

• • • • FAMILY HANDBOOK



Sunshine House
EARLY LEARNING ACADEMY
Parent-trusted for 50 years!
sunshinehouse.com



Welcome to The Sunshine House!

At The Sunshine House Early Learning Academy, our mission is to provide high-quality care and education – every child, every family, every day! And we're honored families have trusted us with their children for 50 years.

Study after study shows that the earlier a child begins learning, the better he or she does down the road - both academically and socially. Did you know the first five years of a child's life are the most crucial time of growth and learning? In fact, 85% of a child's brain develops by age five, before a child even enters school!

Whether your goal is school readiness, early education, socialization, or simply love and care while you're at work, our programs give your child a solid educational and social foundation. We help your child become a confident, creative thinker and work to instill a lifelong love of learning.

This Family Handbook is designed to provide you with essential information about our guidelines and policies. These guidelines were designed to incorporate state licensing requirements and guidance from the American Academy of Pediatrics. Please save this Handbook for future reference.

There may be times when we need to revise a policy or guideline contained in this Family Handbook. We will provide you with these changes with as much advance notice as possible.

We appreciate being a part of your family. If you have any questions or comments, please let us know.

Best wishes,

A handwritten signature in blue ink that reads "Wes Wooten".

Wes Wooten
President & proud father of 2



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... REGISTRATION & ENROLLMENT



THANK YOU FOR YOUR
INTEREST IN THE SUNSHINE
HOUSE. WE'RE SO HAPPY
YOU'RE HERE!

Enrollment

Once you decide to enroll your child, you will receive an enrollment package. This package asks for important information needed to properly care for your child, and also contains additional forms required by your state. Please complete this enrollment package and return it to your Center Director. Then log into the MySunshineHouse app to pay the registration fee and first week of tuition.

If you have any questions about your enrollment package, please contact your Center Director. We'll be more than happy to walk you through it.

Your Child's First Day

A child's first day can be full of excitement and a little anxiety. Our goal is to make this process easy for everyone. Below are six important topics to help you prepare for your child's first day.

1. Dropping Off Your Child

Before your first day, you'll receive instructions on how to access our secure building. When you arrive, please sign your child in using the lobby iPad and then accompany your child to the classroom, ensuring a teacher is aware of your arrival.

2. Getting Acquainted with Your Child's Classroom

Be sure to locate your child's cubby, which is a dedicated space for their belongings and any letters or progress reports to take home. Ask your teacher where the family communication board is located for weekly lesson plans, calendars, classroom activities, and other relevant information. We encourage you to check these often and download the MySunshineHouse app to stay informed about your child's day and what they are learning.

3. What to Wear

Please dress your child in tennis shoes or sneakers with a skid resistant sole. For safety reasons, Crocs, sandals, flip-flops, slippers, and boots are not permitted at school. Children go outside almost every day, so make sure your child is dressed appropriately for outdoor play. And since learning can be a messy business, we recommend you dress your child in clothing that can get dirty and is washable. Necklaces, hoop or dangling earrings, and amber teething necklaces are not permitted, since jewelry can get accidentally pulled or caught during play.

4. What to Bring

Please bring at least one change of seasonal clothing, labeled with your child's name.



We want to make sure our classrooms reflect children and their families, so please bring a family photo we can display in the classroom. If your child is in the toddler to Pre-K classrooms, you can bring a small blanket to use during quiet time. If your child is 6 months old or younger and cannot pull up in a crib, you may bring a state-approved sleep sack. Pajama sleepers are also a good alternative to blankets. Backpacks are not allowed in all centers, so please check with your Center Director first. We cannot permit outside snacks. If your child has medically-necessary dietary restrictions, please contact your Center Director.

5. Picking Up Your Child

At the end of the day, please pick up your child from his or her classroom and sign out using the lobby iPad. Because our schools are open from early morning to late evening, our teachers have varying shifts. For this reason, you may see different teachers in your child's classroom in the afternoon. Additionally, when there are fewer children and teachers present, we may combine classrooms. This means you may pick your child up in a different classroom. You will be notified of this room change by your Director or through signs on classroom doors.

6. If You Have Questions or Comments

We encourage you to visit at any time! While teachers will send daily reports and notes about your child's day via the MySunshineHouse app, always feel free to ask questions. We welcome your feedback!

Schedule and Placement

Your child's enrollment is established according to the attendance schedule on your enrollment application. If there are any changes to this schedule, please provide two weeks' notice to your Center Director and we'll do our best to meet your child's needs.

Generally, your child will be placed in a classroom with other children of the same age and developmental level. At times, we mix age groups early in the morning or late in the afternoon, before/after lead teachers have arrived/departed for the day, or to meet specific business needs during the program day. You will be notified of room changes by your Director or through signs on classroom doors.

We allow part-time schedules as space allows. If we have a request for a full-time space that is partially filled by your child attending part-time, you may be given the option to increase to full-time care or surrender your child's space at our center.

Safe Arrival and Departure

An authorized adult must sign your child in and out each day using our electronic system.



We require an adult to accompany each child in and out of the building, and deliver the child to a staff member on duty. Please ensure your child's teacher is aware of your child's arrival in the classroom. As you arrive, please communicate with the staff member present (either verbally or in writing) any information relevant to your child's care.

If your child is going to be absent or there is a change in their schedule, please notify us as soon as possible. If your child will be arriving after 9:30 a.m. or if their arrival time deviates substantially from their official schedule, please notify the center of your anticipated arrival time. While we will do our best to accommodate last minute schedule changes, we schedule our staff according to students in attendance. If we are not notified in advance, there may be instances where we are unable to accept late drop-offs. If your child is in our school-age program, please notify us of any absences in advance so we can notify the bus driver waiting to provide transportation to your child from the elementary school.

