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(A Montessori School)  
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**Wellington**  
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**West Palm Beach**  
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**Royal Palm Beach**  
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RPB, FL 33411  
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**Boynton Beach**  
4791 N Congress Ave  
Boynton Beach, FL 33426  
1-877-94-CHILD (24453)  
Coming Soon...  
School Year of 2016 / 2017

**Palm Beach Gardens #2**  
(Promenade Shopping Plaza)  
9840 Alternate A1A  
PBG, FL 33410  
1-877-94-CHILD (24453)  
Coming Soon...  
School Year of 2016 / 2017

## Parent Policies and Procedures Manual 2016



[www.homeawayfromhomechildcare.com](http://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. The policies in this manual are strictly enforced and we ask all parents to please follow them to 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 Strong Minds – Palm Beach County's Quality Rating Improvement System.

**Mission Statement**

Our mission at Home Away From Home is to assist your child in any style that he/she may learn best in while providing 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 and has the right to become the very best person that he/she is capable of becoming. We also believe that he/she has the right to grow up and learn in a wholesome environment that will provide 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.

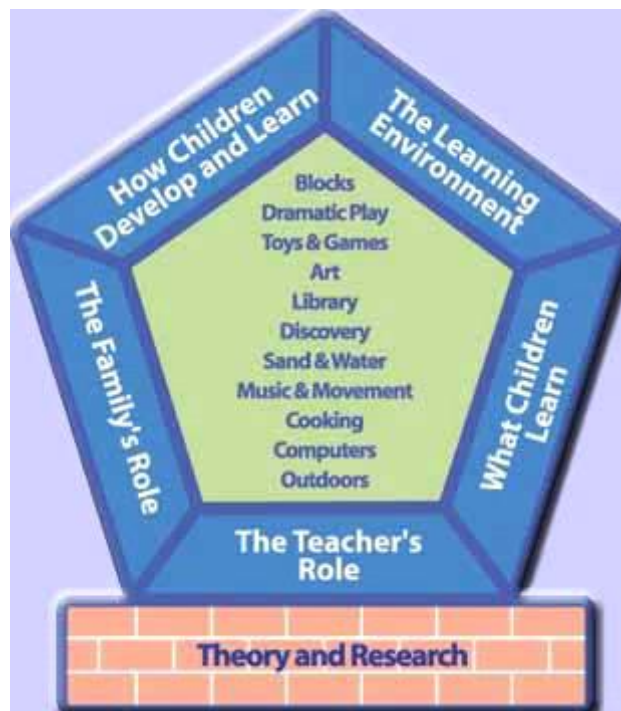
**"Watch Me Grow" Our Web Cam Services**

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. 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 State VPK Program has additional holidays). Although we may be open on those additional VPK holidays, your child may attend for an additional charge.
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 especially VPK learners 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 at your arrival 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. As a courtesy HAFH allows

you 3 tardy (you must still call or advise admin) on the third tardy we will not allow for the child to be left at school. Excessive tardiness can result in dismissal from school and/or disenrollment.

**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. Please keep in mind anytime you are late, HAFH is obligated to pay the staff member extra over time. Your late fees will go towards that OT.



**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 and watch for our menu in case there is something they may not have.

Menus are posted weekly in each classroom and on our website. Changes may take place daily.

**Home Away From Home has a "NO SUGAR & NO PEANUT" policy! (Nutella is a peanut product that is not allowed)**

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. Please do not provide any peanut items or sugary items.

**Infants & 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. This includes the purified water for the powder formula.

Baby Bottles are only permitted in our infant rooms. Baby Bottles require a lid/cap on every bottle. (Baby bottles/lids need to be labeled daily with tape and must have the name, date & time of preparation).

Toddlers: Sippy Cups are only permitted in our toddler rooms (1 year old rooms). You must provide two (2) Sippy Cups per day, one for juice/water and one for milk. They must have a lid/cap and the lid plus cups must be labeled.

\*\*\* (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!!!

Older Children: 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 we have as backup, it is expected that the items be replaced immediately or you will be charged for each item.

**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. Staff will do their best to rub their back and help them sleep.

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 each use and dedicated to each child with their name on it.

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

(1) Mat (crib sheets)

(1) Light thin small blanket.

\*No pillows allowed

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

(5) Crib Sheets - One used daily and changed at the end of the day.

(3) Extra sets of clothing in case of soiling

\*No pillows, props or any items are allowed in the cribs as per Health Department rules.

Please label all items with a permanent marker. We are not responsible for items lost if they are not labeled properly since many of the items look the same and parents may get confused.

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

**Health Policy – We take our Health Policy very seriously and expect parents to do the same.**

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.

\*\*\*HAFH does not accept any children who are not fully vaccinated. No Exceptions allowed.

