

## Table of Contents

<b>INTRODUCTION</b>	<b>2</b>
<b>PHILOSOPHY</b>	<b>3</b>
<b>CURRICLUM</b>	<b>4</b>
<b>PLANNING FOR CHILDREN'S LEARNING</b>	<b>4</b>
<b>DAILY ROUTINE</b>	<b>5</b>
<b>TIMES AND DAYS OF OPENING</b>	<b>5</b>
<b>FEES</b>	<b>6</b>
<b>HOLIDAYS AND OTHER CLOSURES</b>	<b>6</b>
<b>SETTLING IN PERIOD</b>	<b>7</b>
<b>DELIVERY AND COLLECTION OF CHILDREN</b>	<b>7</b>
<b>VISITING</b>	<b>7</b>
<b>SLEEP AND REST</b>	<b>7</b>
<b>FOOD AND NUTRITION</b>	<b>8</b>
<b>SUN SMART POLICY</b>	<b>8</b>
<b>WATER SAFETY</b>	<b>8</b>
<b>PETS</b>	<b>8</b>
<b>EXCURSIONS</b>	<b>8</b>
<b>MEDICAL EMERGENCY</b>	<b>9</b>
<b>ADMINISTRATION OF MEDICATIONS</b>	<b>9</b>
<b>ILLNESS, COMMUNICABLE DISEASE, INFECTIOUS CONDITIONS, MEDICAL CONDITIONS</b>	<b>9</b>
<b>SUPPORTING AND GUIDING CHILDREN</b>	<b>10</b>
<b>CHILD PROTECTION</b>	<b>10</b>
<b>CREATING A PROTECTIVE ENVIRONMENT</b>	<b>11</b>
<b>PARENTS CONCERNS</b>	<b>11</b>

## INTRODUCTION

Hello and welcome to [Calista Family Day Care](#). I'm Regina (Gina for short) and I've been working through the Bright Futures Scheme as an In-Home Educator for the last 10 years. Prior to that, I emigrated from the UK and took time off work to look after my son (now age 17). I have lived in Kwinana for 11 years and I'm looking forward to providing the community with a new family day care service.

I obtained my Certificate III in Children's Services 7 years ago and have completed my Working with Children and Police Clearance checks. Bright Futures also requires that I attend regular compulsory training, including 1<sup>st</sup> Aid and Anaphylaxis, In Safe Hands (child protection), I'm Alert (food safety) courses and I have Family Day Care Insurance to protect both myself and your children.

As standards regarding the quality of childcare have improved, the role of the Educator has evolved, and Educators are trained and assessed to ensure we're up to date and meet the criteria. I work within the Early Years National Framework guidelines and will provide you with a detailed update regarding your child's learning and development progress.

[Calista Family Day Care](#) provides a fun learning environment for children and because they are small groups I'm able to give lots of one on one attention (and cuddles too). It also enables me to form trusting, loving bonds with the children so I can better meet their needs and ensure they reach their full potential.

I hope to see you and your child soon!

[Regina](#)

## PHILOSOPHY

Helping children learn and develop is something that I love to do! I've formed long lasting and memorable friendships with the children I've cared for over the years and I believe it's because I have the ability to really understand children's needs and provide them with patience, care and attention in a stimulation and nurturing environment.

I have high expectations for all my children and I work hard to ensure their experiences are always a fun learning opportunity. I believe all children should be treated equally and their differences respected and embraced. As a migrant, I enjoy living in a country where diversity is celebrated.

As the saying goes 'It takes a village to raise a child' and I would like my service to be focused around the wonderful community spirit found here in Kwinana. My role as an In-Home educator was to support the whole family (not just the child) and I would like to extend this philosophy into [Calista Family Day Care](#) by providing flexible sessions that suit all families, including those working shifts and by also encouraging family members to attend my sessions and join in the fun!

We're all in this together - I am on a learning journey too and I welcome your feedback and ideas so that we can all get the most out of each session with the ultimate goal in mind- to ensure the best outcomes for your child.

I look forward to welcoming you to my service where the adventures will begin.

## CURRICLUM

*(Refer to Reg 73, 74, 75, 76 and Quality Area 1)*

During the course of the day I will meet the needs of each individual child in my care. The day will be planned around essential routines such as meals, rest times, nappy changes etc.

The experiences offered to the children will include indoor and outdoor activities and a balance of physically active and quieter times.