Prior written permission from a parent or guardian must be provided for a child to be picked up by someone not on the authorized pick-up list. Children will not be released to any person under 18 years of age. The person must be a legal adult and provide a picture ID upon pickup of the child.

Please pick up your child prior to closing time. If you are going to be late, please notify the school as soon as possible. A late fee of \$3 per minute, per child will be assessed when children are picked up after closing time. Habitual late pick ups may result in dismissal from the program.

If an authorized adult has not arrived to pick up a child 10 minutes after center closing, attempts will be made to reach the family and individuals authorized to pick up the child. If an authorized adult has not arrived to pick up the child one hour after the school closes and attempts to reach an authorized contact have been unsuccessful, a member of management or a designated staff person will contact the appropriate local authorities.

For everyone's safety, all vehicles must be turned off and locked while adults are in the center picking up children. Children under the age of 16 may not be left in a car unattended on our premises. Your child must arrive and depart in an approved child safety restraint, in accordance with state law.



• • • IMPORTANT THINGS TO KNOW



FOR YOUR CHILD'S SAFETY,
ALL MOBILE CHILDREN
ARE REQUIRED TO WEAR
TENNIS SHOES WITH A
SKID RESISTANT SOLE.

Clothing

Please dress your child in comfortable, seasonally-appropriate clothing suitable for both indoor and outdoor play. Please note that we provide children with activities designed to advance learning, some of which may be messy! We will do our best to cover your child's clothing during these activities, but there may be times when clothing becomes dirty. Please keep this in mind and dress your child in clothing appropriate for these experiences. The Sunshine House is not responsible for lost or damaged clothing.



For your child's safety, all mobile children are required to wear tennis shoes with a skid resistant sole. Crocs, sandals, flip-flops, slippers, boots, etc., are not permitted at school.

Please do not send your child to school with necklaces, hoop or dangling earrings, or amber teething necklaces due to the risk of having these items accidentally pulled or caught during play. Your child's teacher may remove jewelry he or she feels may be unsafe to wear in a group environment.

What to Send With Your Child

Please bring at least one complete change of seasonally-appropriate clothing, labeled with your child's name, and outer clothes appropriate for outside physical activity. For toddler through Pre-K classrooms, you may bring a small blanket for use during quiet time. If your child is 6 months old or younger and cannot pull up in a crib, you may bring a state-approved sleep sack. Pajama sleepers are also a good alternative to blankets. Also, please provide a family picture to display in your child's classroom.

Please do not send money or valuables with your child. Toys should not be brought unless requested as part of the curriculum, as it can be disruptive to the program.



Meals

Children are served a complimentary breakfast, lunch, and afternoon snack while at the center. Water is available to drink during meal service and throughout the day. We strive to provide a healthy and balanced diet that includes fruits, vegetables, and whole grains. All meals and snacks meet a child's nutritional requirements, as recommended by the U.S. Department of Agriculture (USDA) Child and/or Adult Care Food Program (CACFP). Weekly menus are posted within the center for your review, and copies are available by request.

The Sunshine House does not allow outside food unless we are unable to meet a child's dietary needs. Documentation from a physician may be required to support the request.

We are a peanut-free facility. To protect children with food allergies, please do not send any food with your child, including homemade snacks.





Birthdays and Celebrations

We encourage you and your family to celebrate birthdays and holidays with your child at our school. If you would like to bring refreshments for your child's class, please discuss the date and time you'd like to celebrate with your Center Director. We can provide recommendations for nutritious store-bought refreshments to help with your celebration. Unfortunately, we are unable to permit homemade snacks or balloons in the center. To protect children with food allergies, only peanut free snacks are allowed.

Rest and Nap Time

Children aged 6 weeks to Pre-K (those not old enough to attend Kindergarten), are provided with rest/nap time in a crib or cot each day. This nap time is required by licensing. Cots, cot sheets, cribs and crib sheets will be provided by the school. If you bring a blanket from home, please make sure the blanket is labeled with your child's full name. Blankets or any other items to be placed in cribs are not allowed in our infant classrooms due to safe sleep (SIDs) guidelines. However, sleep sacks are permitted, if state licensing allows. If providing a sleep sack, please label it with your child's full name.



A COPY OF THE
REGULATIONS GOVERNING
CHILD CARE IS AVAILABLE
IN THE CENTER OFFICE OR
BY GOING ONLINE TO THE
STATE WEBSITE.

• • • GENERAL POLICIES & PROCEDURES



Licensing

We are licensed by the state in which we operate. A copy of the regulations governing childcare is available in the center office or by going online to the state website. A copy of our most recent licensing inspection is available in the center's office.

Governing Body

The governing body of the school is The Sunshine House, Inc., 601 East McBee Ave., Suite 201, Greenville, SC 29601.





Supervision of Children

We track children when they are present at the center, including when they enter or exit the premises, enter or exit a Sunshine House vehicle, or move to a new location in or around the center. We use transition sheets for tracking. These transition sheets can be electronic, paper or both. If a child arrives when their designated class is out of the building on a field trip or excursion, we will do our best to accommodate the situation. However, alternate care arrangements may need to be made. Please notify management if your child will be late on a field trip day. If your child is suspended from elementary school for any reason, they are not allowed to attend the Sunshine House. We do not provide School Age care during the day, except for camps during school breaks at select locations.

Withdrawal and Notification

Two weeks written notice is required when withdrawing your child from the center. The family is responsible for the tuition during the two-week notice, whether or not the child attends.

If a child is temporarily withdrawn from the center and payment of tuition has been temporarily suspended by the parent or guardian, enrollment will be terminated. Re-enrollment will be based on availability and a registration fee must be paid.

The Sunshine House reserves the right to terminate the enrollment of any child. Termination will be based on what is in the best interest of the enrolled child or any child in our program.

