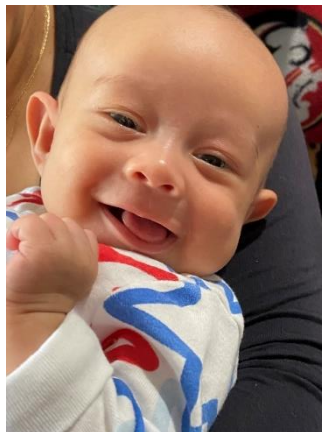




**Tomorrow begins today.**

## **2022-2023 Parent Handbook**



### East Center & Administrative Offices

200 NE 14<sup>th</sup> Street  
Boca Raton, FL 33432  
(561) 391-7274

### West Center

10130 185<sup>th</sup> Street South  
Boca Raton, FL 33498  
(561) 482-3006

## **Center Hours 7:30am - 5:30pm**

A copy can be found online at [www.fullercenterfl.org](http://www.fullercenterfl.org)

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## **Welcome to the Fuller Center Parent Handbook!**

This handbook is intended to serve as a guide to help families come to know our programs at Fuller Center, as well as, to set forth basic expectations for our children and families. Please take the time to familiarize yourself with the contents. We are hopeful that this handbook will answer many questions you may have regarding our many programs and services.

You should understand that no set of rules or guidelines can cover every conceivable situation that may arise at a school. The rules, policies, and procedures set forth in this handbook are intended to apply under normal circumstances. However, from time to time, there may be situations that require immediate or non-standard responses. This handbook does not limit Fuller Center deviating from normal rules and procedures set forth. Fuller Center reserves the right to deal with individual circumstances as they arise in the manner that the school deems most appropriate, taking into consideration the best interests of the school, its faculty, employees, students, and overall school safety.

Any families with questions about any handbook policies or statements should feel free to speak with the administration of the school.

***Fuller Center will always notify parents of any updates to this handbook.***

### **Mission**

To embrace, educate, and empower hardworking, under-resourced families and children to achieve their full potential.

### **Vision**

To be the leading organization providing access and opportunities for all children and families to help build a strong and vibrant community.

### **Licensing and Accreditation**

Fuller center is state-licensed and nationally accredited to meet the highest standards of safety and care for your children. Our centers are routinely monitored by the following agencies:

- Department of Health (Office of Early Learning)
- NAEYC
- Lutheran Services of Florida (Head Start)
- Early Learning Coalition
- Strong Minds
- Youth Services of Palm Beach County
- Prime Time Palm Beach County

### **Family Support Services**

Fuller Center has a team of caring family support counselors and social workers at each center who provide guidance, coaching and assistance to families struggling at home and work. We will work with you to get the proper resources and information necessary to transform your home into a safe, stable and nurturing place. Read more about our services at **<https://www.fullercenterfl.org/family-support/>**

## **PROGRAM IMPLEMENTATION**

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Fuller Center's daily schedules and curriculum are structured with a centered approach to learning and age appropriate development. Daily activities are geared toward the development level of the children. Socialization is a key factor in planning all center and teacher directed activities with an emphasis on language development. Play and discovery is child directed learning and encouraged in every classroom as well as when they are out experiencing nature.

Fuller Center utilizes Frog Street, a research-based curriculum that offers developmental and learning continuums that allow children to build on previously mastered skills. The goal is to ignite the minds of young children by fostering their academic, social and emotional growth, through purposeful lessons and materials that intentionally produce a positive outcome.

For more information about our educational program, please see the Educational Coordinator at your center.

## **ENROLLMENT**

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Fuller Center offers enrollment options for our Pre-School, Elementary School-Age (Afterschool), Summer Camp, and Fuller Academy. We accommodate the following ages:

- Pre-School: Serving ages 6 weeks to 5 years old
- Fuller Academy: Serving grades K-5
- Elementary School-Age (Afterschool): Serving grades K-5
- Summer Camp: Serving grades K-5

Our intake process requires the collection of the following forms and documents:

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| • The application/enrollment packet | • Infant Intake (if applicable)       |
| • Proof of Residency (Address)      | • Physical Exam Record                |
| • Proof of Medical Insurance        | • Know Your Child Care Facility flyer |
| • Birth Certificate                 | • Emergency Contacts                  |
| • Proof of Income                   | • Influenza Virus Pamphlet            |
| • Food Form                         | • Special Dietary Conditions          |
| • Emergency Care Consent Form       | • Distracted Driver Flyer             |
| • Alternate Nutrition Plan          | • Rilya Wilson Act Flyer              |
| • Immunization Records              | • Photo ID                            |

No child will be discriminated against because of disability, race, sex, color, religion, sexual orientation or national origin. Fuller Center's admission and dismissal procedures will be equitable for all students.

**Contact Information:** It is imperative that our centers **ALWAYS** have complete, up-to-date parent/guardian contact information and emergency contacts. Make sure to fill out this information in your child's application and *Child Emergency Contact* form. If your address, phone number, email address, employment, or emergency contact/pick-up should change after your child is enrolled, it's very important you see your center's Registrar immediately to update your file.

**Eligibility for Subsidized Care:** You may be eligible for free or reduced payments for your child care either through Early Learning Coalition, VPK, or the Head Start program. The information you give on your application will be kept confidential and will be used only for the purpose of determining eligibility for subsidized day care. If you need information and/or assistance applying for these programs, please see your Family Support Counselor.

**VPK Certificate:** We accept VPK certificates for any child turning four by September 1<sup>st</sup> of the year they are applying. Please see our Family Support team or Registrar for any questions or enrollment assistance.

**Custody Orders:** Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

## **TUITION AND FEE POLICY**

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\*\*\*See Registrar for the most up-to-date tuition and fees list for all programs.

Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses. All fees, whether they are preschool care, infant care or school age care, are due in advance for the week. **If your fee is not paid by the previous Friday afternoon, your child/children will not be admitted to class or picked up from school (afterschool children) the following Monday.** *Note: Parents who miss multiple payments will be required to sign up for automatic payments through our Procure system.*

**NOTE: Full tuition is expected for days your child may be absent due to illness, family emergencies, doctor visits, vacations, or any other reason.**

There must be a zero balance owed on the family account before a transition to Head Start, Early Head Start, ELC voucher, or Summer Camp Youth Services Scholarship program.

