



Parent Handbook

For Children's Lighthouse of APEX

Effective 01-18-2021



Children's Lighthouse Early Learning School

Welcome to the Children's Lighthouse family!

We are honored that you have chosen us to be part of your child's early learning journey. At Children's Lighthouse, our commitment goes beyond education—it's about nurturing the whole child through meaningful experiences that build confidence, friendships, and a lifelong love of learning.

Every day, our team works to ensure your child is safe, supported, and engaged in an environment built on trust, consistency, and care. Our proprietary Lighthouse Pathways® Approach to Learning consists of three distinct curriculums designed to help each child grow academically, socially, and emotionally while discovering the joy of community and discovery.

This Parent Handbook is intended to provide you with the guidelines and policies of our school. We believe in transparency and open communication, and we encourage you to reach out with questions or concerns at any time.

As part of our ongoing commitment to quality and compliance, there may be times when we need to revise our policies due to changes in licensing standards, health and safety guidelines, or operational improvements. The policies and procedures in this Handbook are effective as of the date on the cover of this Handbook. Should any updates occur, we will provide you with reasonable notice—especially if changes may affect your child's experience at school.

We are truly grateful for your partnership and trust. We look forward to building a strong relationship with you and your family, and to watching your child thrive as part of our Children's Lighthouse community.

Sincerely,
Children's Lighthouse Management Team

Individually Owned and Operated

This Children’s Lighthouse (Children’s Lighthouse of Apex) is an independently owned and operated school, and the independent owner is solely responsible for complying with all laws, policies, and regulations. Neither Children’s Lighthouse Franchise Company, nor any other Children’s Lighthouse school, other than this one, is responsible for the actions or obligations of this school.

Foreward

This Parent Handbook (“Handbook”) has been created by Reykha Care and Education LLC d/b/a Children’s Lighthouse of Apex situated on 2001 Apex Peakway, Apex NC 27502 (“we,” “us,” or “our”) and is being provided to the parents or guardians of the children in our care.

Thank you in advance for reviewing this Handbook carefully.

Local, State, and National Inspections

Each Children’s Lighthouse school is licensed by the state in which it operates. Our schools are routinely inspected by local and state licensing agencies, and may also be subject to inspections by fire, health, and other regulatory bodies. These inspections focus on areas such as staff qualifications, classroom ratios, safety standards, nutrition, facility maintenance, and health guidelines.

Families may review inspection standards and reports at any time with their School Director. Additionally, your School Director will provide you with your school’s local licensing contact information, including phone numbers and websites for more detailed information or questions.

<https://ncchildcare.ncdhhs.gov/Home/Contact>

Insurance

A copy of the school’s Certificate of Liability Insurance is available for review upon request. Please see the School Director if you would like more information.

Contact Information for this Children’s Lighthouse School

School Address:	2001 Apex Peakway, Apex NC 27502
Phone Number:	919-924-0401
Email Address:	apex@childrenslighthouse.com
School Website:	https://childrenslighthouse.com/apex
Hours of Operation:	7:00 am to 6:00 pm (Mon-Fri)

Emergency Evacuation Procedures

Our Emergency Preparedness Plan is available at the school for your review at any time. In the event of an emergency that requires the evacuation or removal of children from the property, they will be relocated to the designated evacuation site:

Evacuation Site: Thales Academy

Address: 1177 Ambergate Station, Apex, NC 27502

Nearest Cross Streets: Apex Peakway and Ambergate Station

Phone Number: 919-303-3108

In the event of an evacuation, parents and guardians will be notified immediately and instructed to pick up their child at the evacuation site listed above.

Emergency evacuation procedures are posted in each classroom.

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To support the holistic well-being of our students and their families, the school maintains a current listing of community resources. This includes contact information for local mental health services, pediatric wellness, housing assistance, and emergency family services. These materials are available at the front desk. Our admin staff is available to assist families in navigating these referrals as needed. 33	
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Introduction

Our Brand Promise

We create a safe, fun, and happy place that gives your child confidence, a sense of comfort today, and a lifelong love of learning, friendship, and community.

Our Mission Statement

Our Center's purpose and mission is to nurture development of each child's full potential - intellectually, emotionally, socially and physically, through research based curriculum fostering a love of lifelong learning & community in a nurturing atmosphere of safety and trust.

The Lighthouse Pathways® Approach to Learning

Children's Lighthouse proprietary curriculum consists of the following three distinct curriculums written just for Children's Lighthouse Early Learning Schools.

Lighthouse BRIGHT® - Infant & Toddler Programs (Infant 1, Infant 2, Infant 3, and Toddlers)

- Focus on social-emotional development through relational care
- Activities rich in language, "loose parts", process art, and fine/gross motor development
- Begins with 4 Learning Areas for infants and progresses to 6 for Toddlers
- Personal Developmental Assessments for each child with integrated skill activities

Lighthouse CARES® - Preschool Programs (Preschool 2, Preschool 3, Pre-K, APK)

- Focus on kindergarten readiness, self-regulation to develop confidence, character-based values
- Child-directed learning in 9 Learning Areas with embedded skills into Centers That Shine activities
- Small group lessons in Learning Lesson Session
- Big group instruction during The Learning Wall to prepare children to be part of a community
- Personal Performance Assessments for each child with integrated skill activities

xSTREAM Quest® - School-Age Program

- Focus on developing independence while working with others
- 6 Learning Labs (Science, Technology, Reading, Engineering, Art, Math)
- Project based with focus on creativity and higher thinking skill development

Our Programs

At Children's Lighthouse, our programs are designed to do more than educate—they help children thrive. From our infant program through our preschool/school-age program, every part of your child's experience is intentional, nurturing, and built to support long-term success.

Our teachers are passionate advocates for children. They guide learning with warmth, structure, and attentiveness—meeting each child where they are, while helping them grow socially, emotionally, and academically. We believe that a caring teacher relationship is the heart of meaningful learning.

Each program level is built around what children need most at their stage of development:

Infants and toddlers experience calm, consistent routines in a setting designed to build trust, encourage exploration, and stimulate early brain development.

Preschoolers gain independence, strengthen communication, and learn through play and discovery in a setting that nurtures self-confidence and character.

Pre-K and kindergarten-ready children engage in deeper learning, peer collaboration, and critical thinking that prepares them for school success and lifelong learning.

School-age children enjoy a safe, structured environment where they can unwind, build friendships, and continue learning through enrichment activities focused on independence, collaboration, and hands-on challenges in Science, Technology, Reading, Engineering, Art, and Math.

Our classrooms are bright, spacious, and thoughtfully arranged to foster independence and creativity. Each space is designed to promote choice, collaboration, and curiosity, empowering children to take ownership of their learning in a secure and stimulating environment.

Daily schedules, visible outside every classroom, provide consistency and structure while leaving room for imagination, hands-on discovery, and outdoor play. Materials are rotated regularly to reflect children's interests and ensure engagement. Whether it's building block towers, asking questions, or learning how to be kind and caring, your child is developing the skills that matter now and for the future.

Character Development

Lighthouse Pathways®: Character Values is an enrichment unit for all the programs at Children's Lighthouse. As children grow emotionally, character values play an important role in social development. Valuing good character and community involvement is an important part of community living and is a part of our Brand Promise. This enrichment unit is based on exposing children to character values and community service through our curriculums and adult modeling. Each month a different Character Value is an essential theme and integrated into lessons, activities, and discussions.

Accreditation

All Children's Lighthouse Schools operate under the childcare education system developed by Children's Lighthouse Franchise Company – which is accredited by Cognia. Each Children's Lighthouse School is held to high standards of operational and educational excellence. The Cognia accreditation demonstrates Children's Lighthouse Franchise Company's commitment to nurture the development of each child's full potential intellectually, emotionally, socially, and physically in an atmosphere of safety and trust. Each Children's Lighthouse School is privately owned and operated and may be individually accredited.

Operational Policies

Daily Operation

Our school is open year-round, Monday through Friday. You will receive notice of any closures due to holidays or staff professional development days. Tuition fees remain the same, regardless of School closures. A specific list of this School's operating hours and scheduled closing dates is available from the School Director.

Emergency Closure and Inclement Weather Procedures

In the event of severe weather or other unexpected emergencies—such as loss of power, water, heat, or any condition that compromises the safe operation of the school—we may need to close, dismiss early,

or delay opening. If any such situation occurs, we will communicate with families through our website, or local news stations (if available), Procure Parent Engagement App, and by phone.

It is a parent responsibility to provide us with updated information in writing to document changes to their email, phone or address and stay informed with school communications. To ensure you receive timely updates, please make sure your phone numbers and emergency contact information are always current and accurate in our records.

Please note that no adjustments or credits will be issued for school/room Closures or closings including but not limited to inclement weather or COVID or any other unavoidable/unforeseen events or circumstances.

Daily Arrival, Mealtimes and Departure

For the safety of all children, parents or authorized adults must escort children directly to their classroom and ensure the teacher is aware of the child's arrival. Children should never be dropped off at the front door or left to walk in alone.

Your child and their peers thrive on the consistency of schedule for learning, playground and mealtimes offered in our program. To ensure that your child receives the full benefit of our school program, we ask that all children are in attendance everyday no later than 9:00 a.m. This is when every class begins their academic day and attendance is confirmed for planning lunch meals and teacher ratios. If you wish to have your child join in for breakfast, which is always recommended to have morning socialization with peers, please arrive before the breakfast time per the respective class schedule.