Confidentiality

We believe each family has the right to have their personal information kept confidential and private. The following procedures ensure confidentiality of each child's records:

- Original enrollment records are kept securely in the center's office. The Center Director is responsible for securing access to the records. Enrollment records will not be released to any party without court order authorization, with the exception of children's parents, guardians, or government agency representatives.
- All other records, information, affidavits, and/or testimony will only be released as directed by court order or to law enforcement and/or child protective services, as required. This includes daily attendance records or sign-in/sign-out sheets. When these records are subpoenaed for personal family matters or custody disputes, there will be a charge of \$ 0.10 per page to cover copy and preparation expenses.
- In situations where there is a custody dispute or disagreement between parents or legal guardians, one parent or guardian may not remove the other parent or guardian from the authorized pick-up list, unless court ordered to do so. Likewise, neither parent may remove a person who is authorized by the other parent, unless there is a court order prohibiting that person from picking up the child. Both parents (or a child's



legal guardian) have equal rights to add someone to the pick-up list, unless we receive a court order that specifically states otherwise.

- When a child is no longer enrolled, the child's original enrollment record will be archived.
- We will not release the name of a child involved in an incident at the center to anyone other than the child's parent and/or guardian, or as required by local, state or federal agencies.

Staff Background Checks

Each staff member goes through state-mandated background checks prior to being offered a position at The Sunshine House. We only hire teachers who meet their state's mandated requirements. Additionally, each staff person receives ongoing training in accordance with state regulations.

Provisional Employment

In states where applicable, employees may be temporarily employed after clearing all state background checks. During this probationary period, provisional employees are allowed to work under the direct supervision of an approved employee of The Sunshine House. Employees remain on provisional status until their federal background clearance is received. The Sunshine House uses provisional employment when unexpected staff vacancies occur.

Physical Education and Outdoor Policy

We create environments for infants and toddlers that encourage movement. To this end, we restrict both the number of, and the amount of time children spend in containment devices that do not allow for free movement.

We plan for a designated amount of outdoor play time each day. Children engage in outdoor play in accordance with state licensing guidelines. Please make sure your child is properly dressed for the weather.

In the event the weather seems too hot (above 90° F) or too cold (below 32° F), too rainy or too snowy to go outside, or as a result of poor air quality, we will participate in indoor activities to promote movement and large muscle development and to provide the same amount of physical activity.





If you do not wish for your child to go outside, you must keep him or her home until you feel they may resume physical activity both inside and outside.

Staff members do not withhold opportunities for physical activities nor do they require physical activities for discipline (i.e. run laps, push-ups, etc.).

Media and TV

To encourage and facilitate active learning, we do not allow broadcast TV in the center and limit screen time for all children. Children age 2 and under do not have any screen time (TV, video, DVD or computer). Video viewing for older children will only be allowed when it pertains to the current curriculum. We will only view G-rated material for children under 5. School-agers may watch a PG movie with a signed permission slip for the specific movie. Alternative activities are provided at all times.

Child Protection

Agencies define abuse as the mental, emotional, physical or sexual injury to a child, or the failure to prevent such injury to a child. Neglect is defined as failure to provide a child with food, clothing, shelter or medical care, and/or leaving a child in a situation where he/she is at risk of harm. It is Sunshine House policy, and the law, to report suspected child abuse and/or neglect.

Federal and state laws mandate Sunshine House employees to report any suspected cases of child abuse or neglect by contacting the appropriate local agency. This information is confidential between the employee and the agency. This includes the reporting of parents who appear to be impaired by drugs or alcohol. If a parent or family member suspects child abuse, you may report it to:

Name of Agency _____
Address _____ Phone _____

Discipline and Behavior Management

Positive guidance and effective classroom management are important components of a successful, well-organized curriculum. Every child needs positive guidance from teachers and families to achieve the goal of self-control. A consistent set of limits and realistic expectations, along with lots of encouragement, makes a child feel safe, secure and in control.



Teachers assist children in developing their self-regulation skills by providing a positive, nurturing environment that fosters social and emotional development. We model and reinforce positive behaviors so that children understand the classroom community expectations. We use prompting, redirection, suggestions, offer choices, and work with children to develop problem-solving skills. We focus on what children can do, rather than what they cannot do. We also encourage positive behavior by structuring the child’s day to give ample opportunity for individual, small and large group experiences.

The Sunshine House prohibits the use of inappropriate discipline practices on the premises by families or staff. Corporal punishment / inappropriate discipline includes, but is not limited to: verbal/physical threats, humiliation, use of profanity, use of food as reward or punishment, isolation, spanking, slapping, biting, pinching, jerking, pulling hair, etc.

Any staff member witnessing inappropriate discipline is required to immediately notify the supervisor on-site. As a mandated reporter, early care staff must also report suspected child abuse to the following:

- Local police department
- Department of Family and Children Services/Social Services Agency

Families may be contacted to assist in resolving consistent disruptive or destructive behavior. Our intent is to work collaboratively with families to provide a positive environment for children. We will make every effort through program observations and family conferences to promote positive behavior. In the event we are unsuccessful in resolving disruptive or destructive behaviors, we reserve the right to terminate services. While we will attempt to communicate about issues before we arrive at this decision, there may be no prior notification about the disenrollment decision. Please see your Center Director for questions regarding our behavior modification protocol.

Questions or to File a Complaint

If you have a question or concern regarding the center and its operation, we encourage you to contact your Center Director or Regional Director.

The Regional Director for your center is _____ and s/he can be reached at _____. You may also contact our corporate office at 800-551-1561 or email info@sshouse.com.

Our licensing agency is available for complaints regarding the operation of our facility and state child care licensing regulations.