**Forms of Payment:** We accept cash, check, credit card or debit card. There is a financial penalty of \$25 for returned checks. All payments by check must include the check writer's Driver's License Number and phone number.

**Online Payments:** You can make payments and view your child's account online at [www.Myprocure.com](http://www.Myprocure.com). See your center's Registrar with any questions.

**Automatic Payments:** In an effort to keep consistent on weekly tuition payments, Fuller Center offers parents the ability to have their accounts charged automatically on a weekly basis to help avoid overdue balances and late payment charges.

**Registration Fees:** A one-time registration fee of \$30 per child is due once child is assigned a start date. This charge is non-refundable. If your child is withdrawn for any reason then re-enrolls at a later date, a second registration fee will be expected. *Note: The registration fee for summer camp scholarship recipients*

is \$25 per child which includes one camp shirt.

**Late Payment Fees:** A late fee of \$10 per week will be assessed if any tuition payment falls two (2) weeks behind or more. If financial hardships arise, please immediately reach out to our Family Support staff for any additional assistance and resources.

**Head Start/Early Head Start Parents:** On days in which HS/EHS is closed, but the Center is open for care, parents will be responsible for payment in advance of bringing their child for each day. If your child will attend, please give your center at least one week advanced notice in order to ensure adequate coverage.

**Subsidized Parents:** Parents with subsidized care will be responsible for any balances not covered by the subsidizing agency.

**Refunds:** No refunds will be issued for overpayments while enrolled. If your account has a credit upon your withdrawal from Fuller Center, a refund will be issued. If the overpayment was made by an outside agency or other party, the refund will be returned to the agency or other party.

**Family Discounts:** We offer a 25% discount to families with more than one child. The youngest child will be charged the full tuition rate. Each additional child will receive the discount of 25% to their weekly tuition. *Note: This discount applies to private paying families only. A child already receiving subsidized tuition will not be eligible for this discount. There are no discounts with the Fuller Academy at this time.*

## **WITHDRAWAL POLICY**

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A two-week notice is required before withdrawing a child from our center. If you intend to withdraw your child from any program at any time, you must directly inform the Registrar and/or Center Director of your intent to withdraw AND fill out a termination form with the effective date otherwise your child will be considered enrolled and you will continue to be charged tuition fees. **Any account past due at time of disenrollment will be automatically processed through our electronic payment option.**

## **ATTENDANCE/LATE POLICY**

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There are probably no factors more important to a child's progress in school than regular and punctual attendance. If a child is to be absent or late due to a doctor's appointment (documentation required) or emergency situation, we require notification. Please call the East Center 561.391.7274 or West Center 561.482.3006.

Our school hours are between **7:30 a.m. and 5:30 p.m.** All children must be in their classrooms by 9am.

- 1<sup>st</sup> late arrival after 9:00 a.m. is required to get a note from the office and sign in to our late arrival log.
- 2<sup>nd</sup> late arrival after 9:00 a.m. is required to get a note from the office and sign in to our late arrival log.
- 3<sup>rd</sup> late arrival after 9:00 a.m. requires a parent meeting with the Family Support Counselor assigned to your child.

- 4<sup>th</sup> and subsequent late arrivals after 9:00 a.m. requires the parent to meet with the Center Director and a \$10 late fee may be applied or your child may be denied entry for day.

Any Attendance/Late issues will be monitored and documented into ProCare.

Children will not be allowed in after 10 a.m. without a doctor's note or approval from the Family Support Counselor or Center Director. **No child will be admitted after 12 p.m.**

The notes and log serve as a record for us in determining how often a child is late. Children who are constantly late may be subject to **suspension or withdrawal from the program**. This may also serve to determine whether the child is in need of full-time child care or not.

## **BUILDING ACCESS**

- **East Center:** All parents must access the school through the main office gates. No entry will be permitted through the sides of the center. Parents will be permitted to their child's classroom and must exit back through the main office gates.
- **West Center:** Parents will be permitted directly to their child's classroom.
- **West Center PLC (Afterschool and Summer Camp Building):** Parents must access the building through the main entrance. All parents must remain in the lobby unless directed otherwise by a staff member.

## **DROP-OFF & PICK-UP PROCEDURES**

- Parents are expected to accompany their child to their class.
- Currently, parents are **NOT** allowed into the classrooms at any time (COVID).
- It is imperative that you sign your child in and out on the sign in sheet and complete the daily health check sheet. The time and a **daily phone number** are required. No initials please. Signer must use **full name** and **blue ink**. Parents of VPK children must sign an attendance verification form at the end of each month to confirm their child's attendance in the program. (Note: Do not sign your child in and out at the same time).
- Only the individuals listed on the child's application, emergency pick-up list or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request a picture I.D. from any unfamiliar person. If there is any concern, our staff reserves the right to deny a person's request to pick-up a child.
- Parents arriving after 9am must first come to the Administrative building to receive a late pass for their child (please see Attendance/Late Policy).
- Parents arriving after 5:30pm must pick up their child from the Administrative building and sign the late pick-up book (late fees will apply).
- Please refrain from the use of your cellphone during drop-off and pick-up. Your full attention should be on your child.
- Please lock your vehicle while in the parking lot. We discourage leaving the car idling while in the parking lot. Make sure to take all personal items with you as we will not be responsible for any stolen property.
- **NEVER** leave any child unattended in your vehicle.

**If you fail to sign your child in or out on two consecutive days, your child may be refused entry to the school on the following school day.**

Children who are brought to school late (after 9am) will continue to be served breakfast and the person dropping off the child will be required to sit with the child while they complete eating their morning meal prior to being brought to their classroom. This is to avoid disruptions in the learning schedules of the classroom, already in progress.

**NOTICE FOR LATE PARENTS:** It is the responsibility of the parent to call our offices to notify our staff if you will be running late for pick-up. Children who are left late in the afternoon (past 5:30 pm) are placed in the front office. **You will be charged \$2.00 per minute for every minute you are late past 5:30 p.m.** After 3 late pick-ups, your child may be dismissed from the program.

