



Parent Handbook

For Children's Lighthouse of Holly Springs

Effective January 1st, 2026



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 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 Max Learning, Inc. DBA Children's Lighthouse of Holly Springs ("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.

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:	1605 Avent Ferry Rd., Holly Springs, NC, 27540
Phone Number:	(919) 346 8226
Email Address:	hollysprings@childrenslighthouse.com
School Website:	https://childrenslighthouse.com/hollysprings
Hours of Operation:	6:30AM to 6:00PM

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: Hollygrove School

Address: 1451 Avent Ferry Road, Holly Springs, NC, 27540

Nearest Cross Streets: Avent Ferry Road and Cass Holt road

Phone Number: (919) 577 1700

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 and the designated evacuation site are posted in each classroom.

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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.

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

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.

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, local news stations (if available), Procure Engage, texts messages, and/or by phone.

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 tuition will not be exempt or prorated due to emergency closures, including severe weather or when a state of emergency has been declared.

Daily Arrival 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.

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.

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. 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.

Visitors

For the safety of all children enrolled in our school, all visitors must present a valid photo ID and sign in on the visitor log located at the front office.

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.

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, 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.

Personal Belongings

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.

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. While most of these photos are used solely for classroom projects, some may be used on our website, the Children's 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 these latter categories, please check the appropriate box on your Enrollment Form.

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.

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.

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 or as mandated by the state requirements. 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
- Medication or allergy action plans (if applicable)
- Court custody documentation (if applicable)
- Permissions for photo/video use, sunscreen, and transportation (if applicable)
- Infant feeding instructions (if applicable)
- Parent Handbook Acknowledgement
- 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

Tuition and Enrollment Agreement

All families are required to complete and sign a Tuition and Enrollment Agreement upon enrollment and annually thereafter. This agreement outlines all program-related tuition rates, fees, payment schedules, and discount eligibility applicable to your child's enrollment.

It serves as the official record of financial responsibility between the family and the school, and includes important details such as:

- Weekly tuition rates based on program and age group
- Registration and curriculum fees
- Payment due dates and late payment penalties
- Any approved discounts (e.g., sibling, employee, or referral discounts)

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.

Forms of Payment

All tuition and fees must be paid through electronic payment methods. Schools may accept credit cards or ACH (bank draft) as forms of payment. Each family will be set up on a recurring payment schedule through Tuition Express. A paper form or a secure link will be provided by the school to collect and store your payment information.

For the safety of the children and staff, cash payments are not accepted, and no cash is kept on-site at any time.

Withdrawing your Child

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

If proper notice is not provided, you will remain responsible for payment of tuition and fees for the final four weeks, regardless of your child's attendance during that time.

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 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.

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. Our staff is trained to observe patterns, redirect behavior, and support children through positive guidance strategies.

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.

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. 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. Please contact your School Director if you need help 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. 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.

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.

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.

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 or as mandated by the state requirements 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.

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 be asked to review and sign 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 Medical Procedures

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. 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 are available with school management team.

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.

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.

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.

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 fire drills, Lockdown 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.

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.

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.

Our school provides a daily lunch, along with morning and afternoon snacks, all prepared and served in accordance with safe food handling and portion control standards. 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

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.

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).

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!

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.

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.

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. Our school uses a digital communication platform to share regular 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.

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 our main website <https://childrenslighthouse.com/hollysprings>. 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 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.

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 may be 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

We sponsor a variety of events for children and family participation, including book fairs, "Fall Fest," Spring Fling," and others. These events will be noted on the School's annual and monthly calendars.

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

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.

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



