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PARENT HANDBOOK



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WELCOME TO BLOOM LEARNING CENTRE

At Bloom, we believe children are competent, capable, curious, and rich in potential. We believe children thrive when they are given time, meaningful engaging opportunities to explore, discover, and learn. Our philosophy is centred on recognising each child as a unique individual who deserves to be cherished, respected, and supported. We strive to create a safe, nurturing, and inclusive environment where children feel a strong sense of belonging and are encouraged by caring educators who learn alongside them. Our mission is to provide high-quality early childhood education and care in an environment where children feel secure, valued, and inspired to grow. We encourage children to discover their strengths, develop confidence in their abilities, and build positive relationships with their peers, families, and teachers.

Our goal is to support each child's cognitive, social, emotional, physical, language, and creative development through meaningful experiences that foster curiosity, independence, kindness, and a lifelong love of learning.

CENTRE INFORMATION

Bloom Learning Centre provides care and education for children from 6 weeks to 5 years of age. Children must be under 5 years of age at the time of enrolment. Children who turn 5 while enrolled may remain at the Centre until the end of the academic year before transitioning to primary school.

The Centre is open Monday to Friday from 7:30 a.m. to 5:30 p.m.

ENROLLMENT POLICY

Enrolment at Bloom Learning Centre is offered on a first come, first served basis.

A child is considered enrolled once the following have been completed:

- Confirmation of an available space
- Submission of all required enrolment forms and documentation, including basic enrolment and health information
- Payment of the registration fee and tuition deposit

A \$200 registration fee is payable for all new enrolments, along with a non-refundable \$500 tuition deposit to secure your child's place. The tuition deposit will be deducted from the first month's tuition.

All required enrolment forms and supporting documentation, as outlined in the Enrolment Policy, must be submitted at least 7 days prior to the child's start date. Failure to provide the required documentation within this timeframe may result in the start date being postponed.

A medical statement and immunisation record, signed by a physician or nurse practitioner, must be submitted within 30 days of admission and updated at the start of each academic year. Children enrolled at Bloom Learning Centre must be fully immunised or on an approved modified immunisation schedule.



WAIT LIST POLICY

If your requested start date is not available following a centre tour, you may choose to be placed on the wait list. No deposit is required to join the wait list.

Placement on the wait list does not guarantee a space or confirmed start date.

Families are contacted in order of wait list submission when a space becomes available. In-house families, staff children, or cases of humanitarian or compassionate need may be given priority at the discretion of management.

Once contacted, families will be offered the next available start date. If we are unable to reach you within 24 hours, the offer may be withdrawn and you will be placed at the end of the wait list.

If you decline the offered space, your name will be removed from the wait list and you will need to reapply if you wish to be considered again.

To secure an offered space, a completed registration form and payment of the registration fee must be received within 24 hours of acceptance. Failure to do so will result in the space being offered to the next family.

Families may contact the office to enquire about their position; however, this is provided as a general indication only and may change as spaces become available.

FINANCIAL FEES

Fee payments include statutory holidays, school closures, and any days your child may be absent due to illness or vacation. No deductions are made for absences in order to maintain your child's enrolled space. Childcare fees are payable throughout the academic year and are divided into eleven equal monthly payments. No fees are charged during August, when the preschool is closed for the summer break.

There is no reduction or pause in childcare fees during the academic year.

Tuition fees are due on the 1st of each month. Payments may be made by cash, cheque, credit card, bank transfer, or via the online payment system. Additional charges apply for debit or credit card payments.

Payments received after the 5th of the month will incur a \$50 late fee unless prior arrangements have been made with the administration office. Returned cheques will incur a \$40 fee.

Bloom Learning Centre reserves the right to withdraw a child's enrolment in the event of repeated policy breaches or non-payment of tuition fees.

Sibling Discount: A 10% discount applies to the tuition of the oldest child or the lowest fee where multiple children from the same family are enrolled.

WITHDRAWAL AND DISCHARGE POLICY

A minimum of 30 days' written notice is required when withdrawing a child from Bloom Learning Centre. Notice must be submitted in writing to the administration office.

Fees will continue to be charged throughout the 30-day notice period from the date notice is received. All outstanding balances must be settled before the child's final day.



If a child receives subsidised funding, attendance during the notice period may be required in order to maintain eligibility for coverage.

If a child is withdrawn without the required notice, fees will still be charged for the full 30-day notice period.

If a child is withdrawn from the programme and later returns, a new registration fee of \$150 will be required to secure a place, subject to availability.

Bloom Learning Centre may require a child's enrolment to be withdrawn in circumstances including, but not limited to:

- Repeated aggressive or unsafe behaviour that impacts the wellbeing of other children or staff
- Persistent non-payment or late payment of fees
- Failure to comply with Centre policies, procedures, and expectations as outlined in the Parent Handbook and enrolment agreements
- Situations where it is determined that the Centre is no longer able to meet the child's needs or provide an appropriate environment

In such cases, Bloom Learning Centre will provide written notice of termination, typically 30 days in advance where possible, unless immediate withdrawal is necessary to ensure the safety and wellbeing of children, staff, or the Centre community.

ARRIVAL, DEPARTURE AND PICK-UP POLICY

Parents are encouraged to sign their child in and out each day using the Lillio app.