• • • OPERATING POLICIES



IN ORDER TO ALLOW OUR STAFF TO SPEND TIME WITH THEIR FAMILIES, WE WILL BE CLOSED ON SOME HOLIDAYS. CHECK THE LIST FOR YOUR CENTER'S SCHEDULE.

Ages

The Sunshine House serves children ____ to ____ years old.

Hours of Operation

We are open Monday through Friday from _____ a.m. to _____ p.m.

Holiday Observances

Should a legal holiday fall on a Saturday or Sunday, we will observe either the Friday before or the Monday after the legal holiday.

In order to allow our staff time with their families, we are closed on the following holidays:

- ☒ New Year's Day
- ☒ Martin Luther King, Jr. Day
- ☒ Memorial Day
- ☒ Independence Day
- ☒ Labor Day
- ☒ Thanksgiving Day
- ☒ The day after Thanksgiving
- ☒ Christmas Day
- ☒ Professional Development Day: _____
- ☐ Other _____

There is no tuition discount for days the center is closed for holidays or inclement weather.

Inclement or Hazardous Weather

In the case of inclement weather or in an emergency, center opening and closing information will be announced through the MySunshineHouse app.

In the event of hazardous weather conditions or water/power outages beyond our control, we reserve the right to close for the safety of the children and our staff.

Americans with Disabilities Act (ADA)

The Sunshine House operates in compliance with the Americans with Disabilities Act (ADA). This federal law, passed in 1990, requires that every

business offering services to the public not discriminate against a person based on a disability.

It is the policy of The Sunshine House to treat its children, families, and employees without discrimination. With regard to persons with disabilities, The Sunshine House strives toward inclusiveness, accommodating special needs through its child admissions practices, building accessibility, and employment policies.

The Sunshine House makes enrollment decisions through an interactive process that focuses on individual needs of children and families. We promote an inclusive environment by providing reasonable accommodations, unless doing so would require a fundamental alteration of the program or cause undue hardship. Families are encouraged to contact the corporate office if an accommodations request is not recognized and/or supported.

Equal Opportunity Provider

The Sunshine House is an equal opportunity provider and employer. We accept applications for admission and employment without regard to race, religion, gender, national origin, color, creed, physical or mental disability or any other protected status.



CREATIVE CURRICULUM®
TEACHES EXPLORATION AND
DISCOVERY AS A WAY OF
LEARNING - AND TEACHES
CHILDREN TO BE CREATIVE,
CONFIDENT THINKERS.

Creative Curriculum®

Our goal is to ignite your child's passion for learning, and prepare your child for success in school and in life. Everything we do focuses on the development of your child – from literacy, math, science, and social studies to social-emotional and physical development.

The Sunshine House is proud to use the award-winning, interactive Creative Curriculum® in our classrooms, blended with the latest research into early education and brain development. We use this curriculum because we know the power it has to build a solid learning foundation for your child.



It is also one of few curriculums approved by every State Department of Education in the country!

Based on 38 learning objectives, Creative Curriculum® builds opportunities for exploration and discovery as a way of learning – and teaches children to be creative, confident, critical thinkers and problem-solvers. We believe children learn best when they are active participants in their learning. Our Creative Curriculum® will:

- Engage your child in active learning in literacy, math, science, and social studies while building social-emotional and gross and fine motor development.
- Guide your child in exploring topics that are relevant to young learners.
- Provide daily large and small group, and individual experiences built around the 38 learning objectives that experts agree are most important to your child's academic success.
- Guide teachers in individual instruction for your child, as we know your child is unique and learns in her/his own way.

Learn more about Creative Curriculum® at: www.teachingstrategies.com/cc-for-families.



... FAMILIES



FAMILIES ARE WELCOME AND ENCOURAGED TO VISIT THE CENTER AT ANY TIME. WE ALSO INVITE YOU TO VOLUNTEER AND BE AN ACTIVE PARTICIPANT AT YOUR CHILD'S SCHOOL.

Family Participation

The Sunshine House has an open door policy. Families are welcome and encouraged to visit the center at any time. We also invite you to volunteer and be an active participant at your child's school. There are many opportunities to get involved! You can act as a guest reader, attend field trips and activities, speak to your child's class about your job, hobby or activity, donate materials or assist with special event planning! Just ask your Center Director.

Please note that families are encouraged to follow along or join us on a field trip, but a child cannot be taken to or from a field trip by their guardian.

A background check is required when volunteering occurs on a regular basis.

Family / Teacher Conferences

We will provide you with information about your child's day using the MySunshineHouse app, including photos and

videos of your child, electronic daily reports, and more. You are also encouraged to discuss your child's activities with his or her teachers. Your child's progress is recorded in his or her development profile throughout the year. Our centers also provide a quarterly newsletter to keep families connected.

You are invited to participate in family conferences twice a year, or as requested. During these conferences, you and your teacher will discuss your child's developmental progress and classroom experiences, share observations, and determine learning goals and next steps together. Family / teacher conferences are typically held in the spring and fall, though they may be scheduled at any time. Families will be notified of upcoming family / teacher conferences through the MySunshineHouse app. If you are interested in scheduling a conference, please contact your Center Director.

Family Referral Program

We hope you have a fantastic experience at The Sunshine House and tell your friends and family. If you refer a new family to a Sunshine House school, we will thank you with tuition credit. If you refer a full-time family and they stay enrolled for 30 days, we will add a \$100 credit to your account. If you refer a part-time family and they stay enrolled for 30 days, we will add a \$50 credit to your account. Please see your Center Director for additional details.

Custody Disputes

The Sunshine House remains neutral in custody disputes or disagreements between parents/guardians. We are unable to change or alter the care we provide to your child unless we have written consent of both parents/guardians or a court order. Child Protective Services should be contacted by the family if either parent/guardian suspects abuse or neglect. If parents/guardians are unable to agree on the daily care we provide, we reserve the right to disenroll the child/children because the disagreement between parents as to daily care impacts our ability to properly serve the child and maintain our neutrality. Any records, information, affidavits, and/or testimony from any Sunshine House employees will only be released in accordance with a court order. We are unable to limit a parent's access to their child without proper court documentation. It is the family/guardian's responsibility to keep us informed of any changes in a child's family situation and provide documentation, as needed.