The programme will be flexible and take into account the weather, the ages and development of the children in care, spontaneous events, mood of the children on the day and each child's individual interests.

I will plan experiences that will give each child the opportunity to develop physical, emotional, social, intellectual, language and creative potential. These activities will be provided in an inclusive environment where children will be exposed to a variety of cultures and abilities.

Children will be encouraged to participate in activities but not forced. There will be toys, books and other equipment available for children to use throughout the day.

Parents can assist with this planning by keeping me informed of any events that may effect their child's day i.e. Did they have a good night? Are they well? Has there been a special event we can discuss and share? What other need, interest or ability does your child have?

If families have any special skills or resources I can use with the children please discuss this with me.

I will use the Learning Frameworks (Early Years Learning Framework or My Time Our Place for school aged children) to guide me in curriculum decision making and to assist in planning, implementing and evaluating the experiences I offer children.

The Learning Frameworks prescribes five Learning Outcomes:

- Children have a strong sense of identity;
- Children are connected with and contribute to their world;
- Children have a strong sense of wellbeing;
- Children are confident and involved learners;
- Children are effective communicators.

## PLANNING FOR CHILDREN'S LEARNING

*(Refer to Reg 73, 74, 75, 76 and Quality Area 1)*

This is a written plan of the activities provided during the day. The plan will be developed from information that I have gathered about your child from observations, along with the vital information that families provide. The planning will guide my intentional teaching and enable me to ensure the experiences I offer meet your child's interests, choice and ability. By writing down what is planned I make sure that all the equipment and resources I require are available. If something changes such as the weather or the children's interests, I will be able to adapt to their needs.

Activities, equipment and experiences that are planned will suit the number of children in care, their individual ages, their interests and abilities i.e. small Lego for less than 2 year olds is dangerous and above their skill level.

The written plan of what I intend to offer the children will be displayed in a prominent position in the indoor playing area. Parents are invited to add their comments and suggestions of what could be included in the planning for their child's activities and learning.

## DAILY ROUTINE

*(Refer to Bright Futures Policy 1.1 and Quality Area 1)*

This is a general outline of the essential routines for the day - when the children will eat, sleep, play etc. Of course the plan will be flexible according to the needs, ages and interests of the children on each day and will allow for spontaneous activities.

Here is an example of how our day may flow:

7.30am – 8.15am	Children arrive. The play area will be set up to invite children to play and settle.
8.15am – 8.30am	Last call for breakfast
8.30am – 9.30am	We'll prepare for school runs if applicable Short mat session with the children to discuss what they've done since they came in last time. We will also discuss the activities for today and the children can decide if they want to play indoors or outside
9.30am – 10.00 am	Wash hands. Morning Tea. Younger children may be ready for sleep.
10.15am – 11.30am	Indoor activity. This could include table top / messy play activities. Children are able to continue with the play they have been involved in earlier. Activities can be changed to meet the children's interests.
11.30am – 12.30pm	Pack away. Wash hands and prepare for lunch Lunch at 12pm and prepare for rest time. We'll say goodbye to any children attending the half a day session.
12.30pm – 2.00pm	Rest time or quiet activities for children who don't sleep. We'll welcome any children who are joining us for the afternoon session and prepare for school runs.
2.00pm – 3.00pm	School runs if applicable. Afternoon Tea 2.30pm Indoor or outdoor play depending on the time of year and the weather.
3.30pm – 4.00pm	Mat session – discuss day, story, songs and music.
4.00pm – onwards	Home time. Start preparing children for parents to arrive. Quiet play activities including mat play, drawing, puzzles etc. Late snack time 4pm

Children's toileting and nappy change routines will occur throughout the day depending on the individual children's needs.

## TIMES AND DAYS OF OPENING

*(Refer to Reg 165, Bright Futures Policy 23 and Quality Area 6)*

This service will operate Monday to Friday	7.30am to 5.30pm FULL DAY Session Includes: breakfast, morning tea, lunch, afternoon tea and late snack	\$80
	7.30-12.30pm HALF DAY – Morning Session Includes: breakfast, morning tea and lunch	\$45
	1.30pm-5.30pm HALF DAY – Afternoon Session Includes: afternoon tea and late snack	\$30
EVENING & WEEKENDS. BY Appointment.	Fee is subject to the number of hours worked and the meal inclusions.	