If your child is in after 9:00 a.m., we kindly request that you inform a member of the school a day prior before 3 pm, by calling (919) 924-0401 or by emailing apex@childrenslighthouse.com so that your child can be counted into ratio and lunch & snack meal counts for the day. For any mid-day appointments, you are welcome to pick up for your child and return to school.

However, please be respectful of nap times to maintain calm environment for the children in the respective class.

Breakfast service starts at 8:45 A.M. depending on the respective class schedules. If you would like your child to be served breakfast, please arrive in time by 8:30 a.m. Although we will try our best, we may not be able to guarantee breakfast serving, if your child arrives later than 5 minutes beyond 8:30 a.m.

The cut off time arrival for the day is 9:00 am if your child comes to school after having breakfast from home. This allows for a smooth transition for our children and teachers to begin the learning wall activity and lesson plans for the day at the scheduled time each day. In case of your child's late arrival (permitted occasionally due to scheduled event/doctor appointments etc.), please communicate a day prior by 3 pm in advance, so we can schedule and maintain proper teacher: student ratio per licensing requirements at all times as well as maintain lunch counts for the day.

Lunch service starts at 11:30 a.m. per respective class schedules. If your child is arriving late (permitted occasionally due to scheduled event/ doctor appointments etc.) and eating lunch at the school, please notify the school a day prior and have them arrive by 10:30 a.m. to be included in the lunch count. This allows our Kitchen Manager to clean the kitchen for timely transitions from breakfast to lunch as well as lunch to snack preparation per sanitation requirements. If a child does not arrive by 9:00 am without prior

communication, we may change teacher schedules to fit the current student counts and, in such cases, the child may have to return home for the day.

At pick-up, children must be released directly to an authorized adult, and the teacher must be made aware that the child is leaving. This applies whether the child is in the classroom, on the playground, or in any other area of the school.

Families may be required to sign in and out at the front desk or through an electronic app. These procedures help ensure accurate attendance and child safety at all times.

Reporting Absences

If your child is going to be absent, please notify a member of the School's management team as soon as possible, preferably before the start of the school day. Timely communication helps us manage classroom ratios, plan activities accordingly, and ensure your child's attendance record remains up to date.

If your child is absent due to a contagious illness, such as the flu, strep throat, or any condition that may impact the health of others, it is important that you:

- Inform management immediately upon diagnosis or suspicion of a contagious condition.
- Follow the school's illness exclusion policy regarding return-to-care, including any physician notes or symptom-free waiting periods, as outlined in the Medical Policies section of this handbook.

Our goal is to maintain a healthy environment for all children and staff. Please partner with us by keeping your child home when they are sick and communicating promptly with our team.

Late Pick Up

Please make every effort to pick your child up on time. If something prevents you from being on time, you should 1) arrange for one of your authorized persons to pick up your child or 2) notify the school immediately if your emergency contacts are not available.

If your child is not picked up by the school's closing time, and you have not notified the school, the following steps will be taken:

1. We will attempt to contact you and/or your authorized persons.
2. If we are unable to reach you or any of your authorized persons within 30 minutes after the School's closing time, the School Director (or designated person in charge) will decide whether and when this state's child protective services (or other appropriate authority) will be contacted. This decision will be based on our state's childcare licensing regulations.
3. If authorities are contacted, they will be given the emergency contact information listed on your child's enrollment form.

Under no circumstances will the School Director or any employee of this Children's Lighthouse School take your child home or transport your child to another location. Additionally, the late pick up fee listed on your Tuition Agreement will be charged after business closure time.

Secure Entry and Access Codes

To ensure the safety of all children, staff, and families, each Children's Lighthouse school utilizes a secure entry system during operating hours. The school building stays locked with unique coded access for each

parent. Upon enrollment, each parent or guardian is assigned a unique access code for entry. For the safety of everyone in the building:

- Do not share your code with anyone, including extended family or friends.
- Individuals who are not assigned an access code must ring the doorbell and be assisted by a member of our management team.
- All visitors are required to sign in and may be asked to present identification.

Failure to follow this policy may result in a review of your child's enrollment status, up to and including disenrollment. Your cooperation in maintaining a secure environment is essential and appreciated.

Please sign-in and sign-out your child using the Procure application located at the front office. To always ensure the safety of our school children during drop off and pick up, families are encouraged to use the parent engagement app (using geo-fencing feature or barcode scan (located at the front door) on the phone for easy sign ins and outs). Please speak to our admin team regarding sign in and sign out features on the parent engagement app.

Visitors

All other visitors must be authorized in writing by the parents and show a valid ID to pick-up or drop-off your child and sign in on the visitor log located at the front office. This authorization must be completed as part of the initial registration packet. In case of a last-minute change, the authorization may be provided by the parent by email (the email account must match the one listed on the child's registration form) or through Parent Engagement App.

For the safety of all children enrolled in our school, all visitors must present a valid photo ID. Visitors will be escorted by a member of our team at all times while on campus. All visitors must wear a visitor sticker while in our building.

Unscheduled classroom visits may be limited to minimize disruptions to learning and maintain a secure, well-supervised environment. We appreciate your support in helping us protect the safety and focus of our school community.

Release of Child to Authorized Persons

Children will not be released to any person that is not specifically designated on your child's enrollment form. Each authorized person will be required to show photo identification, such as a driver's license. This information will be copied by our office personnel. Once the person's identity has been confirmed, an authorization sticker will be given to the authorized person, who must give it to the child's classroom teacher.

Release of Child to Unauthorized Persons

If there is an emergency which requires an unauthorized person to pick up your child, you must provide the School Director with your permission for the pick-up, in writing (the email account must match the one listed on the child's registration form) or through Parent Engagement App), before the unauthorized person arrives.

Custodial Information

Any individual listed as a parent or legal guardian on a child's enrollment form will be permitted to pick up the child. If a court order exists that limits or restricts a parent's access to the child, a court-stamped copy of the order must be provided to the School Director.

Children's Lighthouse schools will not serve as a visitation site and are not responsible for monitoring or enforcing visitation schedules between parents or guardians.

Breastfeeding

Children's Lighthouse supports and welcomes breastfeeding families. In accordance with best practices and applicable licensing regulations, we provide a comfortable, private space for mothers who wish to breastfeed or express breast milk during the day. If you would like to use this space, please speak with the School Director for access and accommodations.

Technology Use Guidelines

Children's Lighthouse recognizes the value of technology as a tool to enhance early learning when used intentionally and in alignment with best practices. As a result, implementation of technology in classrooms is up to each individual location.

When technology is used, we emphasize the use of interactive technology to actively engage children in learning. Screen time, of any kind, is strictly prohibited for children under two years of age. Interactive technology devices that may be used in the classroom include, but are not limited to:

- Computers, tablets, laptops
- Interactive learning tables and Smart Boards
- Digital cameras, interactive books, and educational games

Technology, however, is not limited to screens. It also includes tools that support exploration, problem-solving, and early STEM concepts, such as:

- Flashlights, light tables, coding toys, calculators, electronic scales, microscopes, and typewriters

All technology used will align with the school's curriculum goals, support meaningful hands-on learning, and remain developmentally appropriate for each age group.

Appropriate Dress for School

To ensure your child is safe, comfortable, and able to fully engage in classroom and outdoor activities, we ask that children be dressed each day in comfortable, washable play clothes. Our program encourages active learning, exploration, and hands-on discovery, which can sometimes get messy—so clothing that allows for movement and can withstand art, outdoor play, and occasional spills is highly recommended.

Children should not wear clothing that is:

- Overly revealing
- Inappropriate for the weather
- A potential choking hazard (e.g., items with long strings or loose embellishments)

Weather-Appropriate Attire:

- During cooler weather, please send your child with a jacket or coat, as well as mittens/gloves and a hat, when appropriate.
- During warmer months, lightweight, breathable clothing is best. We also recommend applying sunscreen prior to arrival or submitting a signed permission form for staff to apply it as needed.

Footwear:

- For safety on the playground and in the classroom, tennis shoes or other closed-toe shoes must be worn at all times.
- Flip-flops, sandals, and open-toed shoes are not permitted.

Personal Belongings:

To maintain a safe, focused environment:

- Toy guns, weapons of any kind, or small and delicate items (e.g., jewelry, coins, breakables) are not permitted, as they may pose safety risks.
- All items brought from home must fit inside your child’s cubby or backpack.
- Personal electronic devices are not allowed in Infant, Toddler, Preschool, or APK classrooms. If the school offers school age program, School-Age children may bring personal devices but must adhere to our School-Age Code of Conduct, and device use is limited to designated times only.

Ratios and Group Sizes

Appropriate child-to-teacher ratios and group sizes are maintained in accordance with state childcare licensing requirements. These ratios vary based on the age of the children in each classroom and are posted inside each classroom.

At times—such as early morning drop-off, late afternoon pickup, or during low attendance periods, classrooms may be combined. When this occurs, we continue to follow all state regulations regarding ratios, group sizes, and supervision. Every decision is made with your child’s safety and well-being as our highest priority.