Outside Contact with Staff

We strongly discourage staff from working for families outside of The Sunshine House. We cannot authorize or accept responsibility for services our employees provide outside of our premises and programs.

Parent / Guardian Code of Conduct

Our vision is to partner with families to create a better world, and we encourage behavior that supports this important vision. Those unable to comply with acceptable behavior may be required to leave the premises. Those who habitually exhibit disrespectful, disorderly, or disruptive behavior or use language that is profane, disrespectful, harassing, or threatening may be asked to leave the premises or may be immediately disenrolled from the program.

• • • HEALTH AND SAFETY



A COMPLETED HEALTH STATEMENT AND IMMUNIZATION VERIFICATION FOR EACH CHILD MUST BE ON FILE WITH THE SUNSHINE HOUSE AND UPDATED APPROPRIATELY.

Immunizations, Illness and Health

Immunizations must be kept up-to-date according to your child's age. A completed health statement and immunization verification for each child must be on file with The Sunshine House and updated appropriately. We reserve the right to suspend your child until updated records are received. If there is a medical or religious reason why your child is not immunized, you must provide documentation from a physician or a signed affidavit to this effect.

The Sunshine House requires individual care plans for medical conditions such as allergies, asthma, seizures, diabetes and other health conditions that may require some



type of accommodation. These care plans must be updated by the child's physician each year or if there is a change in accommodation instructions.

When to Keep Your Child at Home

Families should not bring their child to The Sunshine House if he or she is experiencing any of the symptoms or conditions below:

- Contagious illnesses or parasites (lice, scabies, skin sores or rash, conjunctivitis, pink eye, etc.)
- Diarrhea
- Vomiting
- Temperature that exceeds licensing guidelines, which vary by state.

If a child comes to school with any of these symptoms or develops these symptoms while at school, we enforce the above family policy, as well as guidelines provided by state licensing, the health department, and the American Pediatric Academy to help determine when the child needs to be sent home. If the child should not be in attendance, we will immediately contact the family to pick the child up. The child must be picked up within an hour of receiving a call from the school.

If it is determined through licensing and other guidelines that a child may continue to attend with a mild illness, the family should provide instructions for any special care needs of the child.

In the event that a child may have been exposed to a serious contagious illness, we will notify the family about the potential exposure and recommend consulting with the child's physician. When a child returns to school following a contagious illness, we may require verification from a physician that the contagious state is over and the child may return to group care. In reference to diarrhea, vomiting and elevated temperature, the child must be symptom-free for 24 hours without the use of non-prescription medication.

Medication

We administer medication only under very strict guidelines, as dictated by regulatory agencies. Only designated staff members distribute medicine and do so according to the center medicine administration policies. For more information on this policy, please speak with your Center Director.





All prescription and non-prescription medication requires written authorization from your health care provider and written parent/guardian consent. Medication Authorization Forms are available from your Center Director. The instructions from your health care provider must include information regarding the medication, including the reason for the medication, specific time of administration, means of delivery, and length of time the medication needs to be given. Emergency medicines, like EPI pens or inhalers, may be used with proper documentation.

All medication must be in the original labeled container and given to your Center Director. All medications are stored in a locked, clean container and kept under the conditions directed by the health care provider or pharmacist.

Expired medications will not be given to a child under any circumstances.

Please do not leave medicine or other products such as diaper creams, powder, etc., in a child's bag or cubby.

School Accidents

Despite our best efforts, there may be times when a child is injured at school during the normal course of play and in interactions with other children. The center will notify parents of any incidents, including illness, injuries, adverse reactions to medications, etc., that involve your child.

In case of an injury, a qualified staff person will administer first aid to your child. All Sunshine House staff have training in CPR and first aid. If necessary, the parent or guardian will be contacted to discuss the extent of the injury. The staff person on duty will complete an Injury Report at the time of the incident. This report will be provided to the parent for his/her signature.

Parents/guardians will be contacted immediately in the event of a serious accident and the staff will use local Emergency Medical Services, as needed. In case of a medical emergency, and in accordance with our medical emergency plan (on file in the office), a designated staff person will accompany the injured child to the hospital and will keep family members informed of the child's condition and final medical destination. It is the family's responsibility to make sure a current Emergency Medical Information form is on file.



Infant and Toddler Care

Regulatory agencies do not permit centers to mix formula. Parents of infants are responsible for supplying pre-mixed formula, commercial baby food, and a current, accurate written feeding plan. Feeding plans must be updated based on state licensing requirements. Centers that operate under CACFP provide infant meals and formula.

All baby bottles must be plastic and have a bottle cap. Bottles and caps must be labeled with the child's first and last name and the current date. All bottles and opened jar food must be taken home daily.

To support nursing mothers, we do the following:

- Provide a private, sanitary space where a mother can comfortably feed her baby.
- Train staff in the handling and storage of human milk.
- Create schedules that support the feeding schedules of nursing mothers and babies.

Toileting and Diapering

If your child is not yet toilet trained, please send an adequate supply of clothing, including at least two sets of outer clothing. If your child requires over-the-counter ointment, please mark the container with your child's first and last name and complete a medication form.

While children are toilet training, please send additional clothing. We will partner with you to determine when children are developmentally ready for the toilet training process and to plan for the transition to ensure consistency between home and school. During toilet training, we ask that you share with us any information that will help make this a successful experience for your child.

