



PREPARING FOR A GREAT DAY OF BACK-UP CARE IN A CENTER

Welcome to *Bright Horizons Back-Up Care*™ (formerly Back-Up Care Advantage). Now that you've scheduled back-up care in a center, you might be wondering, "How can we prepare?" Take a look at these helpful guidelines, but please be advised that each center will have its own policies and procedures that may supplement or supersede anything described below. You may call the center in advance for full details.

Before Care

Complete all enrollment materials online such as immunization records and emergency contact information, and review your child's preferences and schedule with the center.

The Day of Care

Consider your child's needs, personality, and what will make him or her comfortable in a new environment. Be sure to pack extra clothes and label everything you bring from home for children of all ages.

Infants

- **Provide Information:** Your baby's schedule; routines for eating, sleeping, changing, and play; and comfort techniques
- **Bring the Necessities:** Comfort items, diapers, wipes, formula, milk, and/or food

Toddlers, Preschoolers, and School-Age Children

- **Check Food Policies:** Are snacks and lunch provided or do you need to pack them? Please note that centers may be nut-free or nut-safe and may not be able to refrigerate or heat lunches.
- **Dress Safely:** Most centers discourage drawstrings and dangling jewelry.

Upon Arrival

Whether your child adapts quickly or takes time to adjust to change, the arrival experience is important and will help your child settle in. Leave plenty of time, help your child get involved in an activity once you get to the classroom, and talk with the teachers about your child's individual style and preferences. Be sure to fill out the Daily Information Sheet, which includes where you'll be during the day, your phone number, as well as medication, allergy, and dietary information.

Communication During the Day

You're welcome to call the center to check in – or set up a time for your child's teacher to call you. You can also stop by for a visit, but keep center safety and security policies in mind – you'll likely have to ring a doorbell and wait for a staff member to let you in.

Departure

Authorize someone to pick-up your child – yourself, another parent or guardian, or other adult (18+ years of age). Whoever picks up will need to bring photo identification, allow enough time to check in with the teacher or center staff, and pack everything up.

Evaluation

Following care, you'll receive a brief survey via email from Bright Horizons Back-Up Care. Your comments and suggestions will help us continue to improve the quality of our services. Thank you in advance!

For more information, please call us at 877-BH-CARES (242-2737).