The service will close on Public Holidays. Please note: If your child would normally attend on the day of a Public Holiday the fee is still paid. I aim to provide flexible care and this could include weekend and evenings to help with families that work shifts. Please feel free to discuss your needs with me.

## FEES

(Refer to reg 168 (n), bright futures policy 6 and quality area 6)

My Statement of Fees is as follows:

This service will operate Monday to Friday	7.30am to 5.30pm FULL DAY Session Includes: breakfast, morning tea, lunch, afternoon tea and late snack	\$80
	7.30-12.30pm HALF DAY – Morning Session Includes: breakfast, morning tea and lunch	\$45
	1.30pm-5.30pm HALF DAY – Afternoon Session Includes: afternoon tea and late snack	\$30
EVENING & WEEKENDS. BY Appointment.	Fee is subject to the number of hours worked and the meal inclusions.	

Please read your copy of the Fee Schedule carefully. Fees should be paid at least one week in advance based on your booking for that week.

I am able to accept direct payments into my bank account. I don't accept cash or cheques.

Parents are responsible for the full cost of their child/children's care. This includes the fee that I charge and the Family Service Levy which is the fee that Bright Futures Family Day Care Service charges. If you arrange with the Family Assistance Office (FAO) at Centrelink to use Child Care Benefit as a fee reduction, you must authorise Bright Futures Family Day Care to pay your entitlement to me on your behalf. This authorisation is on the enrolment form. Child Care Benefit can only reduce your fees for the number of hours the FAO have approved.

Please understand that for this to occur, the parent or the person responsible for dropping off and collecting your child needs to sign the Attendance Records on a daily basis. This includes any absences from booked care including sick days and Public Holidays.

If you have difficulty anytime in paying fees, please discuss this with me as non-payment of fees may mean that the care has to be terminated.

If eligible, a further temporary reduction in fees through Special Child Care Benefit could be available. For more information contact Bright Futures Family Day Care.

I will review my fees annually and families will be given 4 weeks notice of any change and the date that the change will take place. Bright Futures Family Day Care Service also reviews the Family Service Levy as part of the budget process. The Levy is in addition to the fee that I charge and becomes part of the total cost of care.

Educators are not required to provide care on Public Holidays. If a child's usual booked day falls on a public holiday the normal fee applies. 100% of the normal fee is charged for any child absence. Fees will not be charged if I close my service i.e. holidays or illness. Absence days cannot be used in lieu of notice. Actual attendance on the last day is required for CCB to be claimed.

## HOLIDAYS AND OTHER CLOSURES

(Refer to Bright Futures Policy 6 and Quality Area 6)

During the year I will take annual leave (4 weeks) and you will be given at least a months notice of my intention to do so, so that you can make other arrangements. Please contact Bright Futures to see if they can assist you with finding alternative care.

I will also be required to close my family day care service if I am unwell, or if a member of my family has a contagious or infectious illness. I will be guided by the Communicable Diseases Guidelines regarding exclusions. This means that my service will be closed for the period of time that is specified by the guidelines. There will be no fee charged if my business is closed for the above or any other reason.

Bright Futures staff may be able to find you alternative care during the occasions that my service is closed due to illness or holidays.

## SETTLING IN PERIOD

*(Refer to Bright Futures Policy 6)*

Bright Futures Family Day Care has a policy that states that the first four weeks of care are considered a trial period. During this time I will keep the family informed of their child's progress and should either the family or the educator decide care should not continue no notice will be required from either party.

## DELIVERY AND COLLECTION OF CHILDREN

*(Refer to Reg 99, 168 (f), Bright Futures Policy 6 and Quality Area 2)*

Children must be delivered into care and handed directly over to myself. If your child is upset you are welcome to stay as long as you wish to help them settle. When you decide to go, please say goodbye quickly and firmly, this is kinder to your child i.e. "Mummy's going now. I will be back after your sleep".

You are welcome to call me at any time to check on your child's progress.

Parents are asked to keep to the times of care they have booked. I may have appointments to attend after I have finished work. I am also concerned that your child will become distressed if you do not arrive when he/she is expecting you to. I will begin to prepare the children for your arrival 10 minutes before you are due.

If you are going to be delayed for either delivery or collection times please call me.