\*If your child is late and we are unable to reach anyone by 6:00 p.m., we reserve the right to call the police to come and pick up your child. It is your responsibility to make sure that there are people other than yourself that we can contact in the event that your child is left at the school.\*

**\*\*\*It is imperative that the school ALWAYS has up to date contact information for the parents and their emergency contacts.**

## **COMMUNICATION**

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Proper communication between parents and the teachers and staff of Fuller Center is extremely important. Teachers will be sending home information about your child on a regular basis. Administration will regularly post updates on different programs, events, activities, etc. We highly encourage involvement between family and staff. You are welcome to arrange a meeting with your child's teacher – even just to become better acquainted. If concerns arise with any aspect of our program or your child's care, parents should express this to their Center's Director. *Note: If English is your second language, our staff will make every effort to communicate to you in your chosen language if requested.*

**Fuller Center should always be updated with pertinent information related to you and your child.**

## **EMERGENCY CONTACTS**

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No one can pick up your child unless his or her name appears on your application. If you wish to add a name to your list, you must let us know in the office by updating your emergency contact list and providing the center with written permission. No one under 16 years old may bring or pick up your child. In case of emergency, you may email the center (from the email on file) of the person coming to pick up your child. All new, designated pick-up contacts must bring a photo ID with their name and date of birth (driver's license, passport, etc.).

**\*\*\*It is imperative that the school ALWAYS has up to date contact information for the parents and their emergency contacts.**



## **DISCIPLINE POLICY**

At The Fuller Center, a positive approach to discipline is used. These approaches include: consistency, accepting individual differences, natural and logical consequences, redirection, positive reinforcement, and reflection, physical activity, building positive self-esteem, and conflict resolution.

Our children are disciplined in a constructive manner. Staff may never use physical punishment, psychological abuse, or coercion when disciplining a child.

- Examples of physical punishment: shaking, hitting, spanking, slapping, etc.
- Examples of psychological abuse: shaming, name calling, humiliation, cursing at, seclusion, etc.
- Examples of coercion: rough handling, physical restraint (except when necessary to protect the child), physically forcing a child to perform an action, etc.

If a child continues to disrupt the classroom and is harmful to him/herself or others, we follow a procedure as described below:

- 1st time in office.....Talk and warning to child
- 2nd time in office.....Call child's parents
- 3rd time in office.....Family Support Multidisciplinary Staffing will be held and we will develop a Behavioral Plan for the child.

**Suspension/Expulsion Procedures:** Continued non-compliance with Behavioral Plan may result in a suspension from school (time to be determined based on incident) or possible dismissal from program.

*School-Age/Summer Camp: Fighting, leaving center or group without permission, or a life threatening situation will result in an automatic suspension or possible expulsion from the program depending on severity.*

Note: If we are unable to redirect your child's behaviors, we reserve the right to call you and require you to come to the school to assist or take your child home for the day. If we are unable to reach you, we will contact authorized persons listed on your emergency contact list.

## **CONFLICT RESOLUTION**

If an issue arises between a family and a staff member, or between two families, we request that the concerned party take the following steps in making a complaint:

- Notify your center's Education Coordinator or Curriculum Specialist that there has been an issue.
- If the issue has not been resolved to your satisfaction, please email or call the Center Director who will address the issue within 3 business days of receiving a complaint.
- If the issue has not been resolved to your satisfaction, please email or call the Chief Executive Officer who will address the issue within 3 business days of receiving a complaint.
- If the issue has not been resolved to your satisfaction, please write a letter addressed to the Chairman of the Board of Directors. The Board of Directors will receive your complaint and address accordingly.

Approaching a child other than your own or another parent regarding an issue that has upset you or angered you is strictly prohibited and will result in you being asked to leave school grounds immediately. This may

also result in a suspension of care and in some case dismissal.

In the event that your behavior or language is aggressive or threatening towards a staff member, you will be asked to leave the school grounds and you will not be permitted to enter the classroom for a time period to be determined by the Center Director. You will be required to drop off and pick up your child from the main office daily. Depending on the severity of the situation or failure to comply with this policy may result in the individual(s) having limited involvement/access to our centers.

***Note: You are still required to pay any tuition/fees for any time your child is absence due to suspension.***

**Open Door Policy:** We encourage that parents speak to us about any questions or concerns with our programs or the care of your child. If problems remain unresolved, or parents want to make sure our administration is aware of any other issues, our doors are always open. Administration will act as a moderator in any situations requiring additional attention or are reoccurring. We will make every effort to remain fair, with our main priority being the safety of our children and quality of our care.

## **CHILD ABUSE AND NEGLECT POLICIES AND PROCEDURES**

### **Reporting:**

Florida State Law states that suspected child abuse and neglect must be reported to the Child Protective Services or State Agency. Failure to perform duties of a mandatory reporter will constitute a violation of the law and it is a felony of the third degree. The Department of Children and Families states that the person who suspects abuse must report immediately upon knowledge of incident. For all of our contracts, this requirement includes social services, classroom staff, volunteers, dentists, medical examiners, mental health professionals, psychologists, and others. All persons who make the report will be protected by the Florida State Law. This person will have the following responsibilities:

- **Calling 1-800-96-ABUSE (1-800-962-2873).**
- Establishing and maintaining cooperative relationships with Child Protective Services.
- The person making the report will remain anonymous, if he or she desires.

In the event that a parent/caregiver arrives to pick up a child in an impaired state, the child will not be released until alternative pick up arrangements are made that will ensure the safety of both the child and parent/caregiver. If a parent who appears to be under the influence brings or attempts to pick up a child to school, THE FULLER CENTER will call the Child Abuse Hotline and report the incident.