Safe Sleep Practices

We follow safe sleep practices for infants, using the guidelines published by the American Academy of Pediatrics. This includes the following:

- Infants will be put to sleep on their backs in an assigned crib. If a parent/guardian requests their child be put to sleep in a position other than on their back, the parent must complete and submit an *Infant Sleep Position Exception Form* that explains how the infant should be put to sleep, the medical reason for this position, and length of time for this position. This note must be signed by a physician and approved by a Sunshine House Regional Director and the ADA Department. Once approved, this note will be kept in the child's medical file and all staff will be notified of the infant's prescribed sleep position.





- No toys, stuffed animals, pillows, blankets, extra bedding, pacifier strings, pacifier clips, or positioning devices will be in the crib, unless ordered by a health care provider and approved by the Regional Director and ADA Department.
- Infants 6 months and under (as long as they cannot pull up in the crib) may use a state-approved sleep sack, if one is provided by the parent. Pajama sleepers are a good alternative to blankets.
- Infants may never sleep in a bouncy chair or swing. If an infant falls asleep in one of these devices, the child will immediately be moved to his/her crib.
- For the safety of our children, we do not turn lights off during nap time for all ages, infants through Pre-K classrooms. This allows us to perform proper zoning requirements and have greater visibility of all children.

Nutrition and Meals

Each day we serve breakfast, lunch, and an afternoon snack. Water is available to drink during meal service and throughout the day. We provide a healthy and balanced diet, and limit foods high in sugar and/or fat, as recommended by the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP). Centers participating in CACFP provide formula and all meal components required by CACFP.

In accordance with Federal law and U.S. Department of Agriculture policy, centers participating in CACFP are prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.*

All meals and/or snacks provided by the center meet a child's nutritional requirements, as recommended by the USDA CACFP in proportion to the amount of time the child is in the center, with no more than four hours between food services. There may be less time between meals, as directed by state licensing guidelines.

Sugar intake is limited by the following practices:

- Juice or other sugar sweetened beverages are not served.
- Sweet food items are served no more than two times per week.

Foods and beverages high in fat are limited by the following practices:

- High-fat meats are served no more than 2 times per week.
- Whole milk is served to children ages 12 months – 2 years.
- 1% or skim milk is served to children ages 2 – 12 years.
- Soy, Lactaid, or other milk alternatives must be approved by the ADA Department.



Fruits, vegetables, and whole grains shall be served based on the meals/snacks provided, as follows:

- Fruit (not juice) is served at least 2 times per day.
- A vegetable other than white potatoes is served at least once a day.
- Whole grain foods are served at least once a day.

The Sunshine House does not allow outside food, unless the facility is unable to meet a child's dietary needs. The program will work with the family through an interactive process to accommodate; however, documentation from a physician may be required to support the request.



Chewing gum is not allowed in the center.

* In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.





Visitors

Our school is equipped with a secure entry system to safeguard the safety of the children in our care. This system ensures only those people with access can enter the school. These entry systems vary by school, but we ask that you never share your PIN code, card or access information with anyone. Also, when entering the school using your entry code or card, please do not allow anyone else to enter the building behind you without using their security access.

Photography and Filming

Families and visitors are prohibited from taking photos or videos on school grounds due to confidentiality and privacy concerns.

Video Cameras and Surveillance

Please be aware that The Sunshine House is protected by video surveillance. Upon entering a school, all visitors are recorded. Families are welcome to observe their child interacting in the classroom setting by viewing the classroom video in the school lobby. However, families are prohibited from taking photos or videos of this classroom feed due to confidentiality and privacy concerns.

Prohibited Items

No smoking, vaping, e-cigarettes, chewing tobacco, or drug paraphernalia is allowed in the center or on Sunshine House property. No weapons are allowed in the center or on the property, with the exception of uniformed on-duty law enforcement.

Emergency Preparedness

Our Emergency Preparedness Plan is available in the center office. In case of inclement weather or in an emergency, opening and closing information will be announced through the MySunshineHouse app.

We maintain state ratios, constantly monitor all exits of the classroom, supervise and observe all areas of the classroom and playground, and take attendance following the guidelines on our Name-to-Face Recognition and Attendance Sheets. If it were ever determined that a child was missing or lost, a member of management would immediately notify the local police, the parents of the child, our licensing agency, and the Regional Director.

Emergency drills are held on a regular basis to ensure teachers and children are familiar with the recommended procedures. A drill log is maintained in the center office. If an emergency requires building evacuation, staff will take children and visitors through



the nearest exit to the designated safe area outside. Authorities may direct children and staff to a different area, if necessary. A member of management will check classroom areas, including bathrooms and offices, for any children. This same member of management will take the authorization notebook and join the children, staff, and visitors in the safe area. Name-to-face recognition of all children and staff will be taken to verify everyone is out of the building. No one may re-enter the building until the appropriate authorities give clearance to re-enter. Staff will contact families to pick up children, if authorities feel the children will not be able to re-enter the building within a reasonable amount of time. If the children need to be taken to an indoor facility due to inclement weather, all necessary arrangements will be made for management and the local authorities to transport the children to a safe shelter. A sign will be posted at the center to direct any families the staff was unable to reach. The sign will specify the pickup location. Parents/guardians must sign out their child with the supervising teacher or a member of management before leaving the emergency site with their child.

Emergency Shelter (Tornado or Other Weather Emergency)

Upon notification from authorities of a weather emergency requiring evacuation, staff will take children and visitors to the proper location in the building. If it becomes necessary, authorities may direct the children and staff to another location. A member of management will check the classroom areas, including bathrooms and offices, for any children. Name-to-face recognition sheets for all children and staff will be completed to verify everyone is out of the unsafe area. No one may re-enter the area until the appropriate authorities provide clearance to re-enter. Staff will contact families to pick up the children if the authorities feel the children may be safely released and are unable to return to the building. If at any time management determines holding class will be detrimental to the safety of the children, a member of management will contact the Regional Director and a decision can be made to cancel classes until it is safe to resume. All families will be notified if this occurs.