Photo Use and Internet Video Monitoring

Our staff often take photos of the children in our care while in the classrooms and/or on the playground. Our photo release policy signed during the enrollment process provides authorization for use of photos and videos on our school T.V. monitors, parent engagement app, Facebook and/or website pages. Photos of children taken during school activities including field trips, school events, volunteer activities etc. are for the benefit of our parents and staff. While most of these photos are used solely for classroom projects, some may be used on our website, the Childrens Lighthouse Franchise Company website, in marketing materials such as brochures or flyers, in school publications such as the parent handbook, and/or for staff development/training purposes. If you prefer that your child not be included in any or all of these latter categories, please check the appropriate box on your Enrollment Form.

The center may offer internet video monitoring for parents. The monitoring system will be provided through the PB&J TV/Watch Me Grow company. You will have access to ten (10) sessions of ten (10) minutes per day. You can log in at your own discretion. Each log-in from 1- 10 minutes counts as a session and it is recommended to maximize your viewing time per session. For optimal viewing, please log out at the end of each session by closing out the PB&J web browser or app. This Video Monitoring system made

available to parents is for real-time viewing ONLY, and not available for recorded viewing. Further, families having access to camera may not screenshot at any point in time for privacy reasons. We strictly adhere to this policy. Further, there is no live streaming available to families for outdoor areas and is strictly for surveillance purposes during non-business hours. These “real-time” videos not only offer parents the comfort of knowing their child is in good hands but also provide a unique glimpse into their child’s daily work and play. Naturally, the security of the children and the school are a primary concern; therefore, any use of these videos—including reproduction, printing, or image duplication—is prohibited without prior written consent by the School Director.

Parents and/or visitors in our schools may not photograph or video children other than their own. We reserve the right to disenroll the child of any parent who violates this photo use and internet video monitoring policy. Any abusive behaviors of the camera access may lead to written warnings and removal of the viewing service.

Physical Activity and Outdoor Play

Daily physical activity is essential for children’s development. Children’s Lighthouse provides opportunities for movement throughout the day—both indoors and outdoors—through structured and unstructured play that supports gross motor development, coordination, and social skills.

Outdoor play is scheduled each morning and afternoon, weather permitting. Playgrounds are separated by age group and inspected regularly to ensure a safe environment for all children.

We follow the Child Care Weather Watch guidelines to determine safe conditions for outdoor activity, including ozone levels, air quality, wind chill, and heat index. When conditions are unsafe, outdoor play may be limited or moved indoors.

Children who are well enough to attend school must be well enough to participate in all scheduled activities, including outdoor play. Please be sure your child is dressed appropriately for the weather each day.

Disenrollment Due to Parent, Guardian, or Guest Behavior

At Children’s Lighthouse, we strive to maintain a safe, respectful, and supportive environment for all children, families, and staff. In certain circumstances, it may become necessary to discontinue a child’s enrollment due to the behavior of a parent, guardian, or their guest.

Behaviors that may result in disenrollment include, but are not limited to:

- Abuse or aggressive behavior toward children, staff, or other families
- Repeated violations of school policies and procedures
- Disruptive, threatening, or unsafe conduct while on school property
- Use of inappropriate, profane, or offensive language on school grounds, including playgrounds and parking areas
- Smoking or vaping on school property. Including playgrounds and parking areas
- Use of corporal punishment, verbal abuse, or intimidation
- Threats or threatening behavior toward staff, children, or other parents

- Possession of firearms or other weapons on school property (except by uniformed law enforcement)
- Repeated late pick-ups beyond the school's closing time
- Chronic non-payment or refusal to pay tuition or fees

We take these matters seriously to protect the well-being of all members of our school community. Disenrollment decisions are made at the discretion of the School Director in consultation with the owner and may occur without prior warning in cases of serious or repeated infractions.

Enrollment Guidelines

Non-Discrimination Enrollment Policy

Children's Lighthouse Schools are committed to providing educational childcare services to all interested families. We do not discriminate on the basis of race, color, religion, gender, sexual orientation, age, national origin, disability, or any other characteristic protected by law.

Children are admitted to our program as space allows, based on the order in which enrollment applications are received and the applicable registration fee is paid.

Confidentiality and Children's Records

All information contained in your child's records is confidential and securely maintained. Parents or legal guardians may access their child's records at reasonable times upon request.

To ensure accuracy, please notify your School Director promptly of any changes, such as address, phone number, employment, or updates to authorized pick-up persons.

Your child's records are retained for the minimum period required by state licensing regulations. If you need a copy of your child's file, please make your request through the School Director.

Wait-listed families, who do not respond to our second attempt to email and call you by phone per the contact info provided to us for enrollment related discussion, will be removed from the wait list with email notification to provide the spot to the next waitlisted family. Further, if you have registered and are scheduled to start on a specific date but withdraw for any reason, the spot will be given to the next waitlist family and the spot will be provided upon next availability. Please note that the registration fees in such cases will be non refundable.

Children with Special Care Needs

Children's Lighthouse is committed to providing an inclusive environment and will make reasonable accommodations for children with special care needs, as outlined in their Individualized Education Program (IEP), Individualized Family Service Plan (IFSP), or other relevant documentation.

Accommodations will be determined in collaboration with the family and based on information provided during the enrollment process. Please note that reasonable accommodations do not include changes to state-mandated teacher-to-child ratios or modifications that would fundamentally alter the nature of our program.

Required Enrollment Information

All required enrollment documents must be fully completed, signed, and submitted prior to your child's first day of attendance. This includes both Children's Lighthouse forms and any additional forms required by state licensing.

Your child's enrollment packet will include school-specific and state-required forms such as:

- Enrollment Form and Authorized Release Information
- Tuition Agreement

- Health and immunization records and medical forms
- Medication or allergy action plans (if applicable)
- Court custody documentation (if applicable)
- Permissions for photo/video use, sunscreen, medication, and transportation (if applicable)
- Infant feeding instructions (if applicable)
- Parent Handbook Acknowledgement
- Tobacco policy
- Food restriction if any
- Sick policy acknowledgement
- All about my Child
- Online viewing agreement
- Any additional forms required by the school or licensing authority

It is the responsibility of the enrolling family to ensure all information remains current. Please notify the School Director of any updates throughout the year.

What to Bring on Your Child’s First Day

Our goal is to ensure your family has a smooth and welcoming enrollment and orientation experience. We want both you and your child to feel confident and comfortable on your first day at Children’s Lighthouse.

We understand that—even with excitement and preparation—the first day can feel a little overwhelming, and that’s completely normal. Please know that no question is too small, and we are here to support you every step of the way.

Your child’s teacher will communicate when personal items need to be replenished. To help you prepare, here is a list of suggested items to bring, based on your child’s age group:

Infant

- Diapers and wipes
- Premade bottles labeled with your child’s first name and last initial
- Diaper cream/ointment
- Sleep sack
- Baby food (if applicable)
- At least 3 extra changes of clothes
- Pacifier with & without clip

Toddler

- Diapers and wipes
- Diaper cream/ointment
- Sunscreen
- Lightweight blanket

- At least 2 extra changes of clothes, including a pair of shoes

Preschool (Twos and Older)

- Lightweight blanket
- At least 2 changes of clothes, including closed-toe shoes
- Training diapers (such as Pull-Ups®) if potty training
- Diapers if not yet potty trained
- Sunscreen

School-Age

- Sunscreen
- Refillable water bottle

Tuition and Enrollment Agreement

All families are required to complete and sign a Tuition and Enrollment Agreement upon enrollment and deemed to be signed annually upon signing the enrollment annual updates. This agreement outlines all program-related tuition rates, fees, payment schedules, and discount eligibility applicable to your child's enrollment. Any changes to tuition and/or fees will be communicated with a 2 week written notice via website/email/parent app and such changes will be binding on the family.

It serves as the official record of financial responsibility between the family and the school.

Please refer to your Tuition and Enrollment Agreement for specific terms related to your child's care. If you have any questions or need a copy of your agreement, please contact the School Director.

Payments and refunds

For the safety of our employees and the children in our care, this school does not accept cash and no cash is kept on site. You must pay via ACH, Check, or credit card with processing fees or debit card. All tuition and fees must be paid through electronic payment methods. Each family will be set up on a recurring payment schedule through Tuition Express. A secure link will be provided by the school to collect and store your payment information safely. This is the most preferred and recommended way of providing payment information. However, the family may fill in a manual form included in the enrollment packet.

Our registration fees are non-refundable and due along with the first weekly payment of the calendar year. During a new registration, an interest-free deposit amount equivalent to 2 weeks' tuition is due along with child's enrollment paperwork.

There will be an additional supply/curriculum fee per child. The fees will cover any external vendors and supplies for the summer activities. Cost of summer activities will be communicated by Mid-April for the upcoming summer months of June, July, and August of the year.

Any refunds may take up to 30 days to process.

Referral Program, Promotions and Discounts

The terms and conditions of the parent referral program may change from time to time. Please contact the School Director for current program details. We post promotions on our website and/ or parent newsletters. A family is eligible for only one promotion or discount at a time.

Withdrawing your Child

If you choose to withdraw your child from our school, a minimum of 4 week notice is required. This allows us to appropriately plan for staffing and classroom transitions.