## **BUS SAFETY AND RIDING PROCEDURES**

Fuller Center has policies in place to ensure the safety of your child while riding the bus. These policies include: All children must remain seated and have on a seat belt while riding the bus. Children must keep hands and arms inside of the bus at all times. At no time is it appropriate to throw anything out of the bus window. Your child may speak at a low level while on the bus, but it is imperative that noise be kept down as much as possible. Excessive noise can distract the bus driver. Any child that breaks the bus riding rules will be subject to the following consequences:

- *1<sup>st</sup> offense* – The counselor, teacher and/or bus driver will talk to the child about the rule that they have broken and why it is important to follow bus riding rules.
- *2<sup>nd</sup> offense* – The child will be required to sit with an adult or near the bus driver for closer supervision.
- *3<sup>rd</sup> offense* – The child will be brought to the office and participate in a Behavior Reflection plan and you (parent) will be called.
- *4<sup>th</sup> offense* – The child may not be permitted on the bus and alternative transportation to the center will need to be made by you for your child.

These rules were established for the safety of your child and the other children. Please review these rules with your child.

## **BELONGINGS FROM HOME**

Fuller Center provides our children with stimulating, educational toys and supplies (including electronics) for the children. Please leave toys and other belongings home unless permitted otherwise. Bringing these toys and other belongings from home may cause tension amongst children and staff if these items are damaged or misplaced.

School-age children coming on site with cellphones or other electronics must keep them in their backpacks (on silent) at all times. If you need to contact your child, please call the school's main phone number. If your child needs to reach you, they will alert their teacher/counselor and they will be permitted to call you from the office phone. If your child removes their phone from their backpacks during their time on campus or during field trips, they will be placed in the office for parents to reclaim upon pick up.

\*\*\*FULLER CENTER IS NOT RESPONSIBLE FOR ANY LOST, STOLEN OR DAMAGED ITEMS.

## **NUTRITION PLAN AGREEMENT**

As a part of the services offered at Fuller Center, breakfast, lunch and snack are provided each day to meet 2/3 of the child's daily nutritional needs to our childcare children and summer campers. After school children are provided snack and dinner. **Parents/children are not allowed to bring food to school.** Children with food allergies must provide medical documentation signed by a physician prior to the start of school or before the child begins school. If you have any religious dietary restrictions, you must complete the *Special Diet Documentation* form.

If your child does have a food allergy or special dietary need, it is posted in the classroom as well as the kitchen so that everyone will be aware of the allergy or special dietary need. Speak to your Family Support Counselor for more details.

## **BIRTHDAYS**

If you wish to bring treats for your child's birthday, you must notify the teacher in advance. Bring enough

for each child in the classroom. It is our policy that we can only serve store bought, nut free products to children. We are a nut-free center.

## **DRESS CODE**

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### **Child**

Dress your child in comfortable play clothes. Consider the weather conditions for the day since the children do go outdoors daily. Please be mindful of potential choking hazards when sending your child to school with accessories. Beads, bows, jewelry, glitter, etc. are all examples of accessories that are strongly discouraged. No flip-flops or open back shoes are permitted. Closed toed shoes are strongly recommended.

### **Parent:**

Parents should dress in appropriate attire during drop-off and pick-up of their child. Clothing that is revealing in nature, pajamas, nightgowns, beach attire, visible undergarments, etc. are considered inappropriate. Failure to adhere to this may result in suspension or dismissal from our program.

### **Summer Camp and Full Day Programs**

Children must wear a Fuller Center camp shirt. This is for the safety of the children so they can easily be identified while off site. Shirts can be purchased for \$5 each at the front office. No flip-flops or open back shoes are permitted.

## **DIAPER REQUIREMENTS (if applicable)**

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All infants and toddlers are required to bring 25 disposable diapers every *Monday morning* before the child is left in the classroom (if needed).

## **LOST CHILD POLICY**

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In the unlikely event of a missing child, staff will follow a strict search procedure and notify the appropriate authorities and parent(s).

## **DISABILITY POLICY**

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Fuller Center does not discriminate against any child enrolling in the Center, regardless of race, color, sex, religion, national origin, or physical handicap. We will make reasonable accommodations for children with disabilities.

**If it is apparent that we would be unable to give a child the best care possible, we will assist the parents in identifying alternatives in the community that provide appropriate levels of care.**

## **RESPONSIBILITIES DURING EMERGENCY SITUATIONS**

These are the instructions for all parents to follow in case you are arriving at the center and there is an emergency situation (*i.e.* fire, tornado warning, violence threat, etc.) occurring. All parents remain calm and please allow Fuller Center staff to proceed as instructed. Our staff has been instructed, trained and has periodical drills to ensure the safety of the children. As part of our emergency plan a designated staff will be sending email, voicemails and/or text messages at the time of the emergency from our electronic program Procure. Please make sure that you have provided a valid email, phone number and the service provider (very important). We will also provide an emergency phone number where you can call and hear of any updates.

### **In Case of Approaching Hurricane**

Fuller Center follows the Palm Beach County School Board in regards to hurricane closures. In the event of a closure, we will notify parents via text message, email, phone, and/or letter to parents. Please assure that your email, cell phone number and cell phone carrier are kept current with the Registrar in order to receive emergency notifications.

### **In Case of Fire**

In the event that you are arriving at one of our Centers and there is a fire drill or actual fire happening, please wait off campus. Avoid interference with emergency vehicles and allow for safe evacuation routes for children and staff. This will give the necessary space for the fire department to arrive without any delays. Do not run into the building, as this can create chaos for those who are trying to evacuate. Please allow the staff to bring all the children out of harm's way and into the assigned safe areas. Do not remove any child from the safe area without notifying the teacher or Center Director.

### **In Case of Violence (Lockdown, Shooting, Terrorism, Bombing, Hostage situation)**

Fuller Center will call the police and secure the building. We will follow instructions given to us by the police. We will instruct everyone to stay away from the buildings. In cases like lockdowns, shootings or hostage situations, please do not run into the Center. As always we will attempt to keep you informed as much as possible. Please use your own discretion, so if you arrive and are a witness to anything like this happening it is best to stay in a safe area and dial 911 right away.