Children will not be taken from or handed over to any person not authorised on the enrolment form. If you wish another person to either drop off or pick up your child you will need to give me prior permission or at least a phone call to identify the person. Identification will be required when the child is picked up i.e. drivers licence or other photo identification.

In the event of a parental dispute, please remember that both parents have legal right to the child unless a court order has been obtained stating one parent has the sole responsibility.

If a child is not collected and I have not heard from the parent within 2 hours of their usual pick up time, the emergency number will be contacted. Should they not be available the relevant authorities will be notified i.e. Department for Child Protection and Family Services.

## VISITING

*(Refer to Reg 165 and Bright Futures Policy 23)*

Parents or relatives are welcome to attend the sessions and join in the fun! Your visit will be planned as part of the children's activity for the day and to avoid overcrowding, you will need to pre-book your visit.

## SLEEP AND REST

*(Refer to Reg 81 and Bright Futures Policy 1.4)*

As part of the routine all children will have a rest time during the day that is appropriate to their age, developmental stage and individual need of each child.

No child will be made to sleep and children who do not wish to sleep will rest quietly or be offered alternative quiet activities such as reading or puzzles.

Children will be provided with appropriate individual bedding (cots, mattress, sheets and blankets). I will check on sleeping children every 10 – 20 minutes when they sleep during the day and will follow safe sleeping recommendations in line with SIDS guidelines.

If a child is in care overnight, I will provide your child with a separate room to sleep in. I will get parents permission for a child to sleep in a room with another child. Children will have access to me at all times they are in care.

All choking hazards will be removed from children while they rest or sleep including bibs and battery operated toys. I will need to discuss this with you if your child wears jewellery, including amber teething necklaces.

## FOOD AND NUTRITION

*(Refer to Reg 78,79,80, Bright Futures Policy 1.1 and Quality Area 2)*

I will provide children with food which is nutritious and varied. I will have regard to their individual dietary needs. If your child has any special dietary requirements due to health problems, cultural practices or religious beliefs please discuss them with me. I provide low fat, low salt and limited processed and pre-packaged foods.

If your baby requires formula feed, please supply the formula fully made up in the bottles and they will be kept in the fridge. If baby is still breast fed, please consider transitioning them to take a bottle before bringing them into care.

The menu will be displayed on the noticeboard to advise you of what your child will be eating each day. Water will be freely available to children at all times.

## SUN SMART POLICY

*(Refer to Reg 77, 114, Bright Futures Policy 1.2 and Quality Area 2)*

I will ensure that every child is protected against overexposure to the sun's ultra violet radiation. Sun protection practices will be implemented consistently.

- I have shaded areas in my outdoor environment;
- Parents are asked to provide hats that protect the face, neck and ears (I will have a few extra on hand) and clothing that covers as much skin as possible;
- Sun safe practices will be implemented when the UV Index is 3 and above;
- I will model sun safe practices by wearing a hat and appropriate clothing when outdoors;
- Children will be educated about sun safe practises as part of my programme.

## WATER SAFETY

*(Refer to Service Approval Conditions, Regulation 103,104, 105, Bright Futures Policy 1.7 and Quality Area 2)*

During the time that my business is operating, my water play will be managed in the following way:

- Wading pools and other containers will be emptied and cleaned after use and stored to prevent collection of water.
- All children near water will be closely supervised and no child will be left alone near water.
- Any containers that hold or collect water, such as nappy buckets are made inaccessible to children.
- I don't have a pool, spa or fish pond

## PETS

*(Refer to Reg 116 (2), Bright Futures Policy 1.7, 3.2 and Quality Area 2)*

While my business is operating my pets will be managed in the following ways:

- Children may have contact with my dog when she comes for an occasional visit,
- She won't be allowed inside the house during business hours
- Pet food and water will be kept in a separate area from the children;
- The environment will be cleaned of any animal soil everyday;
- She will be kept in a healthy and hygienic manner.
- Any contact will under my direct supervision.

## EXCURSIONS

*(Refer to Reg 99, 100, 101, 102, Bright Futures Policy 5.2 and Quality Area 2)*

As part of the curriculum children will be taken on outings and excursions away from the family day care home. Before I seek approval from a parent to take their child on an outing, I will undertake a Risk Assessment for that outing. Parents must authorise all outings and excursions.

If you prefer that your child does not participate in an excursion, please discuss this with me.