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. These are just some examples:

- 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.
- Children must be totally symptom free and healthy

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 immediately or within 1 hour. 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 (1 Full Day)** - 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. Your child must be totally symptom free. If we feel the child is still showing any signs of feeling sick you will be called to pick up again.

### **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. However, in cases where an emergency may happen and medication is necessary (Epi Pens, Asthma Pumps or other medications), you must have a doctor's note along with a permission slip with an open ended date in case of emergencies.

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.

**All medication must be in its original box, with child's name and exact dosage with expiration date.**

### **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 or guardian 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 at the front desk. This must be done before you actually go to the classrooms. 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.

Please notify us in writing or by telephone beforehand if any other person other than the people authorized on your enrollment agreement will be picking up your child. They must be 18 or older. 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. NO Cloth Diapers will be allowed. 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. It would be a good idea for you to check if any items are needed weekly including extra clothes in case something was overlooked.

**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. We also recommend letting the front office know if there are any issues that we need to solve, preferably in writing so that we are all on the same page.

**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. Please "NO PULLUPS" should be used during toilet training. Pull-ups will only be used during nap time.

**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. This referral bonus cannot be used towards your 2 weeks withdrawal notice or vacation credit.

**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 Closings**

Home Away From Home follows the Palm Beach County Public School closings for severe weather or emergency situations. If the public schools are closed, HAFH is closed. Please listen to the news channels to confirm schools closings. 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 and extra copies are located at the front office.

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. Important information will also be posted on classroom doors.

Our Website [www.homeawayfromhomechildcare.com](http://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.

### **Valuables left in Cars**

HAFH is not responsible for any valuables including purses left in cars during drop off or picking up time. Please note daycares are a target for car break ins.

### **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 on parent night to generally review these assessments with your child's teacher. Teachers/parents may request a conference when there are special concerns in the classroom. We ask that a special time is provided for this conference and may be held in private with upper management present. Teachers are busy taking care of the other children during school hours so it is important that a designated time is made to have a conference.

### **Management Team Structure**

HAFH has a Management Team to assist with communication and supervision at the school. Each school has a Center Director, Assistant Director and an Administrator. Any one of the management team may assist you with questions or concerns about the center. If you need assistance with a more serious issue and feel that your concerns are not being taken care of, we have a Regional Manager and a Curriculum Regional Manager.

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 Director, Assistant Director or admin.
3. If you still have a concern, request to speak to or schedule a meeting with the Regional Manager. We have two Regional Managers one to handle general issues ([vanessahafh@gmail.com](mailto:vanessahafh@gmail.com)) and one Regional Manager for Curriculum ([AshleyHAFH@gmail.com](mailto:AshleyHAFH@gmail.com)) questions.
4. Last, if you still have a concern 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](mailto: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 and an administrator will also be present.
- 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 one month in advance when their child will be transitioning to another classroom usually in the beginning of the month. 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 approximately two weeks until your child has had time to warm up to the new environment. In some cases children love the new classroom and adapt well, in these cases the transition may happen sooner rather than later.

### **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. You MAY NOT use this free vacation week towards a withdrawal notice.

### **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 only accepted when you are paying the full monthly tuition in advance (not for weekly payments). No American Express or Discover cards. We do not accept any personal or business checks whatsoever.

**\*Monthly Tuition Payment (Take weekly tuition x 52 weeks a year / 12 months a year) this is how you calculate your monthly tuition.**

### **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. Registration Fee are only held for 6 months and must have an approximate start date.

### **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. Families with Early Learning coalition (Family Central) or subsidized care are responsible for the portion of the tuition that is not covered by these agencies. If you leave HAFH with any kind of balance owed, we have the authority to contact FC/ELC with the balance owed. They will not allow you to enroll at any other school without HAFH being paid its owed balance in full.

**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 and you will also have the 2 weeks withdrawal notice balance added to your balance owed.

**Auto Pay Monthly Payment Program**

A \$5.00 discount incentive will be offered for payments made thru our Monthly Auto Payment program. (This discount cannot be honored with any other discounts).

**Tuition Owed/Collections**

Accounts that are not satisfied will be sent to collections along with an additional 2 weeks withdrawal fee from the program will be 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. You may not use any referral or vacation week towards your withdrawal notice.

If you choose to withdrawal your child from HAFH for any reason and wish to re-enroll again at another time, you must pay a registration fee again in order to secure a spot if available.

\*Manual acknowledgement page to follow.

Home Away From Home Parent Handbook Manual

\*\*\* I have read, understand and agree to the above policies that H.A.F.H. has put in place in this Parent Guide/Handbook (1-16 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, not following our center sick policy etc.

\*\*\*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 NON REFUNDABLE - Registration or NON REFUNDABLE Promotional Fee:

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Parent/Guardian Print Name Date

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Parent/Guardian Signature Date

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Child's Name Enrollment Date

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Additional Siblings Enrollment Date

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HAFH Staff Date