Withdrawals require 4-week advance notice. If you withdraw your child from our school then decide to return, a new enrollment form and registration fee must be submitted, and an opening must be available. If you must withdraw from the center or dial down from one program to another program for any reason, you will be required to fill out the CLLC Notification of Withdrawal form 4 weeks in advance. The form is available from the Director. In the event, that you do not give proper notification, you will be responsible and will be charged a fee equal to 4 weeks tuition rate which includes the deposit. To re- register your child(ren), a new enrollment form must be submitted with the registration fee, if an opening is available.

If a written notice of 4 weeks is provided for withdrawal and tuition is paid by you throughout the notice period, the deposit will be refunded upon disenrollment or the deposit can be applied to last 2 weeks of the 4 week notice period.

Please contact the School Director to complete the official **Notification of Withdrawal Form**.

Positive Behavior Support & Guidance

Promoting Positive Behavior and Social-Emotional Growth

At Children’s Lighthouse, we believe that strong classroom management and meaningful relationships are key to creating a positive learning environment. Our approach to behavior guidance is grounded in our proprietary Lighthouse Pathways® Approach to Learning, which includes Lighthouse Pathways®: Classroom Management. This framework supports the development of healthy social-emotional skills, helping children learn how to express their emotions, build self-control, and develop lifelong character values through positive guidance.

Our educators use positive discipline strategies designed to encourage self-regulation, responsibility, and respectful interactions. We do not use punishment-based techniques. Instead, our goal is to guide children in making thoughtful choices, learning from their experiences, and building the foundation for self-discipline. Teachers are trained to model empathy, offer appropriate choices, and redirect behavior in a way that honors the child’s developmental stage and emotional needs.

Classroom management at Children’s Lighthouse is not a one-size-fits-all approach. It is a multi-step, responsive cycle that begins with helping a child self-regulate their emotions, followed by intentional connection, and finally, redirection to appropriate behaviors. Teachers are trained to co-regulate with children, helping them calm down and feel understood before responding or setting boundaries. These daily interactions not only support brain development but also strengthen the teacher-child bond and encourage positive behavior patterns.

Our schools also incorporate 15 Responsive Practices, all research-based and proven to positively impact behavior and social-emotional growth. These strategies are reinforced through training provided to all classroom staff. By using consistent, respectful, and developmentally appropriate practices, we are able to support each child in becoming a confident, kind, and self-aware individual.

Prohibited Strategies

Children’s Lighthouse maintains a zero-tolerance policy regarding any forms of discipline or guidance which involve harsh, cruel, or unusual treatment of any child. The following types of discipline methods are strictly prohibited at all Children’s Lighthouse Schools:

- Corporal (physical) punishment, including grabbing, squeezing, pinching, shaking, or biting a child;
- Threats of corporal punishment;
- Any punishment associated with food, naps, blankets/toys, or toileting;
- Picking up, lifting, and/or dragging a child by hands or arms;
- Hitting or tapping a child with a hand or instrument;
- Putting anything in or on a child’s mouth;
- Humiliating, ridiculing, rejecting, or yelling at a child;
- Subjecting a child to harsh, abusive, or profane language;
- Placing a child in a locked or dark room, bathroom, or closet, with or without the door closed;
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child’s age; and
- Inappropriate restraint of a child.

Our staff members are specifically trained in the use of positive guidance methods and may only use discipline strategies which encourage the development of self-esteem, self-control, and self-direction.

Behavior Intervention and Suspension of Services

Children's Lighthouse is committed to providing a safe, nurturing, and inclusive environment for all children. While we recognize that all children experience challenges as they develop social-emotional and behavioral skills, we also have a responsibility to protect the safety and well-being of every child and teacher in our school community.

If a child's behavior presents an ongoing concern or safety risk, the following steps may be taken:

- Parents/guardians will be notified of incidents and kept informed through ongoing communication and written documentation.
- You may be asked to participate in a parent/guardian, director, and teacher conversation.
- If concerning behavior continues, the parent/guardian may be asked to pick up the child early and keep them home the following day to focus on the behavior.
- If the behavior is not corrected after intervention efforts, a written notice of termination of services may be issued.
- In cases where a child poses an immediate health or safety risk to themselves, others, or school property, services may be terminated without prior notice.

Collaboration and open communication between families and school staff are essential. We value partnership and appreciate your cooperation in working together to support your child's development. By signing the parent acknowledgment form, families confirm that communication has been provided and that opportunities for input have been given throughout the behavior intervention process.

Children's Lighthouse reserves the right to discontinue services if we are unable to meet the child's social, emotional, or safety needs due to ongoing aggressive or unsafe behavior.

Biting

Biting is unfortunately not unexpected behavior for toddlers. Some children and many toddlers communicate through this behavior. Biting is a common and developmentally normal behavior among young children, especially in infant and toddler age groups. It may occur for a variety of reasons, such as teething, frustration, lack of language skills, or a desire for attention or sensory input.

As a childcare center, we understand that biting, unfortunately, is a part of a childcare setting. While we take every precaution to minimize and respond appropriately to biting incidents, it is important to recognize that this behavior is often a temporary phase as children learn to communicate and manage their emotions.

However, we understand that biting can be harmful to other children and to staff. This biting policy has been developed with both ideas in mind. If you have concerns about a biting incident, please speak directly with the School Director. Due to strict confidentiality policies, we do not share the names of the children or families involved in any incident. This helps protect the privacy of all children as they work through their developmental stages.

Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten. If a biting incident occurs, the parent of the child biting and the parent of the child who was bitten will be contacted. Names of the children are not shared with either parent.

When Biting Does Occur: The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behavior.

For the child that was bitten:

1. First aid is given to the affected area of the bite.
2. Parents are notified either by Procure or phone call
3. Incident report filled out and on Procure to be signed by the parent

For the child that bit:

1. The teacher will talk with the child and explain that we don't bite and how it hurts our friends.
2. The teacher will make observations to try to discover the reason the child bit (frustrated, lack of communication, teething)
3. The child will be redirected
4. The parents are notified by teacher or Admin Staff by Procure or Phone
5. Incident report filled out and on Procure to be signed by the parent

When biting becomes excessive:

1. If a child inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a conference will be held with the parents to discuss the child's behavior and how we can work together as a team to prevent future behavior such as strategies, talk with pediatrician, triggers.
2. If the child **AGAIN** inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the child will be suspended for 1 business days.
3. If a child once **AGAIN** inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the parents will be asked to make other day care arrangements.

If a child, who has been through steps 1 and/or 2 and goes 3 weeks (15 business days) without biting, we will go back to step one if the child bites again. If a child bites twice in a 4-hour period, the child will be required to be picked up from day care for the remainder of the day. This will not count towards the 1-day suspension.

The center will take all the measure to come to a resolution but also has discretion to terminate services if the biting becomes excessive to a point that the safety of other children and staff is affected.

Child Abuse Awareness and Reporting

At Children’s Lighthouse, the safety and well-being of every child is our top priority. We are committed to preventing child abuse and neglect through proactive education, vigilant observation, and timely reporting.

Staff Education and Training

All staff members receive training on the prevention, recognition, and reporting of child abuse and neglect. This training is required immediately or within 90 days of employment and is refreshed annually thereafter. It includes practical scenarios, opportunities for feedback, and assessments to ensure understanding and preparedness.

We also work to raise awareness among families by sharing educational materials and resources about recognizing the signs of abuse and promoting safe environments for children—at home and at school. This information may be communicated through postings on our School Information board.

Mandated Reporting Requirements

All Children’s Lighthouse employees are mandated reporters under state law. This means they are legally required to report any suspected abuse or neglect to child protective services or the appropriate authorities. A report is not an accusation—it is a request for investigation and support for the child and family involved. Failure to report can result in legal consequences.

We comply with all state and federal child protection laws and are committed to maintaining a safe, supportive environment for every child.

Child Advocacy and Support Resources

The **National Child Abuse Hotline** is available 24/7 at **1-800-4-A-CHILD (1-800-422-4453)** for anyone seeking support, resources, or to report suspected abuse. Local or state hotline numbers and child advocacy resources may also be listed on your Tuition Agreement or Enrollment Form. Please contact your School Director if you need help accessing these resources or wish to learn more about local support services.

Health and Safety Policies

At Children's Lighthouse, we are committed to providing a safe, healthy, and secure environment for all children, families, and staff. To uphold this commitment, everyone on school property is expected to follow established safety procedures and best practices at all times. These policies help ensure the physical well-being of our school community and support our goal of maintaining a high-quality early learning environment.

Communicable Diseases

We value your child's health and recognize the importance of preventing infectious diseases, particularly in a childcare setting. Our childcare program is committed to providing a safe, healthy, and stable environment for all enrolled children, families, and staff. We follow all immunization and communicable disease requirements established by the State of North Carolina and local public health authorities. If any child in our care is diagnosed with a reportable disease, as specified by our state's licensing agency or other government agency, parents/guardians of the other children will be notified. If you would like additional information about reportable diseases, please contact the School Director.

Children's Lighthouse of Apex is required to follow the recommendations of the local public health department if someone at the center is tested positive for COVID-19 or has been exposed to COVID-19. Please note that the local public health departments make the final decisions about isolation requirements for individuals who test positive for COVID-19; whether individuals who have been exposed need to quarantine and how long quarantine should last. The center will follow the recommendations of the public health department on a case basis and will keep all concerned families informed of the latest updates through email/parent engagement app or via telephone.

