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Parent Policies and Procedures Manual



www.homeawayfromhomechildcare.com

1-877-94-CHILD (24453)

Welcome

Welcome to Home Away From Home. We are so very pleased that you have chosen us as your child's preschool. Our staff is committed to provide your child with an exceptional educational experience. Our teachers are experienced professionals, trained to partner with you in the care and growth of your child. This manual will guide you in maintaining our standards of excellence. We ask all parents to please help us to strictly follow the policies and procedures in this manual in order to grant and ensure your child has the best experience possible.

Accreditations

Home Away From Home is a Gold Seal Quality Care and A.P.P.L.E. Accredited Preschool. We are founded on the ideas that children are motivated to explore, learn and express themselves. Home Away From Home is proud to be a participating member of Quality Counts – Palm Beach County's Quality Rating Improvement System.

Mission Statement

Our mission at Home Away From Home is to assist your child in order that he/she may learn best in an environment that is safe, clean, warm, positive and responsive. Children are natural thinkers and reflective problem solvers. Children construct knowledge in a natural way. We will work with the child's natural inclination to explore and solve problems. We believe this motivates learning for success in your child's school readiness and future.

Our Philosophy

We believe that each child is unique in his/her own development, has the right to become the very best person that he/she is capable of becoming. That he/she has the right to grow up and learn in a wholesome environment and that early training in the life of a child has the greatest impact on his/her future learning. Thus, the Director, and the Staff dedicate their time and efforts toward the following goals:

- Providing a safe, healthy, clean and secure environment supported by nurturing, caring and enthusiastic parents, teachers and administrators.
- Encouraging each child's optimum potential through developmentally appropriate activities using creativity, problem solving, imagination, and experimentation.
- Fostering positive attitudes towards life and school which lay a foundation for experiences in future years.
- Encouraging the development of a positive self-image.
- Providing comfort, convenience, and peace of mind for working parents.
- Encouraging the learning of responsibility at school, home, and in the community.
- Promoting an educational environment that fosters academic excellence and active learning.
- The parent, and staff of Home Away From Home will bond together to be partners for the education of their child.

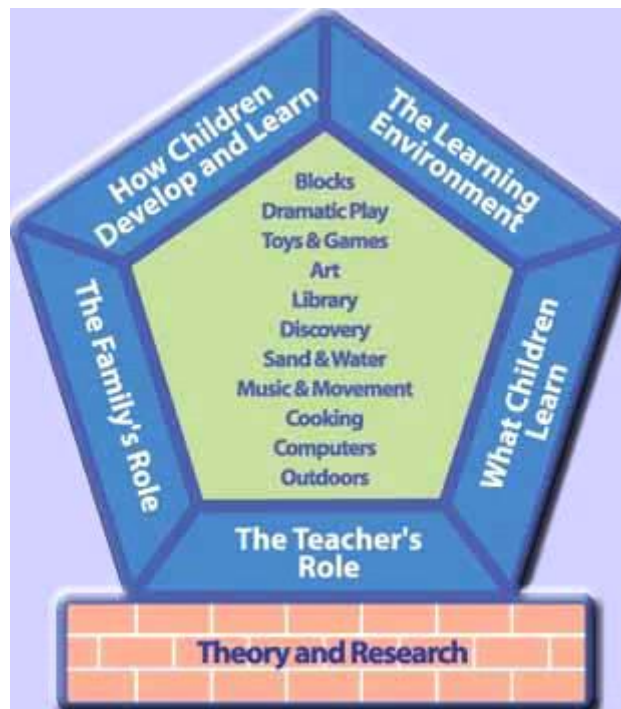
"Watch Me Grow" Our Web Cam Services

Watch Me Grow offers parents the ability to watch their child via the Internet on a safe & secure web cam. This provides busy parents of today peace of mind. Parents get to watch and share in their child's day-to-day activities from work, at any time, from anywhere in the world.

Our Curriculum

The Creative Curriculum

Home Away From Home follows the Creative Curriculum. This curriculum is designed to challenge our children, build their self-confidence and, most importantly, develop a love for learning. Our multi-cultural based curriculum encourages learning through arts, language, music, and socialization. We believe in age-appropriate learning based on the philosophy of a structured learning environment with the ability for creative expression. This nationally known approach, built upon learning theory and scientific knowledge of child development from early infancy through the preschool years, focuses on teacher- directed and child-initiated learning. The curriculum is goal-directed, based on ongoing assessments for each child’s strengths and interests. With this information, learning can be guided while the child’s social and emotional development is supported. Recognizing the important role of parents and family as partners in the young child’s education, we will keep parents informed of the goals in the classroom and of how learning can be reinforced at home.



