
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.

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.

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.

“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. In the event you are requesting camera footage to be reviewed you must fill out a parent incident report and state the time and place that you are requesting to be reviewed. The DVR is only available for 48 hours and the only footage that is saved is the actual incident that took place. Parents are responsible for setting up their own account with only two users, each user will be given 15 logins per day.

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 multicultural 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.

VPK Curriculum Features

Alphabet Read-Along Literacy Packs

- Reading Fluency
- Letter-Sound Correspondence
- Vocabulary Development
- Concepts About Print
- Comprehension Strategies
**Alphabet Stories**
- Each letter story has 8 panels that alliterate the letter sound

**Assessment**
- VPK Assessments are conducted three times during the school year
- A portfolio is created for each child that holds work samples and documents the growth and development during the school year
- Observations of each child’s skills and abilities are conducted

**Cooking**
- Cooking is not only a fun, engaging activity for children, but one that has been used for years as an important teaching and development tool for all ages
- Parents are asked to please take turns and help with the purchasing of the ingredients for these cooking activities

**Science**
- Observing, problem solving, decision making, exploring, discovery
- Baby Chick Hatching Experience
- Ant Farm
- The Life Cycle of a Butterfly
- The Life Cycle of a Frog

**Technology**
- Classrooms equipped with high-tech Kaplan Computers, I Start Smart Tablets with Hatch Sync powered by GOLD and a Smart Interactive Display Teach Smart, which is designed to meet the developmental needs of all children [www.hatchearlylearning.com/](http://www.hatchearlylearning.com/)

**I Start Smart Tablets with Hatch Sync powered by GOLD  Smart Interactive Display Teach Smart**

**Engineering**
- In the block area, the children are planning and designing structures every day with little teacher direction
- STEAM programs add art to STEM (Science, Technology, Engineering and Mathematics) curriculum by drawing on design principles and encouraging creative solutions

**Mathematics**
- Hands-on math activities support the development of
  - Number concepts and operations
  - Describing spatial relationships and shapes
  - Comparing and measuring
  - Demonstrating patterns
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ADMISSIONS POLICY

Admission to Home Away From Home
Hours of Operation: We are open year-round, Monday- Friday, from 7:00am to 6.00pm. The center is closed for major holidays. Refer to your Holiday Closings calendar for other closing dates. Any child six weeks through ten years of age may enroll at Home Away From Home.

How to Enroll
Enrollment is done at the designated center of your choice. Once you have filled out the Quick Enrollment Form and paid your non-refundable registration fee you will be given an Enrollment Folder that will need to be filled out completely and brought back no later than 5pm the day prior to your child starting. We DO NOT accept enrollment packets the same day of enrollment. Your child’s shot and physical must be turned in by your child’s start date or your child can not start school. If your child has a medical exemption it must be on the official form from the pediatrician.

ENROLLMENT INFORMATION AND FEES

Tuition
Tuition is paid in advance and is due every Friday (NO LATER THAN THE NEXT BUSINESS DAY). Families that are contracted with the Early Learning Coalition or any 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 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.

Late Charges
If your account is not paid in full by Monday night a late fee is automatically applied to your account. The fee is $10 per day until your account is brought current.

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.

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.
**Sibling Discount**
A 10% sibling discount will be applied to the sibling’s weekly tuition with a lesser value for families with one or more sibling’s enrolled full time at our center. (This discount cannot be combined with any other discounts). Sibling discounts only apply to full time children.

**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. In your enrollment package please refer to the Holiday Closing calendar for the days Home Away From Home will be closed.

**Holiday Closings**
Home Away From Home follows our own Academic Calendar for the school year. For a list of No School Holidays / Teacher Workdays, 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. No credit or make up days will be granted for closing days or if your child is sick.

**Forms of Tuition Acceptable**
Tuition can be paid through Tuition Express or a money order! You can choose 1 of the 3 options listed below when choosing to pay your tuition. No CASH will be accepted.

We are requesting that all families fill out the credit card form in your enrollment packet and leave on file in the event that your above payment method is declined or returned.

Tuition Express offers the following ways to pay tuition:

**Option 1**
- **Online Payments** – if you choose this option you will go online to Myprocare.com and using the email you provided to the school you will set up your own account. This option is more flexible with when you choose to pay just keep in mind tuition is due on Friday no later than Monday for the upcoming week.

**Option 2**
- **Automated Credit Card Transactions** - if you choose this method you will fill out the form attached, and your account balance will be deducted from your account automatically every Friday.

**Option 3**
- **Automated ACH Transactions** - if you choose this option you will attach a voided check and the account balance owed will be deducted from your account automatically every Friday.