Our families play a vital role in the upkeep of health and sanitation of the center. All parents are requested to wash their child's hands upon arrival in the classroom to allow the highest level of sanitation and safety of all children, especially those with allergies.

We cannot allow children with contagious diseases in the Center. A child with symptoms such as fever, nausea, sore throat, excessive coughing, non-clear running nose, diarrhea, rashes, vomiting, excessive and abnormal lethargy, or a combination of the above must go home. Our policy requires that if your child is ill, including, but not limited to a severe cough, undetermined rash or spots, boil, congestion, nonclear runny nose, pink-eye, head lice, temperature over 100.4 degrees, severe headaches, nausea, diarrhea, or severe sore throat, he/she cannot be accepted into the center until well or has been without fever or other symptoms for 24 hours without medication and/or with a doctor's note. A child who, due to a temporary health condition, cannot play outside should remain at home. For safety reasons, we may not adequately staffed at all times to watch a single child inside while the rest of the class plays outside.

We request notification of your child's absence when diagnosed with a communicable disease. To prevent any type of contagion including but not limited to COVID-19, we may require a doctor's note for your child's return to school. We are required to post these notices per N.C. licensing to educate, contain and prevent the spread of any infectious disease. Notices will be posted throughout the school to advise individuals of symptoms and incubation periods. Staff is trained on recognizing communicable diseases. We will follow licensing requirements for sending children/staff home due to illness. The final decision on

whether to exclude an individual from the program due to illness and/or present COVID tests will be made by the child care center.

In case of a rash, there should be no open scabs when the child returns to school. In case of head lice, the child will be screened upon their return to school. Please ensure your child's return a minimum of 24 hours after treatment with lice removal product and screening using a lice comb for dead lice, nits & eggs.

Health Check

When appropriate, staff may conduct periodic health checks prior to a child being admitted into the building, classroom, or at various points throughout the day. A health check is a visual and non-invasive assessment used to identify any signs or symptoms of illness, injury, or other health-related concerns.

These checks help us ensure a safe and healthy environment for all children and staff. For examples of symptoms that may result in exclusion from care, please refer to the "Illness: Signs, Symptoms, and Exclusion/Readmission Criteria" section below.

Health and safety of all children and staff is our top priority and hence we strictly enforce our illness policy. We kindly request your full cooperation by not bringing in sick child(ren) and picking up a sick child within one hour when you are called to do so. The center cannot care for sick children except for brief periods when the child becomes ill at the center. If a child becomes sick at the center parents will be contacted by a phone call and expected to come for the child as soon as possible. The child will be made as comfortable as possible until a parent arrives.

Illness: Signs, Symptoms, and Exclusion/Readmission Criteria

Please do not bring your child to School if he or she exhibits any of the following conditions and/or symptoms:

- Any reportable condition that a government agency or your child's physician has determined to be contagious. In this instance, your child may return upon receipt of a physician's release note;
- Any fever higher than the temperature allowed by our state's licensing agency;
- Colored discharge from the nose;
- Constant, deep, or hacking cough;
- Sore throat with swollen tonsils or glands, white spots in throat, or throat that hurts when swallowing;
- Undetermined rash;
- Stomachache accompanied by vomiting, abdominal cramping, and/or diarrhea;
- Signs of conjunctivitis, such as redness or discharge from one or both eyes;
- Complaints of ear pain, followed by fever; and/or
- Head lice and/or eggs.

If any of these signs or symptoms appear while your child is at school, he or she will be kept separate from the group; and you will be contacted to arrange immediate pickup. In many cases, children will not be allowed to return until 24 hours have passed without symptoms and no medication.

To attend school, your child needs to be well enough to participate in group care, which means he/she must be able to follow his/her class's daily schedule and activities without the need for one-on-one attention from the teachers.

Immunizations

For the health and safety of all children in our care, up-to-date immunization records are required for enrollment and continued attendance at Children's Lighthouse. A current copy of your child's immunization record must be submitted prior to the first day of attendance and updated as needed in accordance with your child's well-check schedule and state requirements.

In some cases, exemptions from immunizations may be allowed by state law. If you are seeking an exemption, you must submit the appropriate exemption affidavit or documentation, as required by your state. Please note that exemptions are only accepted if permitted under applicable state regulations, and the school must keep these forms on file. A medical exemption must be completed by a licensed healthcare provider, Specify the medical reason immunizations cannot be administered and include whether the exemption is temporary or permanent. The childcare center may request updated documentation as required by law. Families requesting a religious exemption must submit documentation consistent with North Carolina requirements before the child's first day of attendance.

Because childcare environments involve close daily interaction among children, families should understand that communicable illnesses may spread rapidly in group settings. To reduce health risks and minimize operational disruptions, the program maintains strict illness prevention and exclusion procedures for all children, regardless of immunization status.

Children who are not immunized due to approved medical or religious exemptions may be excluded from attendance during:

- outbreaks of vaccine-preventable disease,
- suspected exposure events,
- or periods identified by public health authorities as increased risk.

Exclusion periods will follow recommendations or directives from state or local health officials and may continue until the child is determined eligible to safely return.

The program cannot guarantee uninterrupted attendance for exempt children during outbreak situations. Tuition and fees remain subject to the program's standard tuition agreement and are not contingent upon attendance availability related to illness, exposure response, or public health exclusion requirements.

The program reserves the right to implement additional reasonable health and safety measures during periods of elevated communicable disease activity, consistent with licensing regulations and public health guidance.

All policies are administered uniformly and in accordance with applicable federal and North Carolina laws regarding nondiscrimination and lawful exemptions.

In addition to immunization requirements, some states also mandate:

- Vision and hearing screenings at age four

- Tuberculosis (TB) testing
- Other health screenings as determined by public health authorities

Your School Director will provide you with the most current information based on your school's location and will guide you through the documentation process. Please understand that incomplete or missing immunization records (or approved exemption forms) may result in delayed or denied attendance.

Influenza Information

Influenza, commonly known as "the flu," is a contagious respiratory illness caused by influenza viruses. It affects the nose, throat, and lungs and can lead to mild to severe illness. According to the Centers for Disease Control and Prevention (CDC), flu-related complications are most serious in children under 2 years old, though children under 5 years of age are also more likely to require medical care.

Flu season typically begins in October and can last through May. To support your child's health and reduce the spread of illness in our school, we encourage all families to follow current CDC guidance regarding flu prevention, including annual vaccination and staying home when sick.

For additional information, please review the CDC's resource "The Flu: A Guide for Parents" (available upon request) or consult your School Director for your state's specific influenza guidelines.

Handwashing and Hygiene Education

At Children's Lighthouse, we emphasize proper handwashing and hygiene as a key part of our daily routine. According to the CDC, handwashing is one of the most effective ways to prevent the spread of germs, including those that cause diarrhea, respiratory infections, and the flu.

We teach children the five simple steps of handwashing:

Wet – Lather – Scrub – Rinse – Dry

In addition to handwashing before meals and after toileting, we also teach children to cover coughs and sneezes and practice other age-appropriate hygiene habits. Hygiene education begins as early as age two and is reinforced through modeling and consistent routines.

Child Incidents and Accidents

Children's Lighthouse places a high priority on safety and supervision. Despite all precautions, minor accidents or incidents (e.g., scrapes, bumps, bites, or behavioral events) may occasionally occur.

If your child is involved in an accident or incident at school:

- If the situation requires, a phone call may be made to inform you before pick-up.
- A written report will be completed by the teacher and reviewed by school leadership.
- You will receive a copy of the report at pick-up or via Procure Engage.
- For incidents involving another child, identifying information about other children will not be shared.

All incident and accident reports are kept on file at the school.

Emergency Preparedness

It is incumbent upon parents to keep the center informed of how they can be always reached in the event of an emergency. This includes all work, home, and cell phone numbers for parents and any other emergency contacts. Should your child become ill during the time that he/she is in the care of the center, or suffers a serious accident, the center will contact a parent or guardian immediately and shall be authorized to secure such medical attention, transportation, and care for the child as may be necessary (The parent shall assume responsibility for the cost of any such care). We will make all attempts to contact you and other emergency contact numbers first, so it is important that you keep the center informed in writing as to changes in your telephone numbers (cell, pagers, work, home), as well as those of emergency contacts. Because we strive to maintain a safe environment for your child, we make every attempt to be prepared to handle emergency situations. Staff will be trained annually on emergency preparedness including CPR/first aid, fire, weather, and lockdown drills. Children will also participate in monthly drills. In the event of an emergency, we will follow parental instructions on the emergency medical forms unless emergency personnel override that decision. For all injuries, first aid will always be performed, an incident/accident report completed, and parents notified via parent engagement app and/or paper form at pick-up or sooner if warranted.

In the event of a medical emergency, Children's Lighthouse will take immediate steps to ensure your child receives appropriate care:

- Staff will respond immediately.
- If necessary, 911 will be called, and emergency personnel will be granted access to care for your child.
- You will be contacted as soon as possible using the emergency contact information you provided.
- If emergency transportation is required, your child will be taken to the nearest medical facility, and a staff member may accompany your child until a parent or guardian arrives.

Please ensure that all emergency contact and medical information is current and accurate at all times. This helps us act quickly and effectively in case of emergency.

Medication Policy

We recommend that medication be given at home before or after school hours.