Montessori Curriculum

Our Palm Beach Gardens location offers a Montessori Curriculum for children ages 3-5. Our highly experienced teachers are Montessori trained and certified. The Montessori philosophy respects each child as an individual learner. Using classic Montessori materials and manipulatives, children are presented with the opportunity to learn at their own pace within a stimulating and nurturing environment. Each classroom is designed to encourage age appropriate concentration, focus, and development of individual discipline. The Montessori Method educates your child not only enriched and in-depth academics in all areas, but also in social and character development. We encourage helpfulness, grace, friendliness, respect, fairness, confidence, politeness, and courtesy in all that we do.

Visiting During School Hours

For security purposes, the following rules apply:

- HAFH **ONLY** accepts currently enrolled guardians of students and or parents to visit during school hours.
- They must be approved and signed in by the front desk as a visitor during that time.
- Parents/guardians are allowed to observe and view their children via our glass observation windows, observation rooms or our webcam monitors located in every reception area in order to avoid disruption in the classrooms.
- If you wish to see your child during school hours, our staff will escort the student to the front office unless the child is an infant.
- We ask that all parents/guardians limit the amount of time spent in the classrooms during drop off and pick up time in order to allow the teacher to start her daily academic activities without disrupting the classroom.

Responsibility for Reporting Child Abuse and Neglect

Home Away From Home shall protect children from abuse and neglect while in the program's care and custody. Home Away From Home shall develop and follow written procedures for reporting any suspected incidents of a child abuse and neglect.

- **All staff members are mandated reporters** of any suspected incidents of child abuse and neglect.
- All staff members should document objectively any suspicions of abuse or neglect.
- Staff should report concerns to director.
- The Director and reporting staff should objectively discuss concerns relating to observable criteria.
- If deemed necessary, assistant director or director will place call to the Department of Children Families to report any concerns or findings. They will follow up with a written report to DCF.

Persons Appearing Intoxicated or Impaired

If a parent or other adult enters the school to pick up a child and appear to be intoxicated, smells of alcohol or his or her actions appear to be impaired, we will refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the Director will notify the local authorities.

Use of Television

It is Home Away From Home's policy to not include TV during regular daily schedules. Exceptions will be made for special occasions or weather restrictions. In these cases the programs must be educational and theme related.

Discipline Policy

A. The methods of guidance and discipline used shall:

1. Be Positive & Constructive
2. Be consistent with the age and developmental needs of the children; and
3. Lead to the child's ability to maintain self-control

B. Staff members shall not discipline children for failing to eat, sleep or for soiling themselves.

C. Children may be removed from a group activity to another area, provided that the child removed is either under the supervision of another staff member or continuously visible to a staff member.

D. Children shall not be subject to discipline, which is severe, humiliating and frightening. No spanking or any form of physical punishment will be tolerated.

Please note that if a child continues to have behavior issues, his/her parents will be called and maybe asked to pick up child from school for the rest of the day (regardless of circumstance). HAFH reserves the right to terminate enrollment if necessary for the benefit of the child or classmates.

Staff Member Shall

Reflect the provisions specified in (a) through (d) above and include the acceptable actions that a staff member may take when disciplining a child (that is, discussion with the child, calming chair, time-out, negotiation station, etc.); and Post these policies in a prominent location within the center.

The center shall secure and maintain on file each staff member's signature attesting to receipt of the policy on the disciplining of children by staff members.

Staff Members Shall Not

Hit, shake, and use abusive language, ridicule, harsh, humiliating or frightening treatment. They shall not use emotional punishment or engage in or inflict any form of child abuse and/or neglect. Staff members shall not withhold from children food, emotional responses, stimulation, or the opportunities for rest or sleep. Staff members shall not require a child to remain silent or inactive for an inappropriate long period of time.