## **MEDICAL EMERGENCY**

*(Refer to Reg 93, Bright Futures Policy 3.3, 4 and Quality Area 2)*

If your child has an accident or becomes ill and I believe the situation is life threatening I will:

- Get help if possible;
- Call an ambulance;
- Apply first aid;
- Contact the parent/guardian, authorised nominee or emergency contact person nominated on your enrolment form;
- Inform the Coordination Unit.

Please be aware that if I need to call an ambulance for your child you will be responsible for the cost. Please consider purchasing ambulance cover.

If your child has an accident or becomes ill and it is not life threatening, I will contact you to pick up the child to transport them for further treatment.

I will record any incident or accident involving a child while they are in my care. Should a serious incident or accident occur, I have a legal obligation to notify the Coordination Unit who in turn must notify the Education and Care Regulatory Unit.

## **ADMINISTRATION OF MEDICATIONS**

*(Refer to Reg 92, 93, 94, 95, 96, Bright Futures Policy 3.4 and Quality Areas 2, 4, 7)*

If your child should require any medication while in care, you will need to complete authorisation forms for every day the medication is required.

The medication must be in the original container and administered only as directed on the original label. Prescription medications will only be given to the specifically named child and expiry dates on all medication shall be adhered to.

If authorisation is sought via phone contact, the Medication Authority Form must be signed at the end of the day.

## **ILLNESS, COMMUNICABLE DISEASE, INFECTIOUS CONDITIONS, MEDICAL CONDITIONS**

*(Refer to Reg 85, 86, 87, 88, 90, 91, Bright Futures Policy 3.0 and Quality Areas 2, 4, 7)*

Parents are required to provide me with a Medical Management Plan if their child has a known medical condition, allergy or other health care need. Children are not permitted to attend if they are sick or have an infection. This is to protect the other children in care. It may be necessary to decide what you will do in this situation should it arise.

My definition of too sick to be in care is:

- The child requires more care and attention than normal – wants to be constantly held or is distressed;
- The child vomits, has diarrhoea or a green coloured runny nose (indicating infection);
- A high temperature develops and cool drinks and washes do not help;
- Any condition that has not been treated and is infectious or contagious.

A medical certificate from a doctor may be required in some cases before the child can return to care. This certificate must state that your child can now mix in a group of children without infecting them.

Should your child become ill whilst in my care, I will need to contact you to discuss the situation. The child will be made comfortable and if necessary kept apart from the other children. Please be aware that it may be necessary for you to arrange for your child to be picked up and taken to see a doctor. The references used for exclusions of children in care are taken from “Communicable Disease Guidelines for Teachers, Local Authorities and Child Care Centres”.

I am required to display a notice advising that a child in my care has been diagnosed as at risk of anaphylaxis.

## SUPPORTING AND GUIDING CHILDREN

*(Refer to Reg 155, 156, Bright Futures Policy 2.0 and Quality Area 5)*

Please let me know what your methods of guiding your child's behaviour are, what limits are enforced at home and any particular behaviours you feel I should be aware of.

It is against my philosophy and the law to physically punish, humiliate, immobilize, isolate or frighten a child in any way to obtain compliant behaviour.

Children will be supported, according to their age and development, to manage their behaviours in the following ways:

- I will acknowledge the child's positive behaviour rather than focus on negative issues and will endeavour to do so at every opportunity. I feel this is essential to developing a healthy self esteem in children;
- Children will be made aware of the limits in my home;
- Physical, verbal or emotional punishment will not be used;
- Food will not be used to bribe or be withheld to obtain compliance;
- Distraction will be used to encourage children towards positive behaviours;
- Guidance and role modelling towards acceptable behaviour will be demonstrated and encouragement freely given;
- If a child is having problems self regulating their behaviour, I will keep them with me until they are able to rejoin the play in an acceptable manner;
- No child will be subjected to any form of corporal punishment, immobilization or other humiliating or frightening punishment.

Should none of these methods be successful in modifying behaviour I will discuss this with you. We may be able to seek some assistance from the Coordination Unit staff or other child care professionals.

## CHILD PROTECTION

*(Refer to Reg 84, Bright Futures Policy 1.6 and Quality Area 2)*

"Child Protection" refers to keeping children safe from maltreatment. Child maltreatment is the term used to describe physical, sexual or emotional abuse or neglect of children.