### **In Case of Tornado Warning**

In case there is a tornado in the area of one of our Centers, children will be taken to our Annex/School-Age Building if there is time. This room is spacious and is equipped with protective shutters on the windows, running water and bathrooms for extended stay if necessary. If you are on site during this emergency, please join the staff and children into the Annex/School-Age Building as it will be safer for you and out of harm's way. In the event that the storm is upon us and there is no time to get to the annex the children will remain in their classrooms in a safe area away from the windows. If you are on site, go to the nearest classroom and stay away from the windows. *Note: Annex is Building B at the west center.*

***A copy of our Emergency Management and Safety Plan available upon request.***

## **EMERGENCY CLOSURE POLICY**

In the (rare) case of a severe emergency and we need to close the school early (weather, electrical failure, water outage, etc.), parents will be contacted by phone/email/text message and advised of the situation. Parents are to immediately make arrangements to have their child picked up from school. Instructions will be given as to when we expect to reopen the school and parents will be advised of a phone number they can call, as well as, our website ([www.fullercenterfl.org](http://www.fullercenterfl.org)) that can be checked for updates. It is imperative that we have your most updated contact information; cell phone numbers as well as mobile service carrier (AT&T, Metro, etc.). Additionally, in weather emergencies, we follow the opening and closing schedule of Palm Beach County School Systems.

**Pandemics:** Fuller Center closely monitors the rules and regulations set forth by the Center for Disease Control (CDC), Department of Health and State Child Care Licensing Rules. Responses to pandemics may include, but are not limited to, proper hygiene protocols, isolation of staff and children, decreasing of classroom sizes, and closure of school/classrooms. In the event of a pandemic, Fuller Center will Immediately make families aware of any updated policies and procedures.

## **CONFIDENTIALITY STATEMENT**

Each child has a record that contains information such as your child's application, health forms, permission slips for a variety of screenings and or observations, and any other information collected at registration. Our team records any contact they have with you and any referrals made either by you or in collaboration with you.

All records are kept under lock and key. All parent meetings and conferences are confidential.

If you would like to review your child's records on site you may do so by written request to the Center Director and setting up an appointment. As a parent you have the right to add information, comments, data and any other relevant material to the child's record. In addition, you have the right to request deletion, removal or amendments of any information by requesting a conference with staff to make your objections known, after the conference and within one week, staff will render to the parent a decision in writing stating the reason(s) for the decision. If the decision is in favor of the parent, staff will immediately put the request into effect.

Parents are advised that they will receive a copy of their child's physical form including screening results and immunization record in preparation for kindergarten registration (if applicable).

Fuller Center keeps children's records for no more than 5 years after the child has left the program. After that time, these records are destroyed. At any time, prior to the destruction of your child's records, you may request a copy of the information within the records by submitting a written request. A nominal fee may be charged if the records are in offsite storage.

## **PARENT INVOLVEMENT**

Parent involvement is the portion of the program that guarantees parents the opportunity to exercise their rights and responsibilities as a parent in their child's education. Staff seek out parents strengths and welcomes their initiatives.

As the child's primary teacher, parents are encouraged to participate in all facets of the educational program at school. It is our responsibility to inform you of any educational or health needs your child might have and to include you in all decisions made for your child. It is also important that if you have concerns with your child's educational or socioemotional development, you let the Teachers or Family Support Staff know, in order to provide you with the appropriate services.

You can become involved by:

- Planning classroom activities
- Volunteering at our centers (in classroom, offices, etc.)
- Participating in non-confidential conferences
- Attending staff and parent training sessions
- Serving on various parent committees
- Supervising children on field trips
- Creative Art projects

**Parent Conferences:** Parent conferences will be scheduled by your child's teacher or the Director of Family Support Services as needed. During this time, all parties will discuss and review your child's progress. Parents and teachers will collaborate to set goals for the program term. Conference reports and summaries are kept in the child's file, located in the Family Support Department.

## **PARENT/GUARDIAN CODE OF CONDUCT**

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Fuller Center strives to create and maintain an environment in which all people are treated with dignity, decency, and respect. It is for this purpose that Fuller Center family members are responsible for conducting themselves in a manner consistent with Fuller Center's mission and values during all program-related interactions.

In order for children and families to have a positive experience, children, staff and parents must feel safe. Fuller Center will not tolerate behavior which is dishonest, offensive, intimidating, or in any way a danger to others.

All parents, guardians, and family members interacting with Fuller Center programs are expected to comply with all appropriate policies, procedures and instructions. Appropriate measures will be taken against individuals who violate this policy, including up to expulsion from program.

Examples of **conduct prohibited under this policy include** but are not limited to:

- Falsification of documents
- Verbal harassment, including unflattering comments, any manner of threatening, yelling, or name-calling
- Reframe from any unwelcome verbal or written comments about political or religious views.
- Dropping off or picking up children in inappropriate clothing (clothing that is revealing, for example, pajamas or nightgowns, and showing underwear of any kind).
- Physical harassment, including obscene gesturing, and unwelcome physical contact or threats
- Attempts to directly monitor or manage staff.
- Breach of confidentiality (soliciting or sharing confidential information)
- Sexual harassment, including unwelcome advances, or other verbal or physical conduct of a sexual nature

- Non-verbal harassment, including distribution, display, or discussion of any written or graphic material which belittles, insults, or conveys hostility. This would include any harassment via all social networking outlets, such as Facebook.
- Inappropriate interaction with community members, program staff, children, or parents
- Involvement with any program-related operation in an impaired condition due to the use of alcohol or drugs
- Picking up children from Fuller Center or from any center-related activity in an impaired condition. Individuals that insist on driving themselves while in an impaired condition will be reported to law enforcement.

**\*\*\*Possession of firearms or other weapons in any place of Fuller Center business.**

## **CHILDREN'S HEALTH POLICY**

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Upon admission to the Fuller Center, the following is to be provided by the parent:

- An updated immunization (shot) record on a HRS680 form
- A recent physical signed by the child's physician
- An up-to-date emergency phone number list (turned in to the Registrar) where we can reach you or an authorized person who will be willing and able to pick up your child when he/she is ill
- Any medical information we should know about such as allergies

Documentation of a completed physical examination must be provided for each child (including blood pressure reading, hematocrit/hemoglobin and lead results) at orientation. If a child has not had a lead test, one will need to be completed. Medicaid providers are required to provide lead screenings at no cost. In addition all children are required to have current immunizations, a dental examination and documentation of allergies.