*Monthly Tuition Payment (Take weekly tuition x 52 weeks a year / 12 months a year) this is how we 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. After 6 months if you have not started yet you will be placed on a waiting list. If you do not enroll within 12 months your registration fee will be lost.

**Annual Re-Registration Fee**
An Annual Re-Registration Fee is due every year. The Re-registration fee is due each year on your child’s anniversary start date.

**There is no “credit” for sick, missed days, holidays or vacation days.**
VPK enrolled children who are VPK ONLY will not incur any fees from Home Away From Home, unless they exceed the allocated daily hours. Privately paying VPK enrolled children will pay wrap around fee’s for extended hours (before and after the regular VPK session) during VPK open hours and prorated regular 4/5 year old fee’s for other days (closures, teacher work days etc). For Non VPK days your account will be billed in advance the fee of $10 per day. In the event your child does not attend those NON-VPK days the $10 a day additional charge will be credited to your account.
A full schedule of daily closures is enclosed with your enrollment pack and on our website.

**There are no discounts offered for any closure at Home Away From Home which means that fees are not pro-rated for any sick, missed, vacation or school holidays.**
The parent/guardian must notify the school if your child will not be attending that day. Home Away From Home staff will attempt to contact the parent/guardian if a child is not in attendance if notification is not received.

**Late Part-Time Pick Up 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 minute 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.

**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.

Home Away From Home Childcare Learning Center
Please notify us in writing 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. Without authorization, your child will not be released. Picture Identification will be requested from any person picking up your child. Changes can only be made in writing.

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

**Non-Discrimination Policy**
Home Away From Home does not discriminate against sex, race, color, creed, disability, sexual orientation, national origin or ancestry. It is taught to the children that we are all unique and special.

**GENERAL POLICIES**

**Confidentiality**
All of the forms and information contained in your child's file, as well as other personal information about your child, whether written documents, or observations, is confidential information and will be accessible only to the parent(s), legal guardian or custodian, Administrator, child care employees (on a need to know basis), or any local, state or federal agencies we are required by law to disclose this information too.
A parent, legal guardian or legal custodian, upon request, has access to all records and reports maintained on his or her child and may obtain further information regarding the child’s progress by scheduling a time with the front office administration.
All records required by the Department for licensing purposes are available to the appropriate licensing representative and those agencies authorized above.

**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/child’s name and a doctor note to be accompanied along w/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 certified lice care professional of your choice. We recommend Lice Solutions 561-842-9969. Please note we DO NOT accept a pediatrician’s letter for lice or nits.

**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.

It is at the discretion of the facility if they feel as if the injury is more than slight to notify the parent in a timely manner. 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.

**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. Toys that are brought in will be placed in a bin and will be returned at the end of the day.

**Book Bags**
We ask that no book bags are brought from home. Each child is assigned a cubby with their name and picture on it for them to use daily.

**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. It is the parent/guardians responsibility to check your child’s mailbox daily and take the report home.

**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 and return the next day with a change of clothes.

**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.

**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).

**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**

Parent teacher conferences are held on an as needed basis. If at any time the Lead teachers feels that the child is not progressing towards their next targeted milestone a parent/teacher conference is held. We do request 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.

**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.

Nutrition Program
A morning AM snack, a simple nutritional hot lunch and one afternoon snack with juice/water will be provided by our center for all fulltime children (FREE OF CHARGE). 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 your child can not have.

Breakfast will not be provided by Home Away From Home. If you chose to bring your child breakfast, you will need to have them in class no later than 8:30 AM.

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 morning snacks) our teachers need to promptly start daily academic lessons no later than 9am.

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

A weekly menu is posted in every classroom and can also be found on our website. www.homeawayfromhomechildcare.com.
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.

**Food Allergies**
If your child has any food allergies it is the parent/guardian’s responsibility to notify the front office in writing of the child’s allergies. On the days we serve the food your child is allergic to the parent/guardian is required to bring in a food supplement in place of what we are serving.

**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.

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 for juice and water. They must have a lid/cap and the lid plus cups must be labeled with your child’s name on it.

***(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.

**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. (THIS DOES NOT APPLY FOR FREE VPK STUDENTS)

Off Premise Injury
If a child is injured and requires medical attention while off Home Away From Home premises, the lead teacher or designated staff member will call an Administrator back at the school The Administrator or designated staff will go the site to help provide medical attention or to help transport the child back to Home Away From Home, if any ambulance needs to be called then the Admin will make that call and stay with the child until a parent or guardian arrives. An admin will try to contact the parent/s or emergency contact person. The other on-site staff shall stay with the other children.

Locating a Missing Child
All teachers, aides, and adults, in the Home Away From Home building will be questioned as to the last sight of the missing child. The Administrator and a designated staff person will search the building and the outside premises. If the child is not located the Administrator will contact the parents. The local Police Department will be notified if the child is not located.