To support children's wellbeing, learning, and participation in the daily program, families are encouraged to arrive by 9:00 a.m. each day. The morning routine plays an important role in helping children settle into the classroom, build relationships with their peers, and participate in planned learning experiences.

If your child will be arriving after 9:00 a.m., please notify the Centre in advance through the Lillio app or by contacting the office. Late arrivals may not be accommodated without prior notice, except in exceptional circumstances.

Upon arrival, please ensure your child's belongings are placed in their designated storage area. Children must be accompanied by a parent or authorised caregiver at all times during drop-off and must never be left unattended anywhere in the Centre.

Children may be collected at any time throughout the afternoon; however, all children must be collected by 5:30 p.m., when the Centre closes. If you anticipate being late, please notify the Centre as soon as possible. Late collection fees will apply in accordance with the Financial Fees section of this handbook. Only individuals listed on your child's authorised pick-up list may collect your child from the Centre. If an unlisted person needs to collect your child, prior written approval must be provided via email. In exceptional circumstances, the administration office may contact the parent or guardian directly to verify the individual's identity before releasing the child.

For safety reasons, staff may request government-issued photo identification from any person collecting a child who is not immediately recognised.



If a designated pick-up person appears to be under the influence of alcohol or drugs, or is otherwise unable to safely care for the child, the Centre will refuse to release the child and will assist in arranging an alternative authorised pick-up where appropriate.

Where custody or guardianship arrangements are in place, parents must provide the Centre with the relevant legal documentation clearly outlining who is authorised to collect the child. Bloom Learning Centre cannot deny a parent or legal guardian access to their child without valid legal documentation.

SEPARATION ANXIETY AND SETTLING IN

Separation anxiety is a normal and developmentally appropriate part of early childhood. It may occur at different times and stages as children build confidence in separating from their primary caregivers.

Children settle best when they experience consistent, predictable routines and when they feel secure in their relationships with both parents and educators. Parents play an important role in supporting this transition by helping children feel safe, understood, and confident about the school day.

To support a positive transition into preschool, parents are encouraged to:

- Communicate positively about preschool, helping your child understand that it is a safe and enjoyable place.
- Reassure your child that you will return at the end of the day.
- Support a consistent goodbye routine so the child knows what to expect each morning.
- Encourage your child to take part in arrival routines such as putting belongings in their cubby and greeting their teacher.

A calm, consistent goodbye helps children build trust in the daily routine and in their caregivers at preschool. It is normal for children to become upset at separation, and in most cases, they settle quickly once engaged in play and supported by familiar educators.

Our educators are experienced in supporting children through these transitions and will work closely with families to ensure each child develops a sense of security and belonging over time.

CLASS TRANSITIONS

At Bloom Learning Centre, we recognise that moving to a new classroom is an important milestone in a child's development. We aim to ensure that transitions are planned, consistent, and supportive, allowing children to feel secure and confident as they move through each stage of their early years journey.

Children whose birthdays fall during a term will transition to their next classroom at the beginning of the following term. The transition cut-off date is the final day of the term break before the new term begins. This cut-off is applied consistently to all children to ensure that transitions remain predictable, organised, and supportive.

For example, if a child's birthday falls during Term 1, they will transition to their new classroom at the beginning of Term 2 alongside the other children who are also moving during that transition period. Even if a child's birthday falls within the first few weeks of a new term, they will remain in their current classroom and transition during the following transition period.



Families will receive transition information approximately one month before their child's move. This will include their child's new classroom placement, schedule, supply list, and any other relevant information required to support a successful transition.

DAILY COMMUNICATION

At Bloom Learning Centre, we value open, respectful, and collaborative communication with families. We believe that strong partnerships between home and preschool support the best outcomes for children. The Lillio app is our primary platform for day-to-day communication. Parents are encouraged to use Lillio to send non-urgent messages to their child's educators, receive Centre announcements, and view updates about their child's day.

A summary of your child's meals, sleep, toileting, activities, and learning experiences will be shared through Lillio by approximately 6:00 p.m. each day. While our educators make every effort to record information throughout the day, their primary responsibility is the care, supervision, and engagement of the children. As a result, updates may not always be entered in real time and should not be relied upon for immediate information.

Parents are asked to notify the Centre as soon as possible of any absences, late arrivals, or changes to authorised collection arrangements. We also encourage families to share any significant changes at home or other information that may affect their child's wellbeing, behaviour, or experience at preschool so that we can provide appropriate support while they are in our care.

For urgent matters or information requiring an immediate response, including emergencies or changes to authorised pick-up arrangements on the day, parents should contact the Centre directly using the main office telephone number or the administration contact details provided upon enrolment.

Educators are always happy to speak with families at drop-off and pick-up where appropriate. However, as their priority is the supervision and care of the children, longer discussions may need to be arranged at a mutually convenient time.

NUTRITION AND FOOD POLICY

Bloom Learning Centre is a strictly peanut- and nut-free centre. This policy is enforced at all times to protect children with life-threatening allergies. All food brought into the Centre must be completely nut free, and parents/guardians are responsible for carefully checking ingredient labels before sending any food items. The Centre reserves the right to refuse or discard any food that does not comply with this policy.

The Centre provides one morning snack and one afternoon snack daily. Snacks are typically fresh fruit but may occasionally include items such as Goldfish crackers or banana bread. As children's preferences vary, parents/guardians are encouraged to provide additional snacks if they believe their child may not eat the snack offered by the Centre. Parents/guardians should also inform Centre administrators if they do not wish for their child to receive Centre-provided snacks.