Physicals are only good for 12 months. You will receive written notice one month prior to the expiration date requesting a new physical. Your child will be unable to attend without a current physical form.

Immunizations must remain current. You will receive a written notice one month prior to the expiration date. Your child will not be allowed to attend school with an expired immunization record or religious exemption.

**Please do not bring your child to center if he/she is sick.** Because of Department of Health rules, we cannot keep sick children at our Centers. This is a safety issue for our children, families and staff.

### **Children will be sent home for the following reasons:**

- a. Severe coughing, causing the child to become red or blue in the face or to make whooping sound;
- b. Wheezing that is not control by medication;
- c. Difficult or rapid breathing;
- d. Stiff neck;
- e. Diarrhea (more than 1 abnormally loose stool within a twenty-four hour period);
- f. Temperature of one hundred (100) degrees Fahrenheit or higher taken by the axillary method (armpit) especially when in combination with other signs or illness;



- g. Conjunctivitis (pink eye);
- h. Untreated infectious skin patches or infections;
- i. A communicable disease (chicken pox, COVID, etc.)
- j. Vomiting
- k. Dehydration
- l. Pediculosis (lice, nits). A child who has head lice shall not be permitted to return until treatment has occurred. Treatment shall include the removal of all lice, lice eggs, and egg cases (nits); or
- m. Any unusual sign or symptom of illness.
- n. See Covid Policy for *Who Will NOT Be Permitted to Enter the Center*:

While awaiting pick-up from parent, sick children will be kept in the front office or in Family Support. Parents are expected to pick up their child within an hour. If arrangements are not made to pick up your child within the hour, Fuller Center staff will reach out to your emergency contacts. We reserve the right to call medical services and/or The Department of Children and Families (DCF) if the ill child remains on site. We understand the hardship that a sick child imposes and we will do our best to work with you.

Our Centers are monitored by the Palm Beach County Health Department who enforces this policy. If a child is sent home with vomiting, diarrhea, or temperature of 100 or above, they must stay home until they are symptom free for 24 hours. For communicable diseases, such as Chicken Pox, Measles, etc., the child must stay home until a doctor has provided a note clearing the child to return to the center. Parents, along with the Health Department, will be immediately notified if there is any suspected outbreak.

**Administration of Medication:** Only medicine prescribed by a doctor can be given. Container must have the child's name, date filled, name of medicine, dosage information, expiration date, name of the doctor, and legible instruction for administration and storage. The *Physicians Authorization for Student Medication form* must be filled out by the doctor. This form must state the type of medicine being prescribed, the times the medication needs to be given, and the proper dosage. This form must be signed by both the parent and the doctor and must be updated annually. *Please do not bring in over the counter medications.*

**Storage of Medication:** Medications are stored in a locked drawer or cabinet and inaccessible to children in either the child's classroom or in the Family Support office. ALL narcotic medications will be stored in Family Support office in a locked box. Medications that require refrigeration will be stored in a locked box inside the refrigerator.

\*\*\*A copy of our *Administration and Storage of Medication* policy is available upon request.

## **COVID 19 POLICIES AND PROCEDURES**

Due to Covid-19, Fuller Center has or may have to alter any current policies and procedures for the safety of the staff and children. Parents and staff will be immediately made aware of any changes. Parents and staff can request a copy of the following policies at any time:

- Covid-19 Operating Policies and Procedures
- Covid-19 "What If" Scenarios
- Fuller Center Mask Policy

## **RIGHTS AND RESPONSIBILITIES OF PARENTS**

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1. To take part in the planning and the operation of the program.
2. To help develop adult programs which will improve daily living for my family and me.
3. To be welcomed into the classroom.
4. To choose whether or not I participate without fear of my child's right to be in the program.
5. To be informed regularly about my child's progress.
6. To always be treated with respect and dignity.
7. To expect guidance for my child from teachers and staff which will help his/her total individual development.
8. To be able to learn about the operation of the program, including the budget and the level of education of various staff positions.
9. To take part in planning and carrying out programs designed to increase my skill in areas of possible employment.
10. To be informed about all community resources concerned with health, education and the improvement of family life.
11. To learn as much as possible about the program and to take part in policy decisions.
12. To accept the opportunity through which I can improve my life & my child's life.
13. To take part in the classroom as an observer, a volunteer worker or paid employee, & to contribute in any way I can towards the enrichment of the total program.
14. To provide parent leadership by taking part in elections, explaining the program to other parents and encouraging their full participation.
15. To welcome teacher and staff into my home for Head Start program home visits to discuss ways in which parents can help their children's development at home in relation to school experience.
16. To work with the teacher, staff and other parents in a cooperative way.
17. To guide my child with firmness, this is both loving and protective.
18. To offer constructive criticism of the program, to defend it against unfair practices.
19. To take advantage of programs designed to increase my knowledge about child development and my skills in areas of possible employment.
20. To become involved in community programs which help to improve health, education and recreation for all.

## **What To Bring On Your First Day of School (Preschool Only)**

**Please label all items with your child's name**

- ❖ (ALL AGES) Set of clothing including underwear and socks and shoes in case of an emergency.
- ❖ (ALL AGES) 1 crib sheet and a child size blanket; *Mats will be provided by the center.*
- ❖ (FOR INFANTS & TODDLERS) 24 diapers every week and wipes in a box *if applicable.*
- ❖ (FOR INFANTS-EVERYDAY) Bottles properly labeled with child's name and time and date stamp of preparation. Please include if it's formula or breast milk.

**\*\*\* Please remember your physical and shot records if you didn't turned it in upon enrollment/intake. Also that all necessary paperwork was completed, signed and turned in before the starting date.**

**\*\*\* For 4yr. old children your VPK enrollment certificate is needed with the application. If you don't have one please call Early Learning Coalition at (561) 514-3300.**

### Parent's Role

- ☐ Know the facility's policies and procedures.
- ☐ Communicate directly with caregivers.
- ☐ Visit and observe the facility.
- ☐ Participate in special activities, meetings, and conferences.
- ☐ Talk to your child about their daily experiences in child care.
- ☐ Arrange alternate care for their child when they are sick.
- ☐ Familiarize yourself with the child care standards used to license the child care facility.