Confidentiality

HAFH respects and maintains the utmost confidentiality of each individual child and family. HAFH shall have an obligation of confidentiality in disclosure of children's records. HAFH respects the family's right to privacy, and will not disclose confidential information. However, by law, HAFH must provide information pursuant to a subpoena or if a child's welfare is at risk to the appropriate agencies.



Arrival & Departures

1. Home Away From Home follows our own Academic Calendar for the school year. For a list of No School Holidays / Teacher Work days, please see our Holiday Calendar. Our Summer Session starts immediately after the academic school year ends. (Please note VPK has additional holidays).
2. Our center is open from 7am to 6pm, Monday thru Friday.
3. Please have your child in his or her classroom according to their planned program time. Repetitive tardiness will not be accepted. If your child is attending HAFH's full time program, they must arrive at school by 8:30 am and no later than 9am, unless excused in advance. Please call to inform us if you will be late. If your child is excused, we ask that you allow us to escort your child back to his/her classroom to avoid any disruptions to the daily lessons. If you arrive past 9 am, without prior notice, your child may not be allowed to stay.

Late Part-Time Pick Fee

Parents must adhere to the hours of their child’s scheduled time. Late fees are assessed if you fail to pick up your child on time. Fees are calculated at \$15.00 for any part of the first 5 minutes, and an additional \$1.00 for any part thereafter. This is necessary due to staffing ratios, which must be strictly followed per licensing requirements? A late notice statement will be completed and must be paid the day of or no later than the following day. Repeated failure to pick up your child on time can result in enrollment termination.

Late End of the Day Pick Up Fee

Late fees are assessed if you fail to pick up your child by 6pm closing. Please be mindful, we have teachers and staff that need to get home to their families as well. Fees are calculated at \$15.00 for any part of the first 5 minutes, and an additional \$1.00 for every minute thereafter. A late notice statement will be completed and must be paid the day of or no later than the following day. Repeated failure to pick up your child on time can result in enrollment termination.



Holiday Closings

Please see Holiday Closing/In Service Training Calendar (NO CREDITS OR MAKEUP DAYS WILL BE GRANTED FOR THESE CLOSINGS). These holiday closings have already been considered part of set tuition.



Meals

One nutritional breakfast, one Lunch and one afternoon snack will be provided by our center for all children (FREE OF CHARGE). No meals will be served after designated meal times. If your child will be late to school, please be sure he/she is fed prior to coming to school (this includes breakfast) our teachers need to promptly start daily academic lessons no later than 9am.

The last snack provided to older children will be offered no later than 3:30pm.

We do ask you to please notify us of any allergies in writing.

Menus are posted weekly in each classroom and on our website.

Home Away From Home has a "NO SUGAR & NO PEANUT" policy!

If parents are providing meals, we strongly suggest they are nutritional since we do believe it is imperative for the proper growth and development of your child.

Babies & Toddlers

All infant food and formula must be pre-mixed, pre-measured, in a safe non-glass container/bottle with lids and ready to drink/eat. We cannot mix, measure, prepare, cook or heat food. Infant bottles may be warmed with warm water, bottle warmer or crock-pot.

Baby Bottles are only permitted in our infant rooms. Baby Bottles require a labeled lid on every bottle.

(Baby bottles/lids need to be labeled daily with tape and must have the name, date & time of preparation).

Sippy Cups are only permitted in our toddler rooms. Sippy Cups require a labeled lid. (These items must be taken home daily, sanitized and returned to school labeled with the child's name – we do not wash Sippy cups on site).

***PLEASE REMEMBER TO LABEL EVERYTHING WITH YOUR CHILDS NAME USING A PERMANENT MARKER!!!**

Center disposable cups are provided for children who are two and older. This provides reinforcement of self-help skills and independence.

Diapers, Wipes, Extra Clothing and Sheets are **NOT** provided by our center. It is the parent's obligation/responsibility to make sure your child has enough supplies. Please replace any items needed no later than the next business day. If our center does provide any of the above items, it is expected that the items be replaced immediately.

Rest Time

It is licensing requirements as well as an important part of the child's development to provide younger children with a rest or sleep period after lunch. They are not required to sleep, but must lie quietly and relax or read a book quietly.

Infants sleep in cribs and children 12 months and older will sleep on mats provided by our center. Our mats/crib mats are sanitized daily after use.