Parents/guardians must provide lunch for their child each day. Children arriving before 9am may also bring breakfast to eat at the Centre. All food containers, including lunchboxes, Tupperware etc. must be labelled with the child's name. Lunches brought from home may be heated using a microwave if required. Parents/guardians must ensure that food is sent in clearly labelled, microwave-safe containers. While staff will take reasonable care when warming food, the Centre is not responsible for uneven heating. Staff will check children's bags as required to ensure compliance with allergy and food safety procedures. Once checked, children are encouraged to access their own food bags independently, with support appropriate to their age and stage of development.

Parents/guardians must inform the Centre immediately upon discovery of any allergies or dietary restrictions. While the Centre will make reasonable efforts to accommodate children with food allergies or special dietary needs, parents remain responsible for ensuring that all food sent from home is safe for their child.

BOTTLE FEEDING

For infants and children who require bottles, parents/guardians must provide formula, breast milk, and any specialty feeding items. Infants under the age of 12 months will be fed in accordance with written instructions provided by parents/guardians.

Bottle feeding will follow NHS and UNICEF guidance. Bottles will never be given to infants while they are lying down. Infants will be held in a semi-upright position during feeds, and bottles will not be propped or left with a child unattended. Any unfinished milk or formula remaining after a feed will be discarded within one hour. Bottles must be pre-sanitized at home.

Requests to add cereal or other thickening agents to a bottle that are not supported by current guidance require written parental acknowledgement on the Bottle-Feeding Form before they will be considered.

TEMPERATURE POLICY

Bloom Learning Centre will ensure that the indoor temperature will be maintained at a level of at least 70 degrees Fahrenheit. All thermostats are adjusted as needed throughout the year.

BIRTHDAYS & CELEBRATIONS

Every child's birthday is special and may be celebrated at the Centre. Parents/guardians who wish to arrange birthday celebrations must inform Centre administrators in advance and discuss their plans before bringing any food or decorations into the Centre. Any food brought for birthday celebrations must comply with the Centre's nutrition and food policies. The Centre is a strictly peanut- and nut-free environment, and all birthday food must be completely nut free. Parents/guardians are responsible for checking ingredient labels before bringing food into the Centre.

Birthday celebrations should be simple and appropriate for the Centre environment. While we welcome immediate family members to attend a short celebration, we request the disruption to the daily schedule be kept to a minimum.



Where birthday treats are provided, they may be shared in accordance with Centre practices, unless otherwise agreed. Parents/guardians are encouraged to consider the presence of children with allergies when selecting celebration foods. The Centre reserves the right to refuse or remove any food or item that does not comply with safety or nutrition requirements.

CHILD SUPERVISION

The safety and wellbeing of children is a priority at all times at Bloom Learning Centre. Children are actively supervised throughout the day, including during indoor and outdoor play, meals and snacks, toileting, rest periods, transitions, and any off-site activities.

Staff maintain awareness of children's whereabouts at all times and carry out regular head counts, particularly during transitions and outdoor play.

Children must never be left unattended or unsupervised at any time.

Attendance records are kept up to date and are available to staff at all times to support supervision and safety procedures.

Bloom Learning Centre operates in accordance with all applicable Early Childhood Care and Education staffing ratios. Volunteers and visitors are not included in staffing ratios and must always remain under the supervision of a staff member.

All staff are trained in supervision procedures, child safeguarding and CPR practices to ensure a safe and secure environment for all children.

The child to staff ratios are listed in the table below:

CLASSROOM	STAFF TO CHILD RATIO
Infant: 6 weeks-12 months	1 Staff for every 3 Children
Toddler: 12-24 months	1 Staff for every 4 Children
Early Preschool: 24-36 months	1 Staff for every 6 Children
Preschool: 3-5 years	1 Staff for every 10 Children

SLEEP SUPERVISION POLICY

Bloom Learning Centre recognises the importance of safe sleep practices and works in partnership with families to support each child's individual sleep needs while maintaining a safe and nurturing environment.

Parents will discuss their child's sleep routines and preferences during enrolment, upon transitioning to a new classroom, and whenever changes to sleep arrangements are required. Sleep preferences and authorised sleep practices will be documented in the child's enrolment records.

For children under 12 months of age, parents must provide written authorisation regarding sleep practices as part of the enrolment process. Infants will be placed on their backs to sleep unless an alternative sleeping position is supported in writing by the parents or guardians.

To support safe sleep practices:



- Each infant will be provided with an individual crib labelled with their name.
- Toddlers and preschool-aged children must bring a sleep mat labelled with their name.
- Infants' cribs must remain free from pillows, stuffed toys, bottles, cups, crib bumpers, and other loose items. A light blanket or approved sleep sack may be used in accordance with the child's documented sleep arrangements.
- Staff will ensure that sleeping children can be clearly observed and that their faces remain visible and unobstructed.

Children's individual sleep needs will be respected. Infants participate in scheduled rest periods and may also sleep at additional times throughout the day according to their individual needs. Toddlers and preschool-aged children are provided with a daily rest period and may choose to sleep, rest quietly, or participate in quiet activities as appropriate for their age and developmental stage.