MyFLFamilies.com/ChildCare



This child care facility is licensed according to the minimum licensure standards included in section 402.305, Florida Statutes (F.S.), and Chapter 65C-22, Florida Administrative Code (F.A.C.).

License Number: \_\_\_\_\_

License Issued on      /      /     

License Expires on    /    /   

For more information regarding

the compliance history of this child care provider, please visit:

MyFLFamilies.com/childcare



OFFICE OF CHILD CARE REGULATION  
AND BACKGROUND SCREENING  
[MYLIFEFAMILIES.COM](http://MYLIFEFAMILIES.COM)

To report suspected or actual cases of child abuse or neglect, please call the Florida Abuse Hotline at 1-800-962-2873.

CFR 175-24.03v2014

This brochure was created by the  
Florida Department of Children and Families,  
Office of Child Care Regulation and Background Screening  
pursuant to s. 402.3125(5), F.S.



# Know Your Child Care Facility

[MyFLFamilies.com/ChildCare](http://MyFLFamilies.com/ChildCare)



## General Requirements

Every licensed child care facility must meet the minimum state child care licensing standards pursuant to s. 402.305, F.S., and ch. 65C-22, F.A.C., which include, but are not limited to, the following:

- ☐ Valid license posted for parents to see.
- ☐ All staff appropriately screened.
- ☐ Maintain appropriate transportation vehicles (if transportation is provided).
- ☐ Provide parents with written disciplinary practices used by the facility.
- ☐ Provide access to the facility during normal hours of operation.
- ☐ Maintain minimum staff-to-child ratios.

Age of Child	Child:Teacher Ratio
Infant	4:1
1 year old	6:1
2 year old	11:1
3 year old	15:1
4 year old	20:1
5 year old and up	25:1

### Health Related Requirements

- ☐ Emergency procedures that include:
  - Posting Florida Abuse Hotline number along with other emergency numbers.
  - Staff trained in first aid and Infant/Child CPR on the premises at all times.
  - Fully stocked first aid kit.
  - A working fire extinguisher and documented monthly fire drills with children and staff.
- ☐ Medication and hazardous materials are inaccessible and out of children's reach.

### Training Requirements

- ☐ 40-hour introductory child care training.
- ☐ 10-hour in-service training annually.
- ☐ 0.5 continuing education unit of approved training or 5 clock hours of training in early literacy and language development.
- ☐ Director Credential for all facility directors.

### Food and Nutrition

- ☐ Post a meal and snack menu that provides daily nutritional needs of the children (if meals are provided).

### Record Keeping

- ☐ Maintain accurate records that include:
  - Children's health examination/immunization record.
  - Medication records.
  - Enrollment information.
  - Personnel records.
  - Daily attendance.
  - Accidents and incidents.
  - Parental permission for field trips and administration of medications.

### Physical Environment

- ☐ Maintain sufficient usable indoor floor space for playing, working, and napping.
- ☐ Provide space that is clean and free of litter and other hazards.
- ☐ Maintain sufficient lighting and inside temperatures.
- ☐ Equipped with age and developmentally appropriate toys.
- ☐ Provide appropriate bathroom facilities and other furnishings.
- ☐ Provide isolation area for children who become ill.
- ☐ Practice proper hand washing, toileting, and diapering activities.

## Quality Child Care

Quality child care offers healthy, social, and educational experiences under qualified supervision in a safe, nurturing, and stimulating environment. Children in these settings participate in daily, age-appropriate activities that help develop essential skills, build independence and instill self-respect. When evaluating the quality of a child care setting, the following indicators should be considered:

### Quality Activities

- ☐ Are children initiated and teacher facilitated.
- ☐ Include social interchanges with all children.
- ☐ Are expressive including play, painting, drawing, story telling, music, dancing, and other varied activities.
- ☐ Include exercise and coordination development.
- ☐ Include free play and organized activities.
- ☐ Include opportunities for all children to read, be creative, explore, and problem-solve.

### Quality Caregivers

- ☐ Are friendly and eager to care for children.
- ☐ Accept family cultural and ethnic differences.
- ☐ Are warm, understanding, encouraging, and responsive to each child's individual needs.
- ☐ Use a pleasant tone of voice and frequently hold, cuddle, and talk to the children.
- ☐ Help children manage their behavior in a positive, constructive, and non-threatening manner.
- ☐ Allow children to play alone or in small groups.
- ☐ Are attentive to and interact with the children.
- ☐ Provide stimulating, interesting, and educational activities.
- ☐ Demonstrate knowledge of social and emotional needs and developmental tasks for all children.
- ☐ Communicate with parents.

### Quality Environments

- ☐ Are clean, safe, inviting, comfortable, child-friendly.
- ☐ Provide easy access to age-appropriate toys.
- ☐ Display children's activities and creations.
- ☐ Provide a safe and secure environment that fosters the growing independence of all children.



### What is the influenza (flu) virus?

Influenza ("the flu") is caused by a virus which infects the nose, throat, and lungs. According to the US Center for Disease Control and Prevention (CDC), the flu is more dangerous than the common cold for children. Unlike the common cold, the flu can cause severe illness and life threatening complications in many people. Children under 5 who have the flu commonly need medical care. Severe flu complications are most common in children younger than 2 years old. Flu season can begin as early as October and last as late as May.



### How can I tell if my child has a cold, or the flu?

Most people with the flu feel tired and have fever, headache, dry cough, sore throat, runny or stuffy nose, and sore muscles. Some people, especially children, may also have stomach problems and diarrhea. Because the flu and colds have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations.



For additional information, please visit  
[www.myflorida.com/childcare](http://www.myflorida.com/childcare) or contact your  
 local licensing office below:

CF/PJ 175-70, June 2009

*This brochure was created by the Department of Children and Families in consultation with the Department of Health.*

## INFLUENZA VIRUS



### "The Flu" A Guide for Parents



During the 2009 legislative session, a new law was passed that requires child care facilities, family day care homes and large family child care homes provide parents with information detailing the causes, symptoms, and transmission of the influenza virus (the flu) every year during August and September.