Parents need to provide the following for children (12) months and older:

- (1) Mat sheet (which can be purchased at the front office)
 - (1) Light thin small blanket.
- No pillows allowed

Parents need to provide the following for children (12) months and under:

- (5) Crib Sheets
 - (2) Light Blankets
 - (3) Extra sets of clothing in case of soiling
- No pillows allowed

Please label all items with a permanent marker.

(These items must be taken home at the end of every week, laundered and returned the next school day).

Health Policy

A. Physical & Immunizations

Chapter 77-620. Special Acts, Laws of Florida require all children to have the following upon enrollment: A Physical Form, Florida Dept. of Health Form # 3040, signed by a licensed physician who states a child is healthy and may attend childcare.

Complete immunization record on reverse side of Florida Dept. of Health Form # 680 signed by a licensed physician

Documents must be presented before a child can attend the school and must be updated when necessary.

B. Allergies

All Allergies must be noted in writing so that we can post them in the classroom for all caregivers to see.

C. Illnesses

For the protection of all children, we reserve the right to refuse acceptance of any child that shows signs or symptoms:

- Severe coughing, causing the child to become red or blue in the face or to make whooping sound;
- Difficult or rapid breathing;
- Stiff neck;
- Diarrhea (more than one (1) abnormally loose stool within twenty-four-hour-period);
- Temperature of one hundred (100) degrees Fahrenheit or higher;
- Untreated infectious skin patch(es);
- Contagious disease (such as chicken pox)
- Scabies, tinea corporis or capitis (ring worm)
- Contagious skin rash (any severe rash)
- Vomiting
- Sores, discharging eyes or ears, profuse nasal discharge
- Conjunctivitis (Pink Eye)
- Yellowish skin or eyes
- Head Lice/Nits (must return with certified proof that lice is no longer a threat), etc.

1. If a child becomes sick during the day, she/he will be isolated from the other children and a parent will be notified to pick up the child as soon as possible. It is the parent's responsibility to have alternative arrangements available in the event that they cannot pick up their child immediately.

2. **No Returning to School Within 24 Hour Policy** - If your child has been absent/sent home due to a contagious disease, a doctor's note must be brought back to school to ensure that your child is healthy (SYMPTOM FREE) to be admitted back to school. Even in cases that a doctor authorizes your child to return to school before a 24-hour period, it is our center policy that your child may not return to school the day after being sent home. Please note if your child isn't feeling good, it should be your responsibility to keep them comfortable at home. We understand that sometimes this can be an inconvenience to parents, but we trust that you will understand the necessity for such a policy.

Medication

It is our policy not to dispense any medication. If your child needs medication to be administered during school hours, you may make arrangements to come & administer the medication yourself. EpiPens and emergency Asthma Pumps are the only exception.

Baby powder, colic drops, teething gel, ointments, acetaminophens are considered medication by the health dept. They cannot be administered unless labeled w/a child's name and a doctor note to be accompanied along w/a medication permission slip & must be placed under lock & key. Please do your best to administer any of the above at home.

Hygiene

We strive to maintain the highest standards of cleanliness and prevention of germs. Children are taught and required to wash their hands throughout the day to help minimize the spread of germs.

Head Lice - Return to School Policy

If your child has been diagnosed with head lice or nits (lice eggs), it is important to treat your child before he/she returns to school. It is our policy to exclude your child from attendance at school until you can provide us with a clearance letter from Lice Solutions or a professional pediatrician of your choice on a doctor's letterhead. We recommend Lice Solutions 561-842-9969.

Accidents/Injuries/First Aid

Although we work hard to ensure that your child is in a safe environment, accidents do happen. Part of growing up can include bumps and bruises. If your child is slightly injured during the day such as a scraped knee, stubbed toe, bumped elbow, small cut, bumped head, bite, etc., our staff is equipped to provide first aid to the child. In these cases you will receive a written Accident/Incident report to inform parents about the accident or incident. The original report requires to be signed by the parent as well as the staff member who witnessed the accident/incident. The original document must stay at the school in the child's file and a copy maybe requested by a parent for his or her keeping.

If the injury is more than slight, the parent is notified immediately. In the case of serious accidents or medical emergency, 911 is dialed immediately in case emergency medical measures are necessary for the care and protection of the child.

Biting is Common

We realize that biting is normal behavior and common especially during toddler years and are almost impossible to prevent at this age and a part of a child's development. We work quickly and efficiently with our parents to resolve biting issues.