Staff conduct regular visual sleep checks throughout all rest periods and maintain supervision of sleeping children at all times. Lighting levels will allow staff to clearly observe children while they are resting.

EXCURSIONS & OFF-SITE ACTIVITIES

As part of the daily educational programme, children may participate in supervised walks and buggy bus rides within the Strata property. These routine activities form part of the normal operation of the Centre and do not require separate parental notification or consent.

From time to time, children may also participate in off-site excursions, such as beach visits or community outings, that enhance the educational programme. Parents will be notified in advance of these planned activities. Where required, written consent will be obtained before a child participates in an excursion requiring authorisation.

Bloom Learning Centre will ensure appropriate supervision is maintained at all times and that all reasonable precautions are taken to support the safety and wellbeing of children while off the premises. Emergency contact information and attendance records will accompany staff during all excursions and off-site activities.

Parents will be notified in advance of any planned off-site activity and written consent will be obtained before a child participates in any excursion requiring authorisation.

VISITOR AND VOLUNTEER POLICY

Bloom Learning Centre welcomes visitors and volunteers whose presence supports the educational programme and operation of the Centre. Parents and authorized guardians of enrolled children are not considered visitors under this policy. However, parents or guardians who accompany children on off-site excursions may be considered one-time volunteers and will be required to comply with the Centre's applicable supervision, safeguarding, and confidentiality requirements.

All visitors and volunteers must report to the office upon arrival and comply with the Centre's safeguarding, health, safety, and confidentiality requirements.



Volunteers are required to complete all screening, orientation, and documentation required by Bloom Learning Centre and applicable ECCE regulations before working with children.

To ensure the safety and wellbeing of all children:

- Volunteers and visitors are not included in staff-to-child ratios.
- Volunteers and visitors must never be left alone with children.
- Volunteers must work under the supervision and direction of a qualified staff member at all times.
- Visitors touring the Centre must remain accompanied by a staff member or designated representative throughout their visit.
- Appropriate behaviour, language, and conduct are expected at all times while on Centre premises.

Bloom Learning Centre reserves the right to refuse entry to or remove any visitor or volunteer whose behaviour is considered inappropriate, unsafe, disruptive, or inconsistent with the wellbeing of the Centre community.

POSITIVE CHILD GUIDANCE PRACTICES

At Bloom Learning Centre, we believe that children learn best in an environment where they feel safe, respected, and supported. We recognise that challenging behaviour is a form of communication and that children benefit from guidance that is responsive, consistent, and developmentally appropriate.

Our educators use positive guidance practices to help children develop self-regulation, problem-solving skills, empathy, and respectful relationships with others. Guidance strategies are always appropriate to the child's age, stage of development, and individual needs.

Positive guidance practices at Bloom Learning Centre include:

- Building warm, caring, and responsive relationships with children.
- Setting clear, consistent, and developmentally appropriate expectations and boundaries.
- Supporting children to identify and express their emotions in healthy ways.
- Redirecting children to appropriate activities or behaviours when needed.
- Helping children solve problems, negotiate with peers, and repair relationships.
- Speaking with children respectfully and at eye level, using calm and clear language.
- Providing choices and encouraging children to develop independence and self-confidence.
- Recognising and encouraging positive behaviours and efforts.
- Working collaboratively with families when additional support or strategies may benefit a child.

If concerns arise regarding a child's behaviour or developmental needs, Bloom Learning Centre will work in partnership with the family to identify appropriate strategies and supports. In circumstances where the Centre is unable to safely or appropriately meet a child's needs, the procedures outlined in the Withdrawal and Discharge Policy may apply.

PROHIBITED CHILD GUIDANCE PRACTICES

Bloom Learning Centre is committed to providing a safe, nurturing, and respectful environment for all children.



Practices that may harm a child's physical or emotional wellbeing are strictly prohibited. This includes corporal punishment, humiliating or degrading treatment, inappropriate physical restraint, deprivation of basic needs, or any other practice that compromises a child's safety, dignity, or wellbeing. All staff, volunteers, and placement students are expected to uphold these standards at all times and to promote positive, respectful relationships with children.

SAFEGUARDING AND DUTY TO REPORT

Bloom Learning Centre is committed to protecting the safety, wellbeing, and rights of all children in our care.

All staff, volunteers, and placement students are required to follow the Centre's safeguarding and child protection policies and procedures. In accordance with Cayman Islands law, any person who has reasonable grounds to suspect that a child is, or may be, in need of protection must report their concerns to the appropriate authorities.

The safety and wellbeing of children will always be our highest priority.

EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

Bloom Learning Centre is committed to maintaining a safe and secure environment for all children, staff, and visitors. An emergency is any unexpected situation that requires an immediate response to protect the health, safety, or wellbeing of those in our care.

The Centre maintains comprehensive emergency management and hazard response procedures for a range of situations, including medical emergencies, fire, severe weather, earthquakes and other unforeseen events. Staff are trained in emergency procedures and regular drills are conducted to ensure preparedness.

In the event of an emergency, staff will take all reasonable steps to ensure that children are accounted for, actively supervised, and kept safe at all times. Emergency contact information for each child is maintained and readily accessible to staff.

Bloom Learning Centre maintains reliable methods of communication to contact emergency services and families as required. When children participate in off-site activities or excursions, staff carry a designated school phone along with emergency contact information to ensure communication can be maintained at all times.