My signature below verifies receipt of the brochure on *Influenza Virus, The Flu, A Guide to Parents*:

Name: \_\_\_\_\_  
 Child's Name: \_\_\_\_\_  
 Date Received: \_\_\_\_\_  
 Signature: \_\_\_\_\_

Please complete and return this portion of the brochure to your child care provider, in order for them to maintain it in their records.



### What should I do if my child gets sick?

Consult your doctor and make sure your child gets plenty of rest and drinks a lot of fluids. Never give aspirin or medicine that has aspirin in it to children or teenagers who may have the flu.

#### CALL OR TAKE YOUR CHILD TO A DOCTOR RIGHT AWAY IF YOUR CHILD:

- Has a high fever or fever that lasts a long time
- Has trouble breathing or breathes fast
- Has skin that looks blue
- Is not drinking enough
- Seems confused, will not wake up, does not want to be held, or has seizures (uncontrolled shaking)
- Gets better but then worse again
- Has other conditions (like heart or lung disease, diabetes) that get worse



### How can I protect my child from the flu?

A flu vaccine is the best way to protect against the flu. Because the flu virus changes year to year, annual vaccination against the flu is recommended. The CDC recommends that all children from the ages of 6 months up to their 19th birthday receive a flu vaccine every fall or winter (children receiving a vaccine for the first time require two doses). You also can protect your child by receiving a flu vaccine yourself.

### What can I do to prevent the spread of germs?

The main way that the flu spreads is in respiratory droplets from coughing and sneezing. This can happen when droplets from a cough or sneeze of an infected person are propelled through the air and infect someone nearby. Though much less frequent, the flu may also spread through indirect contact with contaminated hands and articles soiled with nose and throat secretions. To prevent the spread of germs:

- Wash hands often with soap and water.
- Cover mouth/nose during coughs and sneezes. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Limit contact with people who show signs of illness.
- Keep hands away from the face. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.



### When should my child stay home from child care?

A person may be contagious and able to spread the virus from 1 day before getting sick. The time frame could be longer in children and in people who don't fight disease well (people with weakened immune systems). When sick, your child should stay at home to rest and to avoid giving the flu to other children and should not return to child care or other group setting until his or her temperature has been normal and has been sign and symptom free for a period of 24 hours.

For additional helpful information about the dangers of the flu and how to protect your child, visit: <http://www.cdc.gov/flu/> or <http://www.immunizeflorida.org/>

## Getting In; Getting Out...



### **In:** Check Behind The Car

- **BEFORE GETTING IN THE CAR AND STARTING THE ENGINE,** walk around the car and **CHECK FOR KIDS, TOYS, AND PETS!**
- Make sure there is **NOTHING UNDER OR BEHIND YOUR CAR** that could attract a young child.
- **PICK UP TOYS, BIKES, CHALK, OR ANY TYPE OF EQUIPMENT** around the driveway so that these items don't entice kids to play.

Developed by:  
**PREVENTION UNIT**  
Office of Family and  
Community Services

## Getting In; Getting Out...



### **Out:** Check the Back Seat

- In just **10 MINUTES**, a car's temperature can increase by **19°**
- Before getting out of your car, check the back seat ... **DON'T FORGET YOUR CHILD!**
- **NEVER** leave your child alone in a car and **CALL 911 IF YOU SEE ANY CHILD LOCKED IN A CAR!**
- Place something in the back seat that you will need at work, school, or home (your laptop; your lunch).

Developed by:  
**PREVENTION UNIT**  
Office of Family and  
Community Services



# Rilya Wilson Act

Pursuant to s. 39.604, Florida Statutes, a child from birth to the age of school entry, who is under court-ordered protective supervision or in out-of-home care and is enrolled in an early education or child care program must attend the program 5 days a week unless the court grants an exemption. A child enrolled in an early education or child care program who meets the requirements of this act may not be withdrawn from the program without prior written approval of the Department or community-based care lead agency. If a child covered by this act is absent, the program shall report any unexcused absence or seven excused absences to the Department or the community-based care lead agency by the end of the business day following the unexcused absence or seventh consecutive excused absence.

Educational stability and transition are key components of this act to minimize disruptions, secure attachments and maintain stable relationships with supportive caregivers of children from birth to school age. Successful partnerships are imperative to ensure that these attachments are not disrupted due to placement in out-of-home care or subsequent changes in out-of-home placement. A child must be allowed to remain in the child care or early education setting that he/she attended before entry into out-of-home care, unless the program is not in the best interest of the child. If a child from birth to school-age leaves a child care or early education program, a transition plan needs to be developed that involves cooperation and sharing of information among all persons involved, respects the child's developmental stage and associated psychological needs, and allows for a gradual transition from one setting to another.

This law provides priority for child care services for specified children who are at risk of abuse, neglect, or abandonment. *These children are also known as Protective Services children.*

## Rilya Wilson Act Requirements:

- ✓ Protective services children **MUST** be enrolled to participate 5 days per week.
- ✓ Protective services children **MAY NOT** be withdrawn without prior written approval from the Department of Children and Families (DCF) or Community Based Care (CBC).
- ✓ If a Protective Services child has 7 consecutive excused or any unexcused absence, the child care provider **MUST** notify the appropriate community based care staff.
- ✓ The Department and child care providers **MUST** follow local protocols set up by the CBC to ensure continuity.
- ✓ If it is not in the best interest of the child to remain at the child care or early education program, the caregiver **MUST** work with the Case Manager, Guardian Ad Litem, child care and educational staff, and educational surrogate, if one has been appointed, to determine the best setting for the child.

Community-Based Care Lead Agencies Contact Information:

<http://www.dcf.state.fl.us/programs/cbc/docs/leadagencycontacts.pdf>

**\*\* If you have concerns regarding any child that you may care for, please contact the Florida Abuse Hotline at 1-800-96-ABUSE\*\***