Excessive bite reports will result in a suspension or termination from our program. If a child three years or older is reported biting, the incidents may result in termination of enrollment.

Safety Checking Your Child In/Out Procedures

Parents are responsible for signing/checking in their child at arrival and signing/checking them out at pickup. Children must be escorted to their classrooms each day. PLEASE REMEMBER THAT IT IS NOT SAFE TO LEAVE YOUR CHILD ALONE IN THE CENTER HALLWAYS OR WHEN EXITING TO OUR PARKING LOT. IT IS YOUR RESPONSIBILITY TO HOLD YOUR CHILD'S HAND AFTER THEY LEAVE THEIR CLASSROOMS AND AT NO TIME SHOULD THEY BE ALLOWED TO WANDER THE HALLWAYS WITH OUT AN ADULT 18 YEARS OR OLDER.

If an adult other than those persons authorized on your enrollment agreement will be picking up your child, please notify us in writing or by telephone beforehand. They will be asked for your pass code. Without authorization, your child will not be released. Picture Identification will be requested from any person picking up your child.

Custody

If custody is an issue, we must have a notarized court order on file outlining the custody arrangement. We ask parents to please not involve us in your family custody issues.

Toys from Home

We ask that toys be kept home. Home Away From Home is not responsible for any lost, broken or stolen items in school.

Pictures, Videos, Picture Phones

For the safety and privacy of other children absolutely no videos and or pictures may be taken on our premises unless performed by a staff member for school purposes only.

Uniforms Dress Code Policy

HAFH requires that all children ages' one (1) year and older wear a HAFH Logo Uniform Polo Shirt and appropriate khaki or blue shorts/pants with closed toe shoes. This dress code is not optional; it is mandatory and is to be worn everyday unless told otherwise. In cases that a uniform has not been worn after sending home reminders slips, our staff will bill your account for a uniform shirt and supply one for your child. We ask that you keep a change of clothing at school in case of an accident. *Please label everything with your child's name.

*Uniforms can be purchased at the front desk.

Diaper Changing Procedures

Parents must supply disposable diapers and wipes. Diapers and Wipes are **NOT** provided by our center. It is the parent's obligation/responsibility to make sure your child has enough supplies. Changing areas have running hot water and are disinfected after each use. Teachers wear new fresh gloves each time they change a child's diaper. Every precaution is made to keep the diaper changing areas germ free. Licensing regulations are adhered to in all areas of sanitation procedures. Your teacher will provide/remind you with a list of items required for diaper changing and re-filling on your daily sheets or verbally.

Outdoor Play

Outdoor play in the fresh air contributes to a child's good health and overall development. Home Away From Home plans daily outdoor activities. Please be sure to have your child wear sneakers or closed toe shoes. Please dress your child in weather permitting attire.

Daily Reports

Younger children will receive a Daily Report from your child's caregivers, which will outline your child's activities and routines of the day. In some cases this report will include feeding, napping, and diapering observations. We will have a checklist of items that may be needed for the following day. A "comment area" is also added so parents can share any information for their child's caregivers.

Extra Clothing

A set of extra clothing is required in case of an emergency or accident during toilet time. Please be sure to have an extra set of clothes, socks, underwear and shoes in a zip lock bag labeled with your child's name on it! Please replace any used items as needed.

Soiled Clothing

Clothing soiled with fluids (stool, urine, blood, vomit) will be placed in a plastic bag, to be picked up by the parents or guardian at the end of the day. It is the parent's responsibility to check and clean out your child's cubby daily.

Toilet Training

Home Away From Home believes parents should start toilet training at home. We will support your efforts to help your child become toilet trained. Staff will encourage & assist your child in his or her attempts at independence and will offer praise when your child tries or is successful. We make every effort to follow directions to ensure consistency between both home and school however possible. Therefore, we ask you to please cooperate in doing the same at home.

Birthdays

We encourage you to celebrate your child's birthday with his/her friends at our center with nutritious "treats" to help with the occasion. Please go over all birthday procedures with the center Director & teacher.

Referral Bonus

We hope you will recommend us to friends, neighbors and colleagues. If a child enrolls based upon your referral, you will receive a week's free of tuition, after the referral has been enrolled at our center for four consecutive weeks. The New enrollment MUST provide a written note with the referring parents name and information at time of enrollment in order to receive the free week of tuition bonus.