Parents will be notified as soon as reasonably possible should an emergency situation affect their child or the operation of the Centre.

VIDEO SURVEILLANCE POLICY

Bloom Learning Centre uses video surveillance to support the safety and security of children, staff, families, visitors, and Centre property.



Security cameras are installed in common areas of the Centre, including hallways, the kitchen area, indoor play areas, and outdoor play areas. Cameras are not installed in washrooms, changing areas, or any other location where individuals have a reasonable expectation of privacy.

Video recordings are stored locally on a Digital Video Recorder (DVR) located on-site and are retained for approximately 20 days, after which they are automatically overwritten.

Recorded footage may be reviewed by authorised personnel when deemed necessary by Centre management following an incident, in response to a concern raised by a parent or staff member, to investigate a safety or security matter, or as otherwise required by law.

To protect the privacy and confidentiality of all children, families, staff, and visitors, Bloom Learning Centre does not provide copies of or direct access to CCTV footage to parents or other third parties.

Where appropriate, information gathered from footage reviews may be shared with parents in a manner that respects the privacy rights of all individuals involved.

Bloom Learning Centre respects the privacy of all members of its community and will handle video recordings in a confidential and secure manner. Footage will only be disclosed to third parties where required or permitted by law, or where necessary as part of an official investigation.

Questions regarding the Centre's video surveillance practices may be directed to the Administration Office.

PROGRAM STATEMENT

At Bloom Learning Centre, we view children as competent, capable, curious, and rich in potential. We believe children learn best through play, exploration, inquiry, and meaningful relationships with adults and peers.

Our programme is designed to provide a safe, nurturing, and inclusive environment where children feel a sense of belonging and are supported to develop confidence, independence, and a lifelong love of learning. We recognise that every child develops at their own pace and has unique strengths, interests, and ways of learning.

Children are offered a variety of engaging experiences that encourage them to explore, investigate, create, communicate, and problem-solve. Educators observe children's interests, ideas, and developmental progress and use this information to plan responsive learning experiences that extend children's thinking and support their individual growth.

Bloom Learning Centre is committed to promoting children's health, safety, and wellbeing. We provide a clean and healthy environment and encourage positive habits related to nutrition, hygiene, physical activity, and emotional wellbeing. Children's safety is our priority, and we maintain practices and procedures that support a secure and caring environment for all.

We recognise families as children's first and most important teachers. Positive partnerships between families and educators are essential to children's learning and development. We encourage open communication and welcome families as active participants in our Centre community. Information about



children's daily experiences is shared with families through the Lillio app, conversations with educators, newsletters, and other forms of communication.

Our learning environments are intentionally designed to be welcoming, flexible, and engaging. Children have access to a range of materials and experiences that promote choice, creativity, collaboration, and independent exploration. Educators adapt the environment and experiences in response to children's interests and emerging learning.

Above all, Bloom Learning Centre is a place where children are encouraged to be themselves, develop meaningful relationships, and discover the joy of learning. We strive to create an environment where every child feels a sense of belonging and is supported to grow with confidence, curiosity, and kindness.

PARENT QUESTIONS, CONCERNS & COMPLAINTS

At Bloom Learning Centre, we value open communication and encourage families to share any questions, concerns, feedback, or suggestions regarding their child's care or the operation of the Centre.

Parents are encouraged to discuss concerns with their child's educator in the first instance. If the matter cannot be resolved at that level, or if a parent is not comfortable raising the concern with the educator directly, it may be brought to the attention of the Administrator or Supervisor.

Questions, concerns, and complaints may be communicated in person, by telephone, email, through the Lillio app, or via the contact form on our website.

Bloom Learning Centre is committed to addressing concerns in a timely, respectful, and confidential manner. An initial response will typically be provided within two business days. Where further investigation is required, families will be kept informed of the progress and outcome.

All concerns and complaints will be handled professionally and confidentially, in accordance with applicable laws and the Centre's policies and procedures.

Families may submit feedback or concerns through the contact form available on our website at www.bloom.ky.

PARENT CODE OF CONDUCT

Bloom Learning Centre is committed to maintaining a safe, welcoming, and respectful environment for children, families, staff, volunteers, and visitors. We ask all members of our community to contribute positively to this environment by treating one another with kindness, courtesy, and respect.

Parents and guardians are expected to:

- Treat children, families, staff, volunteers, and visitors with respect and dignity at all times.
- Communicate concerns or disagreements in a respectful and constructive manner.
- Use appropriate language and behaviour while on Centre premises and during Centre-sponsored activities.
- Respect the privacy and confidentiality of other children, families, and staff.
- Follow all Centre policies and procedures designed to support the safety and wellbeing of the community.



The following behaviours are not permitted:

- Harassment, bullying, intimidation, discrimination, or abusive behaviour of any kind.
- Threatening, aggressive, or violent behaviour, whether verbal or physical.
- The use of offensive or inappropriate language.
- Possession or use of weapons, illegal substances, or alcohol on Centre premises or during Centre-sponsored events.
- Behaviour that disrupts the operation of the Centre or compromises the safety or wellbeing of children, families, or staff.

Parents are encouraged to raise questions, concerns, or complaints directly with their child's educator or the Centre administration so that matters can be addressed promptly and respectfully.