Parents will complete the medication authorization form and update on an annual basis OR as required. This form is titled 'Permission to administer medication for chronic medical conditions and allergic reactions' to ensure any specific medication plan for your child is implemented as required. Prescription medication will be administered once during your child's attendance if prescribed at/ over 3 times a day and sent home daily. Over the- counter medication will not be administered unless it corresponds with an authorized doctor's note.

If medication must be administered during the school day, the following guidelines apply:

- All medications (prescription and non-prescription) must be signed in daily at the front desk and handed directly to a member of school management.
- Prescription medications must be in their original container with a pharmacy label that includes the child's full name and dosage instructions.

- Non-prescription (OTC) medications must be in the original container, labeled with the child’s full name and date, and administered only as directed on the label. OTC medications may not be given for more than 2 weeks without a physician’s written approval.
- For ongoing medications, an Ongoing Medication Form must be completed.
- Emergency medications (e.g., EpiPens, inhalers) will be stored securely and sent home only when no longer needed. All other medications must be taken home on the child’s last day of the week.
- In the event of an adverse reaction, parents will be notified immediately for prompt pick-up.
- All medication-related forms and detailed policies are available at your school upon request.

Provisional Medical Care

Employees at Children’s Lighthouse are required to meet state and local health department vaccination requirements, and documentation is maintained in each employee’s file.

All employees receive CPR and first aid training as required by state licensing regulations. However, our staff are not licensed medical professionals and are not permitted to provide invasive medical treatments, determine medication dosages, or administer injections—except for prescribed emergency medications, such as an EpiPen, in the event of a severe allergic reaction.

If you have specific questions regarding medical care or staff training, please speak with the School Director.

Topical Medications

If required by local state licensing or health regulations, physician approval may be necessary for the use of certain topical products such as sunscreen, insect repellent, or diaper ointments. You will be provided with the appropriate permission forms at the time of enrollment.

Sunscreen must be turned in to administration at the front desk with the form titled ‘Permission to Administer Topical Ointment/ Lotion/ Powder before it is brought into class. This allows us to track the expiry per state requirements or sooner based on the manufacturer. Please mark the child’s name on the container with a permanent marker. Families are encouraged to send children with sunscreen applied in the morning. Sunscreen will be applied before outdoor play in the afternoon and recommended for application as needed before morning drop off.

For sunscreen and insect repellent, permission forms must be signed and each child must have their own labeled product, as products may not be shared among children.

Diaper Creams: Diaper rash cream must be turned in administration at the front desk with the form titled ‘Permission to Administer Topical Ointment/ Lotion/ Powder form before it is brought into class. This allows us to track the expiry per state requirements or sooner based on the manufacturer. Please mark the child’s first & last name on the container with a permanent marker.

All topical products will be stored securely and out of child’s reach. Staff will assist with application as needed and in accordance with manufacturer instructions and licensing guidelines.

Please note: Teething gels or any oral topical anesthetics are not permitted for use at school.

Animals at School

Caring for animals can help children develop empathy, responsibility, and curiosity. With proper precautions, some classrooms may include small class pets, such as fish, hermit crabs, or hamsters. When required, documentation from a licensed veterinarian will be available for review.

Animals must be approved by the School Director and meet all applicable licensing requirements. This includes ensuring the animal is healthy, properly contained, and poses no safety risk to children. Children will be supervised during any animal interactions, and handwashing will be enforced afterward.

With prior approval and notice, pets may visit the classroom as part of educational activities (e.g., on site activities or field trips). **Unauthorized animals, including family pets, are not permitted inside the school building.**

Please note that certain animals, such as reptiles or exotic species, may be restricted based on local licensing regulations.

Pest Control

Children's Lighthouse partners with a licensed pest control company to maintain a safe and clean learning environment. All treatments are conducted outside of school hours when children are not present, and areas are cleared and ventilated as needed before students return.

Pest control products are never stored on-site, and all services are performed by trained professionals in compliance with state and local regulations.

For questions about the pest control schedule or procedures, please contact the School Director.

Consumer Product Recalls

Parents can access up-to-date recall information by visiting the U.S. Consumer Product Safety Commission (CPSC) website at www.cpsc.gov. Recall notices typically include images, descriptions, instructions, and contact information for affected products.

Families are encouraged to sign up for email alerts at www.cpsc.gov/cpsclist.aspx and to routinely check for recalled items in the home to help ensure their child's safety.

Emergency Preparedness Plans

The safety and well-being of the children in our care is our highest priority. Our School maintains a comprehensive Emergency Preparedness Plan that complies with all local, state, and licensing requirements. This plan outlines procedures for a variety of situations, including fire, severe weather, intruders, medical emergencies, utility outages, evacuations, and lockdowns.

Regularly scheduled emergency drills are conducted throughout the year, including:

- Monthly fire drills
- Severe weather drills
- Lockdown and evacuation drills

These drills help ensure that staff and children are well-practiced in emergency procedures, and staff receive training on emergency protocols as part of their ongoing professional development.

Copies of our Emergency Preparedness Plan and drill documentation are available for review in the front office. Additionally, each classroom is equipped with emergency procedures, evacuation maps, and emergency supplies.

If you have specific questions about our emergency protocols or how we communicate with families during a real emergency, please contact the School Director. We welcome your partnership in keeping all children safe.

Employee Restrictions

Children's Lighthouse employees are hired based on their qualifications and performance within a controlled, professionally supervised environment. While we strongly discourage families from engaging staff for any "after-hours" childcare services, we cannot prohibit such arrangements.

Please note: If you choose to hire a Children's Lighthouse employee outside of their scheduled work hours and school responsibilities, Children's Lighthouse assumes no responsibility or liability for any incidents that may occur. Additionally, we do not make any representations or guarantees regarding the employee's fitness or qualifications outside of their duties within our school environment.

Gang-Free Zone

In accordance with laws applicable in many states, schools, child care centers, playgrounds, and similar facilities may be designated as gang-free zones. In these areas, gang-related criminal activity may be subject to enhanced penalties under state or local law.

These laws are designed to help protect children and maintain a safe learning environment. For more information about your state's specific regulations, please speak with the School Director.

Community Resource and Referrals

To support the holistic well-being of our students and their families, the school maintains a current listing of community resources. This includes contact information for local mental health services, pediatric wellness, housing assistance, and emergency family services. These materials are available at the front desk. Our admin staff is available to assist families in navigating these referrals as needed.

Conflict Resolution and Mediation

We value a culture of respect and fairness. In the event of a disagreement or concern regarding school policies or child care, parents are encouraged to speak with the administration team member for any possible quick resolution. If the issue remains unresolved, a formal meeting may be requested with the School Director. We aim to parse through all details with all parties involved together or separately for privacy purposes and aim to get a resolution within the permitted State rules and regulations. For clarity and in most cases, we follow up discussions with written communication including items discussed, and potential remedial action items.

Nutrition

We are proud to provide nutritious, well-balanced meals and snacks that support the healthy development of every child in our care. Our menus are designed to align with state licensing regulations

and national USDA Child and Adult Care Food Program (CACFP) guidelines, ensuring that children receive appropriate servings of fruits, vegetables, whole grains, lean proteins, and dairy.

We offer 3 nutritious meals a day for children over ages 1 year at breakfast, lunch, and afternoon snack in full compliance with the USDA food and nutrition guidelines. Children are not allowed to share food. We use a menu that rotates on a regular basis. Children are encouraged to take at least one bite of each food offered; however, they are not forced to eat. For safety reasons and being mindful of children with severe allergies, all children are served the same food. No outside food is allowed. Exceptions may be made in case of allergies/ special dietary restrictions as prescribed by a physician, and parents must furnish the food items with proper labels and make arrangements in consultation with the Director. Please notify the Director of any food allergy your child may have, including the severity of such an allergy along with written action plan certified by the pediatrician and any prescribed medication for allergies. Please allow 24 hours to accommodate any changes to ensure all care givers are informed and child's files updated in the kitchen, classroom, and office.

We are a Nut-Free facility and only allow nut-free items on our premises.

We welcome birthday celebrations for our children in the classrooms. Some recommended foods for birthdays celebrations at the school include snacks and cakes in their original manufacturer packaging that are free of nuts or nut traces such as nut free cupcakes, fruit snacks, rice krispies, Oreo cookies, popsicles, lollipops, OR toy/ goody bags. Please check with administration before bringing any outside foods and we will screen them for classroom allergies prior to providing them in the classroom.

Menus are posted weekly in the front office and/or classroom, and we strive to accommodate dietary restrictions and allergies when documented by a physician.

If you are allowed to bring meals or snacks from home, we ask that you follow the best nutritional practices and avoid foods high in sugar or lacking nutritional value. Please note that outside food must comply with any posted classroom allergy restrictions (e.g., nut-free zones) Please get with your School Director for specific requirements regarding outside food.

Infant and Toddler Nutrition

Infant feeding plans should be completed by families and provided to the admin team during enrollment process. For infants, parents must provide all formula, breast milk, and baby food. Infants are fed based on individualized schedules, and families are required to complete and update an **Infant Feeding Schedule** at least every 30 days or whenever there is a change. Any forms referenced in this document are available in our administrative office for your convenience including infant feeding plans, allergy action plan forms, medical reports, and dietary restriction forms. Completed forms must be provided to our administrators for correct implementation.