Drills and Evacuations

Emergency fire drills are mandatory by law and conducted monthly to prepare the child should an emergency situation arise. Our School is equipped with a fire alarm system, some with ceiling sprinklers, and fire extinguishers. It is important to talk to your child should they raise questions or concerns about the drills and we will prepare them in advance as well. Each classroom has an exit to the exterior outside. In event of a fire, each classroom will be escorted by the staff through the appropriate exits onto the enclosed playground or designated area. Infants are placed in evacuation cribs and exited by the staff. Staff will take attendance records with them and attendance will be taken once outside to make sure all children are accounted for. No one can enter the building until a final sweep and clearance has been given to return to the building.

Emergency Evacuations

IN CASE OF A THREAT: In the event there has been a threat made on the HAFH facility or nearby facility, the local law enforcement officials will be called and a lock-down of the School will take place. During a lockdown and as with all times during school hours, all exterior doors will remain locked and during a lock down no one can enter or exit the building until the appropriate authorities arrive.

In Case of Severe Weather/Hurricane Emergency

Home Away From Home follows the Palm Beach County Public School closings for severe weather or emergency situations. If severe weather/Hurricane occurs during school hours, all parents will be notified immediately to pick up the child if a hurricane watch becomes a hurricane warning, however, the child will not be released until it is safe to do so. In the event of a Tornado, the children will remain in their classrooms moved away from the doors and windows. Older children three through pre-kindergarten will go under the tables in the classroom in the tuck and cover back of neck position. Children will remain in the classroom until the Tornado warning has been lifted. Infants will be placed in the evacuation cribs in the center of the room.

Evacuations

Any time an evacuation is necessitated, each classroom will follow the primary evacuation route that is posted in the classrooms located on the Emergency Evacuation Procedure map. If it is inaccessible, the classes will follow the secondary evacuation route. All teachers must carry their attendance records with them and remain in their designated space with their class until the Director checks the facility and gives clearance to return to the building.

Classroom & School Communication

Our school has a monthly newsletter, which includes a brief description of what's going on in the classrooms. This newsletter is put in each child's cubby. The newsletter is also published on our website.

Parent Information Boards are located in each classroom. This board contains both general and specific information. Please make a point to stop by and check the information board daily. This will help with the process of communication and connecting parents with the school and classroom. The board will also have a weekly lesson plan along with the school menu.

Our Website www.homeawayfromhomechildcare.com and the Home Away From Home Child Care Facebook also have important information with daily activities and school pictures, so please be sure to like us on Facebook.

Suggestion Boxes

Each school has a suggestion box at the reception desk. We welcome any and all suggestions or comments to better serve our clients.

Parent/Teacher Conference

Lead Teachers at Home Away From Home complete formal observations and assessments for each child enrolled at the school. These observations and assessments are held 3 times a year (Fall, Winter and Spring). All parents are invited to participate in a parent/teacher conference to review these assessments with your child's teacher. These conferences will be held 3 times a year after school hours to make it convenient for both the parents and the teachers. Teachers may request a parent conference when there are special concerns in the classroom. We ask that parents respect this request with prompt attention during school hours.

Management Team Structure

HAFH has a Management Team to assist with communication and supervision at the school. These administrators are as follows: A Center Director, Assistant Director and Assistant or Administrator. Any one of the management team may assist you with questions or concerns about the center.

For problem solving at the classroom level we recommend the following four-step process:

1. First, bring any concern to the teacher.
2. Next, if you are not satisfied, speak to the assistant director or admin
3. If you still have a concern, request to speak to or schedule a meeting with the Center Director.
4. Last, if you still have a concern or a comment and the above staff has not been able to satisfy your concerns, please do not hesitate to contact Larissa Silva the owner directly via email at (larissasilva@bellsouth.net).

Parent/Teacher Communication

When you have a concern, please remember...