Bloom Learning Centre reserves the right to take appropriate action where this Code of Conduct is not followed. Depending on the circumstances, this may include restricting access to the premises, requiring meetings with administration, or, in serious cases, withdrawal of services in accordance with the Centre's Withdrawal and Discharge Policy.

PHOTOS AND VIDEOS

Photographs and videos are an important part of documenting children's learning and sharing their experiences with families. Throughout the day, Bloom Learning Centre staff may take photographs or videos of children participating in activities, celebrations, and everyday learning experiences.

These images may be used for internal educational and communication purposes, including:

- Learning portfolios and classroom documentation;
- Displays within the Centre;
- Daily updates and communications shared through the Lillio app;
- Newsletters and other communications shared with currently enrolled families; and
- Group photographs or videos that may include other children enrolled at the Centre.

By enrolling your child at Bloom Learning Centre, you acknowledge and consent to the use of photographs and videos for these internal purposes.

The use of photographs or videos for external purposes, including the Centre's website, social media accounts, advertisements, promotional materials, or other marketing activities, is entirely optional and requires separate consent at the time of enrolment. Parents may choose whether or not to provide this permission, and their decision will not affect their child's enrolment or participation in Centre activities. Bloom Learning Centre is committed to protecting the privacy of all children and families and will use photographs and videos responsibly and in accordance with applicable privacy laws and Centre policies.

DATA PROTECTION & PRIVACY STATEMENT

Bloom Learning Centre is committed to protecting the privacy and security of children, parents, guardians, and staff. Personal information is collected and used only for legitimate purposes connected to the care,



education, safeguarding, health and safety, and administration of the Centre, in accordance with the Cayman Islands Data Protection Act (2021 Revision).

Information may be shared with authorised staff members, regulatory authorities, health professionals, emergency services, or other agencies where required by law or where necessary to safeguard a child's welfare.

Personal records are stored securely and access is restricted to those who require the information to perform their duties. Records are generally retained for **five (5) years** after a child leaves the Centre, unless a longer retention period is required by law or regulatory requirements.

Parents have rights regarding their personal data, including the right to request access to their information, request correction of inaccurate information, and raise concerns about how their data is handled. Concerns may also be referred to the Cayman Islands Ombudsman.

CHANGE OF INFORMATION

It is important that Bloom Learning Centre maintains accurate and up-to-date information for every child in our care. Parents and guardians are responsible for notifying the Centre promptly of any changes to their contact information, including home address, telephone numbers, email addresses, employment or school details, emergency contacts, or authorised pick-up persons.

Current emergency contact information is essential to ensure that parents or guardians can be reached quickly if necessary.

If there are any custody arrangements, court orders, or other legal restrictions relating to your child, you must inform the Centre in writing and provide any relevant legal documentation. Bloom Learning Centre will comply with such arrangements to the extent permitted and required by law.

IMMUNIZATION POLICY

Parents or guardians must provide an up-to-date immunization record before their child begins attending Bloom Learning Centre. Updated immunization records must also be submitted at the start of each academic year as part of the re-enrolment process and whenever additional immunizations are administered.

All immunization records or supporting documentation must be issued or signed by a licensed physician, nurse practitioner, or medical officer of health.

Where a child is not immunized or follows an alternative immunization schedule, a letter from a licensed medical professional must be provided and kept on file.

In the event of an outbreak of a vaccine-preventable communicable disease, Bloom Learning Centre reserves the right to require children who are not immunized against the relevant disease to remain at home until Public Health has advised that it is safe for them to return.

Failure to provide the required immunization documentation within the requested timeframe may result in a delay to enrolment, suspension of attendance, or withdrawal of services in accordance with Centre policies.



ILLNESS POLICY

Bloom Learning Centre prioritises the health and well-being of the children and staff in our centre. We believe a child needs to be fit and well to fully benefit from the learning experiences. We also believe that the wellness of our staff is reflected in their practice. To protect the well-being and health of all children and staff we encourage children and staff to rest and recover at home.

AIMS:

At Bloom Learning Centre we aim to provide children with an environment where:

- *health is promoted.*
- *emotional well-being is nurtured.*
- *all are kept safe from harm.*

OBJECTIVES:

Bloom Learning Centre's objective of this illness policy is to ensure that our practices and decisions regarding illness are reasonable and fair.

During the time your child is with us there may be occasions when they will be affected by illness. This may mean that your child will be unable to attend Bloom Learning Centre. Time away from the Bloom Learning Centre will allow your child to recover and will also protect the health of the other children, families, and staff members. We understand that this often places parents/ guardians under extra pressure. We are guided in our decisions regarding illness by Cayman Islands Public Health which require us to take appropriate action when a child is unwell.

COMMUNICATION:

Bloom Learning Centre asks parents/guardians to discuss concerns about your child's health and well-being at any time. If you are worried that your child may be unwell, share this information with us as soon as you can. We all need to be vigilant and alert to any changes in behaviour or signs of illness and respond to the child's needs quickly.

At Bloom Learning Centre we believe that parents and our staff share the responsibility for creating a healthy early childhood centre environment, which will protect and nurture our children.

PARENT/GUARDIAN RESPONSIBILITIES:

- Provide the centre with up-to-date emergency contact numbers.
- Discuss concerns about children's health with staff at the centre.
- Let staff know if you have given medicine to your child during the night or prior to arriving at the centre.
- Provide written authority for any medication required while the child is at the Centre, completing the required medication authorization form.
- Children should be collected within one hour if unwell.
- Allow your child time to recover before returning to Bloom Learning Centre.