Bright Futures Family Day Care has policies for the management of any allegation of abuse against a child. These policies are available to parents either through their educator or Bright Futures Family Day Care office. The Policies outline the procedures to be taken by educators and staff if allegations or suspicions of child maltreatment arise either outside or inside the care environment.

Although there is no mandatory requirement to report suspicions of child maltreatment, every person involved in providing a service to children has a responsibility to the children in their care. The law of negligence imposes a "duty of care" on all of us for those we have a responsibility for, or relationship towards. This duty of care is held by all those involved in a service including owners, management committee members, providers, supervisors, managers, coordinators, staff and volunteers.

"A duty of care is a duty to take reasonable care to avoid acts or omissions which you could reasonably foresee would be likely to injure a person for whom "you" have a responsibility, or some other relationship towards."

*(Law of Negligence Duty of Care, Family and Children's Services 1995, reprinted 1997).*

Parents, please be aware that should I become suspicious, an allegation is made or a disclosure is received regarding the possibility of child maltreatment, I must in the first instance report this to the Manager of Bright Futures Family Day Care. I cannot discuss this with you.

If considered appropriate, the Manager or I will discuss the circumstances anonymously with a Child Protection Officer. If the Officer considers that the situation needs further investigation they will request further details such as names, addresses and phone numbers. We are obliged to provide them with the details.

The procedures are very clear in saying that all information must be kept absolutely confidential and no discussion should take place with any other person including the parents.

The first you may hear that a report has been made involving your child may be contact from the Department of Child Protection and Family Services.

This procedure is in place to protect your child and the other children in care. If needed, you will be offered support and counselling.

## CREATING A PROTECTIVE ENVIRONMENT

*(Refer to Reg 84, Bright Futures Policy 1.6, 1.7 and Quality Area 2)*

As an educator in a family day care business, it is my responsibility to ensure that the children I care for, my own family members and myself are safe.

At all times the children in my care will be my responsibility and under my supervision. The supervision will be appropriate to the ages and development of the children and the activity that they are participating in.

At times my family will participate in various activities with the children in my care i.e. general play, meal times and the like, however my own family members will not be involved in any of the intimate care of children (toileting, bathing, dressing, nappy changing, etc).

There are sections of my home that children will not have access to i.e. main bedroom, ensuite and at times other areas of my home depending on the requirements of my own family. Barriers and/or other devices will be used to prevent children in care from accessing those areas.

As part of our routine we will have a rest or quiet time in the afternoon. Older children will rest/sleep on mattresses in the play room and babies will sleep in cots in a separate room. Children who are in care for overnight will sleep in a bedroom (not in the family/games room) and I will require parent permission for a child to sleep in a room with another child.

I provide a safe and secure environment by maintaining locks on the front door and gates, consistent with the regulation requirements.

I will maintain a register for all visitors to enter their names and purpose of their visit so that I am able to keep detailed information of all people who come into my home during the times that my family day care business is operating.

Children in my care will be protected from any other individual or situation where there is violence or abuse by removing them from the situation.

No person at the family day care residence is able to consume alcohol, smoke cigarettes, cigars or pipes, take or possess illegal drugs or take or possess any other potentially harmful substance and no person who appears to be adversely effected by any of the above substances will remain during the care session.

From time to time I may have visitors come to see me. If any of these visitors are planning to reside with me for a period of time there are specific things I need to do to ensure that the children only have contact with people who prove to be appropriate.

All visitors to my home during the time I am operating my business will be registered in a Visitor's Book and will not be left alone with the children at any time.

If another person becomes violent or abusive towards me or towards a child or children in my care, I will:

- Remove myself and children in care away from the situation; and
- Call the police or security personnel if available.

Bright Futures Family Day Care provides Child Protection training for educators.

## PARENTS CONCERNS

*(Refer to Reg168 (2)(o), Bright Futures Policy 8.0, Quality Area 7.3.4)*

Should you at any time have a concern either about your child or the care I am providing, I would appreciate the opportunity to discuss this with you. Usually we should be able to resolve any issues to our mutual satisfaction.

It is easier to discuss concerns whilst the children are not present. I am prepared to be available to you outside of care hours in the evening or weekend. We may be able to resolve an issue over the phone.

Bright Futures Family Day Care has clearly defined Grievance Procedures. Copies are available from me or the Coordination Unit office. If we are unable to resolve an issue together we have the alternative of contacting Bright Futures Family Day Care for assistance.