, U.S. Department of Agriculture (USDA) policy and the values of Bridging Gaps; discrimination based on race, color, national origin, sex, age, or ability is strictly prohibited.

Children with special dietary needs, such as those with allergies will work with the Lead Teacher to accommodate such needs. All food allergies must be documented in the child's file.

Classrooms may contain peanut-free tables to accommodate needs ALSO entire classrooms may become peanut-free/egg-free at any time.

Allergies

If your child has allergies, please discuss them in detail with the teacher and director. For food allergies, a written description signed by parent and doctor must be on file and updated every year. The staff of the center will take appropriate precautions. If at any time your child develops an allergy, please let us know immediately.

Diapering and Toilet Training

- Parents/guardian shall provide disposable diapers each day.
- Cloth diapering is permitted, staff will place any soiled diapers in a ‘wet-bag’. The cloth diapers will not be rinsed.
- Diapering shall be done in a designated diapering area.
- Diapering area and all supplies and equipment shall be maintained in a safe and sanitary manner.
- The caregiver shall thoroughly wash hands after each diapering, and after cleaning up bodily fluids, using soap and running water.
- A washcloth or towel, or both used in diapering shall not be used on another part of the body for other purposes until laundered.
- Toilet training shall be planned between the child’s parent and primary caregiver and shall include washing the child’s hands after each use.
- The caregiver shall change diapers when wet or soiled.
- The parent of a toilet training child shall provide two (2) sets of extra clothing including pull ups/underwear.

Child Dress Code

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. If a child is not well enough to go outdoors for a short time, she/he should not be sent to the center that day. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable, clothing. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

We ask that all children have two changes of clothing and a supply of disposable diapers and wipes or underwear. Children who stay for naptime should also have a blanket and a small pillow for naps. Please be certain all clothing is clearly labeled and kept in your child’s cubby.

Outdoor Play

Outdoor play will occur daily, multiple times per day—weather permitting.

Coats, hats, gloves, scarves, and winter boots must be provided in the winter months. Children of all ages are required to always have one seasonably and size appropriate complete change of clothing at the center. A complete change of clothing includes shirt, pants, underwear, socks, and shoes.

Teachers will post reminders for parents to update changes of clothing as the weather begins to change. All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots.

Bridging Gaps Childcare is not responsible for lost or damaged items of clothing.

Emergency Procedures

Fire:

In the event of a fire, enrollees will be directed and assisted to evacuate the building at their nearest exit. Each room has an evacuation map to the nearest exit, this map will be reviewed by staff biannually and evacuation will be practiced quarterly with fire drills. Infants will be placed in cribs fixed with castors and the cribs will be moved outside during evacuation. The lead teacher in each classroom will be responsible for directing the movement of enrollees to safety. Head counts will be taken as a first measure of safety once the relocation site is reached. Parents/guardians will be notified as soon as possible using Procure notifications.

Tornado:

In the event of a tornado, enrollees will be directed to the entrance hall with bathrooms to shelter-in-place. This hall is free of doors and windows. Enrollees will sit with their faces towards the wall in a hunched position. Tornado drills will be practiced biannually. Infants will be placed in cribs fixed with castors and the cribs will be moved to the hallway during evacuation. Parents/guardians will be notified as soon as possible using Procure notifications.

Other natural or man-made disasters:

Power Outage:

Should a power outage or other building emergency occur that lasts longer than 30 minutes, parents/guardians will be notified as soon as possible using Procure notifications. All children will remain in the building until parent/guardian arrives or alternative arrangements are made.

Building Emergency – Internal/External Threat:

Should a threat occur in or near our facility- staff will practice shelter-in-place and lock down the facility. Lockdown situations will be practiced biannually. Parents/guardians will be notified as soon as possible using Procure notifications.

Chemical Release:

This is a lockdown situation. Children and staff will remain in the building. Parents may not pick up their child at this time. A parent/emergency contact will be notified, using Procure notifications, when the authorities have announced that it is safe to leave the building.

Serious Accident/Injury:

In case of serious accident/injury, or when the extent of the injury is unknown, we will follow the procedures as outlined below:

- Staff will assess the situation and call additional staff/supervisor for additional assistance if necessary
- 911 will be called if the emergency is life threatening. If the child requires transportation for medical services a staff person will accompany the child and remain with the child until the parent/guardian arrives.
- If the injury is not life threatening but requires medical attention, a member of Bridging Gaps Childcare team will contact the parent/guardian to notify them of the accident/injury. Transportation for medical attention will be decided by the parent/guardian.
- An accident/incident report will be completed by staff members who witnessed the injury and submitted to the Bridging Gaps Childcare Office.
- An “Ouch Report” will be provided for minor injuries.
- A verbal report of the accident/injury (if medical attention is required) will be made to the LARA consultant within 24 hours of the incident. An “Incident Report” (BCAL 4605) will be submitted to DHHS within 72 hours of the incident.

Enrollees with special needs and/or chronic illness:

Upon enrollment, enrollees with special needs or chronic illness will be identified, and staff will be made aware. Lead teachers that are responsible for enrollees with special needs or illness will accommodate and adapt the emergency procedures to ensure the safety of the enrollee.

Pest control

The premises shall be maintained free of insects, rodents, and other pests by:

- A. Routine inspection of food storage and service areas.
- B. Eliminating harborage conditions.
- C. Implementing proper pest management such as trapping devices or other means of pest control as appropriate in a child care setting.
- D. Dead or trapped insects, rodents or other pests shall be removed from control devices (traps) and the premises at a frequency that prevents accumulation, decomposition and/or the attraction of more pests.

Grievance Policy

Bridging Gaps Childcare believes that children always benefit from strong relationships between our team and parents/guardians. The relationship between our program and home should be one based on mutual respect and appreciation for our interdependency on each other. We recognize that, as in any relationship, occasional good faith disagreements may arise.

If you have any concerns about an aspect of the program, please adhere to the following steps: If applicable, the parent/guardian shall discuss the issue with the Lead Teacher. If no resolution is reached, then the parent/guardian shall discuss issue with the Program Director and/or the Board of Directors @ Secretary@bgchildcare.com.

If parents/guardians feel the decision regarding the matter is unsatisfactory they may present, the concern to the Director of Bridging Gaps Childcare.

Thank You

“We value the trust and confidence you place in the Bridging Gaps team to provide your child with a high-quality early care & education experience. Thank you for allowing your kids to be “our kids”.