- If you are worried about your child's health, please seek advice from your child's doctor before bringing your child to the centre.
- Provide details of immunisations that your child has had at the time of enrolment.

BLOOM LEARNING CENTRE'S RESPONSIBILITIES:

- Contact parent/guardian if there are concerns about a child's health and may ask for the child to be taken home.
- First aid will be administered where required.
- Children who are unwell will rest in the sick bay away from other children until collected.
- Efforts will be made to ensure children are comfortable and emotionally supported.
- If we are concerned that a child may be unwell, we will keep a record of the child's day detailing any changes in behaviour, symptoms, temperature recordings, food & drink consumption, and any authorised medication given.
- Provide authorised medication, document time, dosage, and time of administration.
- Medical help will be sought if a child becomes more ill.
- We may suggest that you consult your child's doctor.
- The Centre reserves the right to request a doctor's note or medical clearance at any time before a child returns to the centre following illness.
- We will obtain up-to-date health information and advice from Public Health as needed.

GENERAL CONDITIONS INDICATING THAT A CHILD SHOULD NOT ATTEND BLOOM LEARNING CENTRE:

- Illness prevents the child from participating comfortably in Centre activities
- Illness results in a greater care need than Bloom Learning Centre can reasonably provide without compromising the health and safety of other children and/or staff
- Anyone requiring antibiotics should remain at home for the first 24 hours
- Bloom Learning Centre requests that children remain fever free for twenty-four hours without medication before returning to our centre.

SPECIFIC ILLNESSES/SYMPTOMS INDICATING THAT A CHILD SHOULD NOT ATTEND BLOOM LEARNING CENTRE:

The following guidelines on illness are provided by the Cayman Islands Health Services (**HSA**) as found in Appendix 1. Bloom Learning Centre requests that parents follow these guidelines.

- A child with CHICKEN POX should remain home until all lesions are crusted over, about 5-7 days.
- CONJUNCTIVITIS (PINK EYE) –
 - BACTERIAL – child should remain home from the time his/her eyes become red and draining until 24 hours after commencing antibiotics.
 - VIRAL- contagious for 5-7 days.
- DIARRHEA AND/OR VOMITING - child should be kept at home until he/she is symptom free for 24 hours.



- TEMPERATURE of 100-degree Fahrenheit or above- child should be kept home until he/she is symptom free for 24 hours.
- THROAT INFECTION - child should be kept home until 24 hours after commencing antibiotics.
- EAR INFECTION - child can be in the centre 24 hours after commencing antibiotics; and pain is not severe to prevent child from participating in activities.
- PEDICULUS (HEAD LICE) - child can be in the centre once treatment has started, however he/she should be excluded from activities likely to cause exposure to other children.
- RINGWORM - child can return to the centre once treatment has started, however should be excluded from activities likely to cause exposure to other children.
- IMPETIGO - Child should be kept home until treatment has started and all the lesions are crusted over.
- COLD & FLU - if symptoms are mild, the child can be at the centre. The child should be kept home if he/she does not feel well, has a persistent cough, or is congested. Children should be kept home until fever has subsided for 24 hours.
- COVID-19 – Follow current government health protocols.

MEDICINE:

When children require medication during the day, Bloom Learning Centre will accommodate this need for both prescription and non-prescription medication. These guidelines must be followed:

- Parent/guardian completes a permission to administer medication form prior to medication being kept at our centre and being given to the child. This form will be kept on the child's record. Bloom Learning Centre Permission to Administer Medication Form is found in Appendix 2.
- When the prescribed dosage is three times per day, the first and last dosages will be administered at home, Bloom Learning will only administer the midday dosage.
- Prescription medication is properly labelled by a pharmacy marked with the child's name.
- Non-prescription medication provided by the family is given following directions by the manufacturer.
- Vitamins, herbal remedies, natural supplements, and homeopathic products will not be administered at the centre and must be given at home.
- All medications will be administered to the child by the assigned staff member. A record of all medicine (prescription and non-prescription) given to the child will be recorded on Bloom Learning Centre's Medication Record Form found in Appendix 3.
- Medication will be stored out of reach of all children and refrigerated if required. All medication is to be stored in the admin office designated locker. If refrigeration is required, the medicine shall be stored in the kitchen fridge wherein children will not have any access (child locked).



Medication Type	Number of Days Permitted to Stay on the Premises	Storage Location
Over the Counter	5 days (or longer at administrator's discretion)	Office Medication Locker or Kitchen Fridge
Prescription	Duration of prescription	Office Medication Locker or Kitchen Fridge
Mild/Moderate Allergy Medication	As needed or until expiration (whichever is first)	Office Medication Locker or Kitchen Fridge
Indicated by Individual Medical Plan/Sheet	As needed or until expiration (whichever is first)	Office Medication Locker or Kitchen Fridge
Emergency Medication	As needed or until expiration (whichever is first)	Emergency Backpack or Emergency Medication Bin

ISOLATION AREA/SICK BAY:

Bloom Learning Centre isolation area is located at the Administrative Office.