Lock Down Policy

Our staff is trained on safely conducting a lock down of the building if the authorities announce a danger in the vicinity or management deems such action necessary.



... WATER ACTIVITIES & SUNSCREEN



THE SUNSHINE HOUSE
OFFERS WATER PLAY
ACTIVITIES FOR CHILDREN.
THIS INCLUDES SENSORY
TUBS, WATER TABLE PLAY,
AND SPRINKLER PLAY.

Water Play Activities

The Sunshine House offers water play activities for children. This includes sensory tubs, water table play, and sprinkler play. Water tables are located in the classroom and on playgrounds, and are used as a part of our curriculum to improve fine and gross motor skills.

Swimming

We follow state designated ratios for swimming. All individuals counted in the ratios for swimming must know how to swim and be able to assist in an emergency. Children (5 years and older) may swim at a pool with only Sunshine House children in attendance.



Use of diving boards or slides at a private swimming pool is not permitted. A life guard will be provided at all times. This person is not counted in mandated staff-child ratios.

Sunscreen

Please apply sunscreen to your child prior to arriving at the center. Staff will apply additional sunscreen throughout the day when children play outside. A completed and signed permission slip must be on file for us to apply sunscreen. Please label your child's sunscreen with their first and last name. We will always seek signed permission before applying any sunscreen to your child. Aerosol can sunscreen or bug spray is not allowed.



... TRANSPORTATION



FIELD TRIPS ARE A PART
OF OUR CURRICULUM FOR
CHILDREN IN KINDERGARTEN
OR OLDER.

Transportation Procedures and Field Trips

Field trips are a part of our curriculum for children in Kindergarten or older. Parents are notified in advance of any planned field trips. In the event a child arrives late on the day a field trip is scheduled, we will do our best to accommodate the situation. However, alternate care arrangements may need to be made. Please notify management if your child will be late on a field trip day.

The Sunshine House agrees to obtain written authorization from parents before allowing children to participate in



routine transportation, field trips, special activities away from the facility, and water-related activities occurring in water more than two-feet deep.

Children younger than 5 may take walks around the premises and adjoining neighborhood. If they leave Sunshine House property, a permission slip is required. When taking a walk, a notice will be posted on the classroom door with the route and a contact number for the group.

Transportation Safety

All children riding in The Sunshine House bus must wear seatbelts at all times. A Sunshine House employee will notify the children when it is safe to remove seatbelts. All personal belongings will be kept out of the aisle. Children will talk in an appropriate voice level for the bus. Children will be transported in The Sunshine House bus only and never in a personal vehicle. Colorado only: Seatbelts and booster seats are used in accordance with the Colorado Seat Belt Law.

If there is no one at the drop-off site to receive a child, the child will be escorted into the school by the bus driver. If there is no one available to receive the child, the child will be returned to The Sunshine House and the parents will be immediately notified.

You must notify us of any changes in your child's pick up schedule. The bus driver will take attendance at the elementary school before leaving and will not leave the school without verifying the location of any missing child. The verification process requires the bus driver to contact center management to confirm the child is not being transported from the public school. Verifying a child's location before leaving a school takes a great deal of time. This extra step puts the bus behind schedule for pickup at other locations and may cause children unnecessary stress and fear.

We do not provide transportation to or from residences. We may provide transportation for school-age children to and from local elementary schools. Please contact your Center Director for a list of current partner schools.



• • • TUITION GUIDELINES



ONLINE PAYMENTS
ARE ACCEPTED VIA
THE MYSUNSHINEHOUSE
APP. DOWNLOAD IT TODAY!



Tuition Schedules

Tuition rates are generally established on a yearly basis. Rate increases will apply with a minimum of two weeks prior written notice. A detailed fee schedule is given to families prior to enrollment.

Two weeks written notice is required when withdrawing your child from the center. The family is responsible for the tuition during the two week notice, whether or not the child attends. If a child is temporarily withdrawn from the center, re-enrollment will be based on availability and a registration fee must be paid.

Premium Tuition Program

Premium tuition is available for families who need care for more than 50 hours a week or 10 or more hours per day. This option allows us to provide extended hour care for your child. If a child is consistently attending more than 50 hours per week or 10 or more hours a day, the family will automatically roll into the Premium Tuition program. Should you need to adjust your child's attendance schedule, please contact your Center Director.

Tuition Payments and Methods

Tuition for the upcoming week is due by the end of business each Friday. A late fee of \$30 will be incurred for payments not made by the close of business on Friday. Your child may not return the following week unless the account is current. We reserve the right to cancel services to families who have overdue payments. Families wishing to pay bi-weekly or monthly must pay in advance.



We accept Visa, Master Card, and electronic checking (ACH) payments via the MySunshineHouse app. Automatic payments are available. Please ask your Center Director for details.

We do not accept payments by cash, savings account transfer, physical check, credit cards other than Visa or Master Card, prepaid debit card, gift card, or mobile payment apps (Venmo, CashApp, Zelle, etc.).

Online Payment Access

Online payments are accepted via the MySunshineHouse app! Once you have enrolled at a center, you will receive a verification email. Simply click on the invitation email to create a password and download the MySunshineHouse app to get started.

Convenience Fees

Visa and Master Card transactions will be charged a processing fee equal to 2.5% of the transaction amount + \$0.10. Electronic checking payments (ACH) will be charged a processing fee of \$0.25 per transaction. Processing fees will automatically be applied to your payment amount.