Shaken Baby Syndrome
Shaken Baby Syndrome Prevention Training is a requirement that all employees must complete.

Shaken Baby Syndrome (SBS) occurs when an infant or young child is violently shaken. The shaking may only last a few seconds, but it can cause severe brain damage and even death. The neck muscles in a baby or young child are underdeveloped and weak and are unable to support the baby’s large head. When a child is violently shaken, the brain bounces back and forth inside the skull, tearing blood vessels and causing damage to the brain.

Have a plan to cope with your baby’s crying. Crying is how babies communicate their need of hunger, attention, discomfort, frustration, sleepiness, boredom or sickness.

Have a plan to reduce your stress. Proper diet, exercise and rest, along with a good support system will help minimize stress levels. Talk with everyone that cares for your baby and make sure they know the dangers of shaking a baby. Tell them how to cope with your baby when he/she cries.

And remember to ask for help when you feel frustrated or need a break. Never shake your baby.

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.

Field trip and Transportation Policy
Parents are responsible for providing transportation to and from the Center. We do participate in field trips using our own HAFH vans. The teachers will take the Attendance Sheet and the Emergency Information with them to account for each child present during all off-campus events. Roll call will be done by name and sight. Children may only participate in field trips if the child has a signed field trip permission form on file and the required uniform shirt. Parents are not allowed to drop off or pick up your child during an arranged field trip.

FACILITY POLICIES

Complaint Process - 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 assistant with a more serious issue and feel that your concerns are not being taken care of, we have two Regional Managers that can help assist you. You can email them at Jessicaahafhpbg@gmail.com or BerkysO@hafhpreschool.com

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 Managers.

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 collection’s 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.

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. 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
- Hand Foot Mouth (HAFH requires the child remain out for 7 days from the date they were sent home and the Dr. confirmed that it is HFM)
- 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

***HAFH does accept the medical exemptions for vaccinations.***

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 if 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.
**Visiting During School Hours/Open Door Policy**
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.

**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/Expulsion 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.

**Arrival & Departure**
1. Our center is open from 7am to 6pm, Monday thru Friday.

2. 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.

**Where to Find Information**
Our school has a monthly newsletter and calendar, which includes a brief description of what’s going on in the classrooms. This newsletter and calendar will be e-blasted the last day of every month.

There are bulletin boards in the main entrance of the center where you can find information as well as every classroom has a Parent Information Board with all of the information you will need. You will also be informed of field trips, menus, upcoming events, parent resources, child illnesses, and other important news via email, or flyers posted throughout the school. Cubbies, charts, messages on doors or bulletin boards, and children’s daily sheets are also to be checked daily.

Our Website [www.homeawayfromhomechildcare.com](http://www.homeawayfromhomechildcare.com) and the Home Away From Home Child Care Facebook also has important information with daily activities and school pictures, so please be sure to like us on Facebook and Instagram.

**Termination of Enrollment**
A two week written request to terminate enrollment is required from the parent/guardian and submitted to the Administrator. Failure to notify the Administrator may result in further charges. You will be held responsible for all charges to your account (see Late Charges/Delinquent Accounts).
The administration must be notified if a child is to be removed from the center. Any absence exceeding one week without notice shall be considered withdrawal, and another applicant will fill the child’s spot. Parents are responsible for incurred day care bills. Home Away From Home has the right to dismiss a child from the program at any time.

**Smoking Policy**
There is a no smoking policy on the facility grounds of Home Away From Home. This includes e-cigarettes and vapes as well. This policy is also in accordance with the Department of Children and Families Child Care licensing regulations.

**EMERGENCY EVACUATION PLANS**

**Drills and Evacuations**
Emergency fire drills are mandatory by law and conducted monthly to prepare the child should an emergency 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 prekindergarten 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.

Social Media Links
Don’t forget to like is on the following Social Media links:
HomeAwayFromHomeChildcare.com
Facebook.com/HAFHrocks
https://www.instagram.com/homeawayfromhomepreschools/
https://twitter.com/HAFHPreschools
https://www.youtube.com/channel/UCl0lcJDgdxjwyhAcS7IDVwg
https://plus.google.com/105422278743626718403

*Manual acknowledgement page*

*** I have read, understand and agree to the above policies that H.A.F.H. has put in place in this Parent Guide/Handbook (1-22pages). 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:

______________________________________________________________________________
Parent/Guardian Print Name  Date

______________________________________________________________________________
Parent/Guardian Signature  Date

______________________________________________________________________________
Child's Name  Enrollment Date

______________________________________________________________________________
Additional Siblings  Enrollment Date

______________________________________________________________________________
HAFH Staff  Date