A child who becomes sick while at Bloom Learning Centre will be cared for in the isolation area/sick bay. A staff member will remain with the child and keep the child comfortable. The child's parent/guardian will be called and asked to pick up the child as soon as possible. Once the child is collected by the parent/guardian the isolation area/sick bay will be sanitized. The illness will be noted in the illness log.

BITING POLICY

Biting is a very common behavior among children from birth to three years of age. Biting is a form of communication and is almost always a response to the child's needs not being met or coping with a challenge or stressor. We believe that by understanding the developmental stages of the children in our care and their individual needs, we can proactively prevent many biting behaviors by the environment which we create for the children.

It is understood that a child biting other children is one of the most common and most difficult behaviors to deal with in group childcare settings. It can occur without warning, can be difficult to defend against, and usually provokes strong emotional responses in children, families, and caregivers involved.

For many young children, the biting stage is considered to be just a passing problem. Young children try it out as a way to get what they want from someone else. They are in the process of learning what is or is not socially acceptable. They discover that biting is a way to cause the other child to drop what they are holding so the child who has bitten can pick it up. However, they experience the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings. For some children, biting is a persistent and chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.



BEFORE BITING OCCURS:

An environment is created which meets the developmental needs of the children. All children are monitored and supervised while working and/or playing and redirection is used in situations where a potential biting incident may occur. An environment that elicits calm, thoughtful behavior is maintained.

IMMEDIATE RESPONSE TO A BITING INCIDENT:

1. Adults will attend to the child who was bitten first. They will comfort the child and administer first aid if required before addressing the child who has bitten.
2. Once the child who was bitten has been attended to and is calm, the adult will then address the child who bit in a calm and neutral manner. Staff will use simple, clear language such as *"I see X is crying. Biting hurts X and makes X sad. We do not bite."*
3. The child who bit will not return to the activity that led to the incident. Staff will speak at the child's developmental level. For example, *"I can see you want that toy, but I cannot let you hurt X."*
4. The child who bit will be supported to make amends in a developmentally appropriate way, and only with the bitten child's consent. This may include helping retrieve an ice pack or observing the adult comfort the other child. Participation in this is not forced.
5. Once the situation has de-escalated, the child who bit may return to an alternative, but appropriate, activity.
6. An incident note will be created on Lillio for both children as soon as possible to inform parents/guardians prior to pick up.
7. A written incident report will also be completed for each child and shared with parents/guardians at pick up. Copies will be provided upon request.
8. At no time will the name or identity of the other child involved be disclosed.
9. If this was a repeated incident, temporary increased supervision (shadowing) will begin.

FOLLOW UP AND REVIEW:

1. Staff will confer with the EC Centre's Owner/Director to review the context of the biting incident. If changes in supervision and/or environment are warranted, then those changes should be implemented immediately.
2. If a pattern of biting emerges, the class teacher will create a Positive Guidance Plan, and a meeting with the parents/guardians of the child who is biting will be called to identify possible causes and/or triggers and implement the guidance plan.
3. Teaching staff will continue to document patterns in biting behavior, or other related behaviors. Children who show a tendency to bite will be closely supervised (shadowed) to prevent incidents and reinforce appropriate behavior through positive interactions.
4. The guidance plan may also include, but will not be limited to, a referral to a specialist or changes in the home life (such as limit-setting, media exposure, etc.). Parent(s)/guardian(s) are expected to work in collaboration with the Centre with the goal of eliminating the biting behaviors.



5. In the event of repeated biting incidents, after implementation of the Positive Guidance Plan, the Centre may determine that unenrollment is necessary in the best interest of the child, other children, and staff. Re-enrolment may be considered after six months.

SMOKE FREE POLICY

Bloom Learning Centre is committed to providing a healthy environment for children, families, staff, and visitors.

Smoking, vaping, and the use of e-cigarettes are not permitted anywhere on Centre property, including all indoor areas, outdoor spaces, playgrounds, or within 15 feet of the main entrance, regardless of whether children are present.

We ask all members of our community to respect this policy and refrain from smoking or vaping near the Centre entrance or in areas where children may be exposed to second-hand smoke or vapour.

PARKING

Bloom Learning Centre is located within a shared commercial complex with communal parking available to all tenants and visitors. Parents and guardians may use any available parking space within the strata while dropping off or collecting their child.

For the safety of all children, we ask that children remain closely supervised at all times while in the parking area and are accompanied by an adult when walking to and from the Centre.

Please observe all posted parking and traffic regulations and be considerate of neighbouring businesses and their customers when using the shared parking facilities.

ADEQUATE LIGHTING

Bloom Learning Centre maintains appropriate lighting throughout the Centre, including entrances, exits, outdoor and indoor play areas, and shared access areas, to support the safety and wellbeing of children, families, staff, and visitors.



PARENT ACCEPTANCE

- I acknowledge that I have received and read the Bloom Learning Centre Parent Handbook and understand the policies, procedures, and expectations outlined within it. I agree to work in partnership with Bloom Learning Centre and to comply with the Centre's policies as they may be updated from time to time.
- I understand that I am responsible for ensuring that my contact information, emergency contacts, authorised pick-up persons, and any relevant medical or legal information relating to my child remain current and accurate.
- I have had the opportunity to ask questions regarding the contents of this handbook and understand that I may contact the Centre at any time should I require further clarification.

I, _____, father / mother / guardian of
_____ have read and agree with the above procedures.

Signature: _____ Date: _____