

Welcome!



Thank you for choosing Bright Stars Klubhouse Daycare! We are committed to providing a safe, nurturing, and engaging environment for your child. This handbook outlines our policies and procedures to ensure a smooth and positive experience for everyone.

Contact Information

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Termination Policy

The first 30 Days will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first 30 Days of enrollment, a 60 Day written notice from parent or provider is required to terminate the contract, with the exception of gross misconduct on part of the provider, parent, or child. This is grounds for immediate discontinuation of service. In case of non-payment, legal action may be taken, and the parents will pay all legal fees incurred.

Advance Notice

If you will no longer be needing our childcare services, 60 Days advance notice needs to be given to us. Whenever possible even more notice is better. This helps us tremendously. Reason being, unlike childcare centers we can only care for a limited amount of children. So when we are full we are forced to say NO to all incoming requests for childcare. If we have advance notice of discontinuation of needed services then it is possible for us make future arrangements with new family's inquiring about daycare for their child. This helps to keep our open spots fluctuation to a minimum, and helps us be able to focus more on being the best childcare providers we can be, instead of worrying about "the bills", and putting food on the table.

Daycare Hours

The daycare is open Monday through Friday 6:30am to 5:00pm with the following holiday exceptions:

Holidays

Martin Luther King Day

Columbus Day Veteran's Day

Presidents' Day

Thanksgiving Day

Good Friday

Day after Thanksgiving

Memorial Day

Christmas Eve - New Year's Day (Christmas Break)

4th of July

Labor Day

Note: If the holiday falls on a Saturday daycare will be closed the Friday before. If the holiday falls on a Sunday daycare will be closed the Monday after.

Sick/Personal days

As strong as our immune system has become over the years, we unfortunately still get sick from time to time. Because of this we allow ourselves 7 sick/personal days per year. We also use these days for our continuing education classes (CPR, Pediatric First Aid, etc) in order to keep our childcare license in good standing. Of course we will give you as much of an advance notice as possible.

Vacations

We allow ourselves 2 weeks of vacation a year. The dates of our vacation will be posted at least one month in advance. Regular payment rates apply for our vacations, your vacations, weeks with holidays, and provider's sick/personal days.

Note: Parents are responsible for finding back-up care for their children during provider vacations, holidays, and sick/personal days resulting in the daycare closing.

Late Pickup Policy

If your child is picked up after 5:00pm there will be a late charge assessed of \$1.00 for every one minute (unless prior arrangements have been made). **Please be courteous and arrive on time. After hours is time with our family.**

Pet Policy

Separation During Business Hours – Our pet will remain in a designated area away from the children during daycare hours.

Vaccination & Licensing – Our pet is up-to-date on vaccinations, licensed, and meets all local health and safety requirements.

Health & Safety

- **Illness Policy:** Children must stay home if they have a fever, vomiting, or contagious illnesses. They may return 24 hours after symptoms resolve.
- **Medication:** Only prescribed medication with written parental consent will be administered.
- **Emergencies:** In case of an emergency, parents will be contacted immediately. If necessary, 911 will be called.
- **Allergies & Concerns** – Parents should inform us of any pet allergies or concerns so we can make necessary accommodations.

Behavior & Discipline policy

At Bright Stars Klubhouse Daycare, we believe in fostering a positive, respectful, and nurturing environment for all children. We use developmentally appropriate guidance strategies to encourage good behavior and teach self-regulation skills

Guidance & Discipline Approach

Our approach focuses on:

1. Positive Reinforcement – Encouraging and praising good behavior.
2. Redirection – Gently guiding a child toward a more appropriate activity.
3. Clear Expectations – Setting and consistently enforcing rules.
4. Problem-Solving – Helping children express their feelings and find solutions.
5. Time to Regroup – If necessary, a short break will be given to allow the child to calm down.

Expulsion Policy

While we strive to support each child's development, repeated or extreme behavioral issues may result in termination of care if:

1. Severe Aggression or Harm – If a child exhibits continuous violent behavior that puts others at risk.
2. Consistent Disruption – If a child repeatedly disrupts the care environment despite multiple interventions.
3. Lack of Parental Cooperation – If parents refuse to work with us on behavior solutions.

Unacceptable Behaviors

To maintain a safe and respectful environment, the following behaviors are not tolerated:

- Physical aggression (hitting, biting, kicking, etc.)
- Verbal aggression (excessive yelling, name-calling, threats)
- Bullying or intentional harm to others
- Repeated defiance of rules or authority
- Destruction of property

Parent Communication

- Updates will be provided through Brightwheel 
- Parents are welcome to discuss any concerns or questions at drop-off/pick-up or by appointment.

What to Bring

- A change of clothes
- Diapers and wipes (if applicable)
- A blanket for nap time
- Any necessary comfort items (labeled with the child's name)
- Water bottle (labeled with the child's name)

Acknowledgment

I have read and agree to the policies outlined in this handbook.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Rates

Infants (3months–18 months): \$91/day

Toddlers (18 months–3 years): \$75/day

Preschool (3–5 years): \$75/day

After School Care: \$70/day

Part-Time Care: \$50/day(All Ages)

Registration Fee: \$30