Tuition Discounts

A family discount of \$10 per week is available for a family with more than one child enrolled full-time at the center. The \$10 discount will be applied to the oldest child's weekly tuition. The family discount is not applicable for part-time programs, summer camp or drop-in care. There are no tuition discounts for days the center is closed for holidays or inclement



weather. Discount offers may not be combined. Families are responsible for full tuition if their child attends any portion of the week. Families may not attend additional days or swap days if they are unable to attend due to a center closure.

Reservation Credits

Any child absent from the center for a full week (Monday-Friday) can secure their child’s enrollment with payment of half their regular tuition, up to two times in a calendar year (January-December). This half-priced tuition is called a reservation credit.

Reservation credits are only available to families with a zero account balance, and are payable prior to the week of the child’s absence.

Full weekly tuition is due unless the child is absent the entire week. Reservation credit policies may then apply.

Registration Fees, Late Pick-Up Fees, and Other Charges

Families are responsible for a non-refundable registration processing fee at the time of enrollment. Subsequently, families are responsible for an annual registration fee of \$ _____. Annual registration fees are charged the last week in August of each year. Families who enroll during June, July, or August and pay a registration fee will not be assessed an annual registration fee for that year.

Children must be picked up by closing. A late fee of \$3.00 per child will be charged for each minute that a child is picked up after closing time. Payment is due at the time of pick-up. Consistent late pick up may result in dismissal from the program.

Any other charges for services (activities, program charges, etc.) must be paid as they are incurred.

STATE	FEE
Colorado	\$20
Georgia	\$30
North Carolina	\$25
Ohio	\$30
South Carolina	\$30
Tennessee	\$30
Texas	\$30

Returned Payments

A returned payment processing fee will be charged, per failed payment attempt. This fee varies by state. Please refer to the chart below. **Habitual returned payments (three or more), may result in dismissal from the program.**

Collection Agency Fees

If a family fails to pay a student account bill or any monies due and owing The Sunshine House, Inc. by the scheduled due date, and fail to make acceptable payment arrangements to bring the account current, The Sunshine House may refer the account to a collection agency. If The Sunshine House refers a student account balance to a third party for collection, whether an attorney or collection agency,

the family will be responsible for any costs (including but not limited to collection fees) associated with attempting to collect the monies due and owing. A collection fee will be assessed and will be due and owing in full at the time of the referral to the third party. The collection fee will be calculated at the maximum amount permitted by applicable law, but not to exceed 33.3% of the amount outstanding. For purposes of this provision, the third party may be a debt collection company or an attorney. If a lawsuit is filed to recover an outstanding balance, the family shall also be responsible for any costs associated with the lawsuit such as court costs or other applicable costs. Delinquent accounts may be reported to one or more of the national credit bureaus.

Refunds

Refunds can be issued to families with a credit upon withdrawal and who have followed the proper withdrawal procedures. Refund requests must be provided to the Center Director in writing and must include a current mailing address. Requests will be processed within 30 days.



WEEKLY TUITION AGREEMENT

Child's name

1. _____

2. _____

3. _____

4. _____

Weekly tuition

\$ _____

\$ _____

\$ _____

\$ _____

Tuition total: \$

Other charges

1. _____

2. _____

Other charges total: \$

Discounts

1. _____

Total weekly tuition due: \$

I am the guardian of a child/children enrolled at The Sunshine House, and am fully responsible for payment of all tuition for this child/children. I understand The Sunshine House has the right to cancel my childcare services if I do not meet the above scheduled payments.

Parent/guardian's signature

Date

Payment Authorization
I authorize The Sunshine House, Inc. to debit credit card/bank account for the balance due each payment cycle. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify The Sunshine House, Inc. in writing of any changes in my account information or termination of this authorization at least fifteen (15) days prior to the next billing date. I understand if payment dates fall on weekends or holidays, payments may be executed on the next business day. I acknowledge that the origination of credit card/bank account transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this credit card/bank account and will not dispute these scheduled transactions; so long as the transactions correspond to the terms indicated in this authorization.

Collection Agency Fees
I understand and accept if I fail to pay my student account bill or any monies due and owing The Sunshine House, Inc. by the scheduled due date, and fail to make acceptable payment arrangements to bring my account current, The Sunshine House, Inc. may refer my account to a collection agency. I further understand if The Sunshine House, Inc. refers my student account balance to a third party for collection, whether an attorney or collection agency, I will be responsible for any costs (including but not limited to collection fees) associated with attempting to collect the monies due and owing. I understand a collection fee will be assessed and will be due and owing in full at the time of the referral to the third party. The collection fee will be calculated at the maximum amount permitted by applicable law, but not to exceed 33.3% of the amount outstanding. For purposes of this provision, the third party may be a debt collection company or an attorney. If a lawsuit is filed to recover an outstanding balance, I shall also be responsible for any costs associated with the lawsuit such as court costs or other applicable costs. Finally, I understand that my delinquent account may be reported to one or more of the national credit bureaus.



FAMILY HANDBOOK ACKNOWLEDGMENT

I acknowledge receipt of The Sunshine House Early Learning Academy Family Handbook. I have reviewed these policies, and understand and agree to abide by the policies set forth in the Family Handbook. I understand I will be notified, in writing, of any changes or updates to these policies.

I acknowledge I have received, understand and will abide by the following Sunshine House policies:

- ☐ Discipline policy
- ☐ Medication policy
- ☐ Healthy nutrition policy
- ☐ Tobacco policy
- ☐ Outside food policy
- ☐ Infant safe sleep policy
- ☐ Physical activity policy
- ☐ Tuition guidelines
- ☐ Safe footwear policy
- ☐ Late fees and other charges

Name of child/children: _____

Parent/guardian's name 1 (please print)

Parent/guardian's signature

Date

Parent/guardian's name 2 (please print)

Parent/guardian's signature

Date



Our Mission:

Providing high-quality care and education - every child, every family, every day.

Our Vision:

Partnering with families to create a better world.