All items brought to the school must be labeled with the child's first name, last initial and date. This includes bottles, lids, food containers, clothing, pacifiers etc. Parents should deposit bottles and food brought from home in the child's individual labeled container located in the classroom counter. Please note that all leftover food and milk will be disposed of after the child's feeding. Empty bottles and containers should be removed at the end of each day.

Parents should provide daily communication regarding the time and quantity of last feeding as well as last diaper change using parent engagement app. Please label all containers brought from home with milk type (BM for breastmilk, F for formula) and label with child's first and last name and date. The classroom teacher will transfer all items brought from home and store in an individual labeled container per child.

As your child transitions to solid foods, and with your approval, they will begin receiving meals and snacks from our school menu. Please speak with your child's teacher or the School Director when you're ready to make this transition, and we will support the process with care and flexibility.

We are committed to creating a positive mealtime environment that encourages independence, social interaction, and healthy habits. If you have questions about your child's nutrition or our food service policies, please contact the School Director.

Rest and Quiet Time

Each day, children in designated age groups participate in a scheduled rest or quiet time as part of a balanced daily routine. This period provides an opportunity for children to relax, recharge, and practice self-regulation in a calm environment.

For children who nap, soft music or white noise may be played to create a peaceful atmosphere. Families are welcome to provide a labeled small blanket or comfort item from home. Bedding items will be sent home weekly (or as needed) for laundering, in accordance with licensing and sanitation guidelines.

Children who do not fall asleep during rest time are offered quiet, independent activities such as books, puzzles, or drawing to help them relax without disturbing others. Staff remain actively engaged in supervising all children during this time.

Our rest-time policies meet or exceed state licensing regulations. If you have specific questions about how rest time is managed in your child's classroom, please speak with your School Director. We are happy to partner with families to support individual sleep routines when possible.

Diapering Procedures

Our teachers are fully trained in state-approved diapering procedures to ensure safety, hygiene, and comfort. Diaper changes are conducted in accordance with health and sanitation guidelines, including the use of gloves, proper surface sanitation, and handwashing for both staff and children (as developmentally appropriate).

All diaper changes are documented using our school's electronic communication app, which allows families to stay informed throughout the day. You'll receive updates on diapering, feeding, naps, and other care routines directly through the app.

Parents provided supplies Diapers/ wipes/ clothes are not shared between friends due to children's allergies and to help reduce the spread of germs. Per school policy, we send written reminders to parents over parent engagement app/paper form as and when supplies are running low. Upon the third written notice for children not receiving their supplies, the school will provide new replenishments and charge the parents accounts with \$5 per diaper, \$5 for wipes per day and \$10 per piece of clothing.

To ensure your child's comfort and consistency of care, families must provide a sufficient supply of diapers, baby wipes, and any necessary creams or ointments (with appropriate authorization, if required by licensing). Please label all items clearly and replenish them as needed.

Safe Sleep Policy

Children's Lighthouse follows national safe sleep practices recommended by the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) to reduce the risk of Sudden Infant Death Syndrome (SIDS) and Sudden Unexpected Infant Death (SUID).

Parents can learn more about safe sleep practices by visiting the AAP's family education site:

 [A Parent's Guide to Safe Sleep](#)

All staff are trained to follow these safe sleep guidelines:

- Infants are always placed to sleep on their backs, unless an Infant Sleep Exception letter signed by a licensed healthcare professional is on file.
- Infants sleep on a firm mattress with a tight-fitting sheet in a CPSC-compliant crib.
- Cribs for infants under 12 months must be completely bare, except for a fitted sheet. The following items are not permitted:
 - Blankets, quilts, comforters, pacifiers with a pacifier clip
 - Pillows, stuffed toys, soft objects
 - Bumper pads, liners, or sleep positioning devices
 - Any item that covers an infant's head, face, or crib
- Sleep positioning devices, such as wedges or infant positioners, are not used unless prescribed. These devices are not recommended by the AAP due to risk of suffocation.
- Sleeping areas must be well-ventilated and maintained at a comfortable temperature for a lightly clothed adult.
- If extra warmth is needed, infants must wear sleep clothing (e.g., a sleep sack or footed pajamas). Blankets are not allowed.
- Only one infant per crib is permitted.
- Infants may use a pacifier during sleep, but it must not be attached to their clothing or any object with a string, cord, ribbon, or clip.
- If an infant falls asleep in a restrictive device (e.g., car seat, swing, bouncer), they will be gently moved to a crib unless a signed Infant Sleep Exception letter is provided.
- All Children's Lighthouse locations are smoke-free environments. Smoking—including e-cigarettes and vaporizers—is strictly prohibited on school property or during any school-sponsored activity.
- Staff actively observe sleeping infants by sight and sound at all times.
- Once a child can roll independently in both directions, they will be placed on their back to sleep and allowed to assume their preferred sleep position.
- Supervised tummy time is provided daily for awake infants to support motor development.
- Infants may not be swaddled for sleep or rest unless a signed exemption is provided by the child's healthcare provider.

If you have any questions about our Safe Sleep Policy or would like to request an exemption form, please contact your School Director.

Tobacco-Free Environment

In accordance with state licensing regulations and our commitment to providing a healthy, safe learning environment for children, all forms of tobacco use—including smoking, vaping (e-cigarettes), and smokeless tobacco—are strictly prohibited in or around the school. This includes:

- Inside the school building
- On the playground or in outdoor learning areas
- In school-owned vehicles
- Anywhere on school property, including sidewalks, parking lots, and drop-off/pick-up zones

This policy applies to all staff, families, visitors, and vendors at all times, including during school events held outside regular operating hours.

Toilet Learning

Toilet learning is an important developmental milestone, and we're proud to offer it as part of our research-based Curriculum Enrichment Unit called Lighthouse Pathways®: Toilet Learning. Our approach is designed to build independence and confidence while supporting each child's individual readiness.

When your child shows signs of readiness and you're ready to begin the toilet learning journey, we're here as your partner. Our preschool classrooms incorporate both scheduled and responsive potty times throughout the day, guided by our structured approach to toilet learning.

Teachers use gentle prompts, encouraging language, and classroom routines that promote self-help skills such as handwashing, dressing, and recognizing bodily cues.

Your child's progress is documented daily through our electronic communication app, keeping you informed and involved every step of the way.

If you have questions about readiness or want more information about our toilet learning enrichment, please speak with your child's teacher or the School Director. We're excited to support you and your child through this important stage!

Transportation

Children's safety is our highest priority when it comes to transportation. If the center has a school age program, the school utilizes fully licensed, insured, and regularly inspected vans and buses to transport children for field trips and to and from designated public and private schools. For school age children, please notify us of schedule changes ahead of time to prevent any miscommunication between their school and our staff. If your child is on our roster for the bus ride, we are required to keep all other children waiting while we ensure the safety of your child during an uninformed absence. Background checks and qualifying letters are required for all staff prior to entering the classroom. Additionally, Motor Vehicle Checks are required for van drivers. The driver must be at least 25 years of age and in good standing for insurance coverage. Homework time is provided and encouraged for all children, but it is recommended for parents to check after their child for full alignment.

Staff Training:

All employees responsible for transporting children are required to complete annual transportation training. This training covers expectations for drivers, escorts, and children, and includes safe loading and unloading procedures, attendance checks, emergency preparedness, and compliance with state minimum standards.

Child Expectations:

Children being transported in our school vehicles must follow specific safety rules at all times to maintain a secure environment. These include:

- Demonstrating respectful behavior and following staff instructions before, during, and after transportation.
- Keeping hands and arms inside the vehicle and refraining from touching vehicle doors—only the driver may operate them.
- Remaining seated and facing forward with seat belts fastened.
- Understanding that failure to follow safety rules may result in a loss of transportation privileges. All behavioral concerns will be documented and communicated by the School Director.

Field Trip Transportation:

Only children five years of age and older are permitted to participate in off-site field trips that require transportation, provided the center has a school age program with designated field trip routines. School vehicles only will be used; parent and staff personal vehicles are not authorized for transporting children. Written parental consent is required prior to each field trip.

School-Age Transportation:

We currently do not provide transportation for school-age children to and from select local schools.

Water Activities

During the warmer months, our school may offer outdoor “splash play” or water-based activities as part of our curriculum enrichment. These typically involve sprinklers, water tables, or similar play features and are always supervised by our trained staff.

If any activity includes swimming or takes place at a facility with a lifeguard, families will receive advance notice, and a separate permission form will be required.

Weapons

Firearms, weapons, or any dangerous objects are strictly prohibited on School property or at any School-sponsored event. The only exception is for sworn law enforcement officers as permitted or required by law.

If you have questions or require further clarification, please speak with the School Director.

The Flu: A Guide for Parents

At Children’s Lighthouse, the health and well-being of our students and staff is a top priority. Influenza (the flu) is a contagious respiratory illness that spreads easily, especially in group settings like schools.

To help protect all children and minimize the spread of illness, we ask parents to follow these flu season guidelines:

- Monitor your child for symptoms such as fever, cough, sore throat, body aches, fatigue, or chills. If your child is showing signs of the flu, please keep them home.
- Children must be fever-free (without medication) for at least 24 hours before returning to school.
- Consult your healthcare provider if your child shows flu symptoms or has been exposed to someone with the flu.
- Encourage healthy habits at home such as frequent handwashing, covering coughs and sneezes, and getting adequate rest.
- Annual flu vaccines are strongly recommended for children and adults.