- Teachers want parents to be satisfied with the care their child is receiving.
- Talk to the teachers directly whenever possible.
- REALIZE that if you have a concern with a teacher, the Director will need to investigate and talk with the teacher about your concern in order to deal with the issue in a straightforward manner.
- Please give teachers a chance to correct minor issues.
- Sometimes we cannot make the changes you may request due to other restrictions, but we ALWAYS want to hear your suggestions.
- We promise to consider them serious and respond to you in a timely manner.
- If at any time a parent wishes to meet with their child's teacher to discuss issues that may arise, he/she can contact the teacher to schedule a meeting.
- We do ask that you schedule a conference with your child's teacher to discuss issues in depth, and not try to discuss them during drop-off and pick-up times.

Room Assignment

Placement of a child in a classroom is determined by age and developmental level and availability. We want your child to be placed where his/her needs are met and their interest challenged. While we do accept input from parents about room assignments, the center director and teachers will make the final decision based on what is best for the child, other children, teachers and the School.

Transition Procedures

Parents will be notified in advance when their child will be transitioning to another classroom. A letter will be sent home stating what day the transition will begin. During this time, your child will visit the new room for a few hours a day. This will continue for a certain amount of time until your child has had time to warm up to the new environment.

Vacation Time

After your child has been consecutively enrolled at our center for 1 year, you will be eligible to receive one week free of vacation time per year. Your child must not be present that week in order to receive the free vacation time. Annual registration fee must be paid in order to use your vacation week.

Forms of Tuition Acceptable

Auto Pay, Debit, Cash, or Money Order

Weekly or Monthly Auto Payment via your checking account is our preferred method of payment. Please see the front desk to enroll in our Auto Payment Program.

Please note: Credit cards are accepted when monthly tuition is paid in advance (not for weekly payments). We do not accept any personal or business checks.

Registration Fee

Upon enrolling a child, a non-refundable registration fee is due. (PLEASE NOTE NON-REFUNDABLE) and will not be returned for any reason! If a promotional free registration fee is in place, then the first weeks (non-refundable tuition) will be paid in place of the non-refundable registration fee. This week's tuition is not refundable for any reason.

Annual Re-Registration Fee

An Annual Re-Registration Fee will be due on the anniversary date of your child's enrollment.

Tuition

Tuition is paid in advance and is due every Friday (NO LATER THAN THE NEXT BUSINESS DAY). A \$10 per day late fee will be automatically charged on any accounts past due that Tuesday.

Non-Sufficient Funds

An NSF FEE of \$35 will be assessed to your account when a payment cannot be withdrawn. Failure to promptly provide the tuition or new account may result in termination of your child's enrollment.

No Admittance Tuesday Policy

We have a no admittance policy on Tuesday mornings. If your child's tuition has not been paid in full, they will not be allowed to return to school. Your child may also be at risk of being dropped from our program.

Auto Pay Monthly Payment Program

A \$5.00 discount incentive will be offered for payments made thru our Monthly Auto Payment program. Accounts that are not satisfied will be sent to collections along with an additional 2 weeks withdrawal fee from the program added to the balance.

There are No credits, makeup days/reimbursements for days missed, absences, illness, vacation, weather emergencies, holiday closings or vacation time will be granted. Full tuition is always required no exceptions will be made for any reason.

Sibling Discount

A 10% sibling discount will be applied to the second child's weekly tuition for families with one or more sibling's enrolled full time at our center. (This discount cannot be honored with any other discounts).

Withdrawal Policy

H.A.F.H., must have a written two weeks' notice for all withdrawals and no refunds will be granted. If the proper written two weeks' notice is not done, you must make full payments for the two weeks along with any balances due. No exceptions will be made for any reason. If the balance is not paid within one week of request, your account will be forwarded to a collections agency.

*Manual acknowledgement page to follow.

*** I have read, understand and agree to the above policies that H.A.F.H. has put in place in this Parent Guide/Handbook (1-15 pages). I agree to follow these rules, policies & procedures. I understand that failure to abide by HAFH policies and procedures may result in my child's enrollment termination. Disregard of Center policies can include: ignoring state licensing rules and regulations; not keeping your account current; aggressive, loud and argumentative interactions with a Center employee; hostile communications.

***Above all, HAFH reserves the right to maintain a harmonious and safe environment for the children. Our goal is to bring about collaboration between the home and school in ways that enhance your child's development.

Sign and return this page to front office at time of enrollment/with Registration or Promotional Fee:

Parent/Guardian Print Name Date

Parent/Guardian Signature Date

Child's Name Enrollment Date

Additional Siblings Enrollment Date

HAFH Staff Date