We will increase sanitation efforts during flu season and follow all local health authority guidance to maintain a safe environment. If you have questions about our illness policy or need guidance on when to keep your child home, please speak with the School Director.

Transition Procedures for Children

When a child officially moves to a new classroom, Administration will provide the family with a Welcome Letter. This letter will include:

- An introduction to the new teaching team
- Classroom expectations and developmental goals
- A list of any items needed for the classroom
- Important information regarding the child's transition

To support a successful adjustment, children may participate in gradual transition visits to their new classroom during the week prior to their official move-up date, as determined by Administration and the teaching team.

Teachers are expected to complete an assessment of each newly enrolled classroom student within four (4) weeks of the child's transition into the classroom. This assessment will help establish developmental benchmarks and identify areas for growth and support.

Students graduating from our Pre-K program will participate in a Parent-Teacher Conference prior to graduation. During this meeting, teachers will review the child's developmental progress, discuss kindergarten readiness, and provide any recommended resources to support a successful transition to elementary school.

Family Involvement

Information Boards

A statement of where to locate the school license, state and local inspections, and additional parent access information is located on the School Information Board in the front hallway. This board will also include

the name of the person in charge of the School, a current list of employees, visitor information, and weekly menu.

Parent Boards, posted outside each classroom door, include, but are not limited to, the following types of information: teacher biographies, photos, a daily schedule, and weekly lesson plans (if applicable).

Daily Communication

We believe in keeping families informed and connected every step of the way. We invite all families to communicate with teachers/administration via school email, messaging feature in the parent engagement app. Our school uses a digital communication platform to share real-time updates about your child's day. For infants and toddlers, you'll receive information such as meals, naps, toileting, mood, and key classroom activities. For older age groups, updates may include highlights of learning experiences, photos, and reminders.

We aim to communicate your child's daily activities through daily reports via our parent engagement app or paper forms. Upon enrollment, each parent/guardian will have access to parent engagement app by the next day after the start date of your child. The app also has a messaging feature which parents can use to send message to the teachers. The response time from the teachers may be delayed as the prime focus of the teachers is child interaction. However, in case of urgency, you may call the front desk. We aim and try our best to schedule zoom or in-person meetings between you and the teachers based on requests from our families. In addition, we also aim to communicate through monthly newsletters posted on our website, social media postings, parent meetings, in-school displays & bulletin boards, website updates, and/or via telephone as needed.

Please ensure your contact information, including email addresses and phone numbers is always current so you never miss an important message.

School Websites & Social Media

To help you stay informed and connected, each Children's Lighthouse school has its own dedicated page accessible through the website: www.childrenslighthouse.com/apex. There, you'll find important school details, contact information, and updates.

Our school may also share classroom highlights, special events, and school news through our official Facebook page (<https://www.facebook.com/childrenslighthouseapex>) or other approved social media platforms. These channels are a great way to stay engaged with your child's school experience and celebrate the exciting moments happening in our learning community.

Open Door Policy¹

We always maintain an open-door policy. We welcome parent visits and invite you to observe your child through the classroom hallway windows at any time; however, we do ask that you spend no more than five minutes in the classroom during "drop off" and "pick up" times to minimize disruption for the other children.

¹ Please note that these are the standard procedures at our School. However, these procedures are subject to change as required by state licensing or other governmental authorities due to public health or other concerns.

Parent Conferences

Conferences will be held periodically to discuss your child's progress and development. These conferences will be offered to parents to exchange information a minimum of 2 times per year. Please feel free to discuss any questions/concerns you have at any time with your child's teacher. Your child's teacher will be able to speak with you briefly, or you may make an appointment so that we can have someone cover his/her class for a more in-depth conference at any time. Information from teacher observations and assessments is shared during these meetings. We invite all families to communicate with teachers/administration via school email, messaging feature in the parent engagement app.

Family Communication & Feedback

Open and ongoing communication with our families is essential to the success of our school. In addition to our daily updates and digital communication, we provide a monthly school newsletter to keep you informed about upcoming events, curriculum highlights, and school news.

We also value your feedback and use it to continuously improve our programs and services. Parent surveys are conducted annually, with occasional check-ins throughout the year. These surveys help us better understand your experience and ensure we're meeting the needs of both you and your child.

We truly appreciate your time and input, your voice helps shape the future of our school.

Celebrations and Birthdays

We love celebrating milestones, holidays, and cultural traditions with our children and their families. Seasonal events, birthdays, and cultural celebrations offer wonderful opportunities for connection and learning.

We encourage families to share their unique traditions with the classroom—please speak with the School Director or your child's teacher if you'd like to contribute to a celebration.

If you choose to bring in a treat or snack for a special occasion, it must be store-bought and commercially packaged, with the full list of ingredients clearly labeled. This helps us ensure the safety of all children, especially those with food allergies or dietary restrictions.

Special Events

Active family engagement is encouraged via school events/ celebrations, volunteering for career days, book reading to share culture & character values, book donations and requested items for special art/ projects by classroom teachers. Family participation is highly encouraged and greatly appreciated to boost child and teacher morale and motivation.

We sponsor a variety of events for children and family participation, including book fairs, "Fall Fest," Summer Socials," " and others. These events will be noted on the School's annual and monthly calendars and reminders will be sent through Parent Engagement App.

Classroom Visitors

Do you (or a family member) have a special skill, hobby, or talent that you would like to share? For example, we have been visited by a mother who played a musical instrument, a grandfather who was a

beekeeper, and a father who raised chickens! Whatever your special gift, we would love to have you share it with your child's class. Please contact the School Director for more information.

Volunteers

Volunteers are welcome to share in our classrooms to help enhance the program offering across curricular and cultural themed activities. We may provide a courtesy notification to families but are not required to have advance notice as volunteer activities are always supervised by our classroom staff to maintain teacher-child ratios without the volunteer included in counts. Volunteering activities may be restricted in times of any internal or external situations including but not limited to pandemic, temporary disease outbreaks, state/ federal emergencies or any other unavoidable circumstances/situation as the Center sees fit.

The safety of the children in our care is our top priority. All volunteers, including parent and guardian volunteers, may be subject to a criminal background check depending on the nature of their involvement and applicable state licensing requirements. Any individual who will have unsupervised access to children or serve as a recurring volunteer will be required to complete a background check before volunteering.

Please speak with the School Director for more information about volunteer opportunities and requirements at your location.

Collections

Because we value authentic, hands-on learning experiences, we are always on the lookout for interesting "stuff" to enhance our learning materials and "Prop Boxes." For example, if your Monopoly® game is missing its cards, save the houses. We will use them for counters in our Math and Manipulatives Discovery Center.

Parent Concerns

If you have any concerns regarding your child or School policies and procedures, or if you would like to schedule a conference with your child's teacher, please do not hesitate to contact the School Director.

Enrichment Programs: Our curriculum incorporates Spanish, Sign language, and Technology as part of our program offering. We update our enrichments based on research and parent feedback to offer paid enrichment programs such as soccer etc.

Miscellaneous Items

Allergies

If your child has a food allergy, an Allergy Alert form must be completed for posting. Allergy Alerts are posted in our kitchen and your child's classroom to ensure their individual needs are met. Any approved substitutions for children with allergies must be brought into the administrator and not dropped off in the classroom. We strictly follow the doctor's note for all children with allergies. Please discuss any unique dietary needs with our director to determine the best course of action for compliance with nutritional requirements. We require 24-36 hours to implement any changes to ensure all care givers are informed and child's files updated in the kitchen, classroom and office.

Items brought from home: A small backpack (up to 14") is recommended with your child's name to help transport daily items and schoolwork. Child items including blankets must fit in the child's cubby (6" cube) and cleared at the end of week for school cleaning. You are encouraged to provide up to 5 labeled cot sheets a week in your child's backpack and these will be returned upon use daily/ weekly. All items brought to school will be checked daily to ensure children have no access to lotions, chap sticks, medication etc. that is not authorized by childcare licensing. Coat hooks are strictly for coats and returning used clothes ONLY and not to hang additional items/ toys from home. Space above cubbies is unavailable for child items and required for storing books and classroom materials. It is requested that all child items, including blankets, toys be returned home over the weekend to clean school totes and premises.

Car seats: We have limited space for car seats in the lobby area that are served on a first-come basis. During arrival and departure, we recommend leaving car seats outside the classroom to minimize contamination in the infant classrooms and ensure the safety of our crawlers.

Travel Policy

If you or anyone in your household has traveled out of State on vacation/other purposes, the center may require the child to get a negative testing done for any communicable diseases at risk of a outbreak or a pandemic and presented before returning to the center. Further, if you or anyone in your household has travelled internationally, within the last 10 days, you may be required to quarantine for 10 days before returning, unless the member(s) are fully vaccinated at the time of travel and has obtained clearance to enter the country with a negative test. The center may require papers to prove negative test results before return.

Parent/Guardian Acknowledgment of Receipt

I acknowledge that I have received, read, and understand the policies and procedures outlined in the Children's Lighthouse Parent Handbook. I understand that it is my responsibility to review and comply with the policies contained within the Handbook, and that the school may update these policies as needed. I have received a printed or electronic copy of the Handbook for my personal reference.

Printed Name of Parent or Guardian

Signature of Parent or Guardian

Date



