



Tomorrow begins today.



2025-2026

# Parent Handbook



Center Hours 7:30am - 5:30pm  
Monday thru Friday

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



**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

**Volen Center**

1515 Palmetto Park Rd.  
Boca Raton, FL 33487  
(561) 508-8872

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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 any 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 reserves the right to interpret, modify, or amend content in this handbook and will always notify parents of any updates.***

## **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.

## **Non-Discrimination Statement**

No child or family will be discriminated against because of disability, race, sex, gender identity, gender expression, family structure, color, religion, sexual orientation, or national origin. Our admission and dismissal procedures are equitable and inclusive of all families, including LGBTQ+ parents and guardians.

Fuller Center is committed to providing reasonable accommodations in accordance with the Americans with Disabilities Act (ADA). If a child's needs require modifications beyond what can be reasonably provided without fundamentally altering the nature of our program or posing a safety risk, we will work with families to explore possible accommodations, resources, or referrals. Each situation is assessed individually.

To help us best support your child, we encourage parents to share any relevant medical, developmental, or behavioral information. Open communication allows our team to collaborate with families and plan appropriate support to ensure a successful experience for every child.

## **Licensing and Accreditation**

Fuller Center is state-licensed and 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
- FACCM (APPLE)
- Early Learning Coalition
- Strong Minds
- Youth Services of Palm Beach County
- Prime Time Palm Beach County

**Family Empowerment and Support Services**

Fuller Center has a team of caring Family Empowerment counselors and social workers at each Center who provide guidance, coaching and assistance to families in need or desiring support. We will work with you to get the proper resources and information you need to help you provide the best opportunity for yourself and your children. Read more about our services at <https://www.fullerCenterfl.org/family-empowerment/>

**SECTION 1: PROGRAM IMPLEMENTATION**

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 developmental level of the children. Socialization is a key factor in planning all Centers 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.

To ensure that your child will develop appropriately and/or that will receive the necessary accommodations and/or services, Fuller Center conducts individualized assessments and observations of all children (0-5yrs).

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.

**SECTION 2: ENROLLMENT**

Fuller Center offers enrollment options for our Pre-School (ECE), Out-of School Time (OST) (Out-of-School and Summer Camp), and Fuller Academy. We accommodate the following ages:

- ECE: Serving ages 6 weeks to 5 years old
- Fuller Academy: Serving grades K-3
- OST: Serving grades K-5

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

- The application/enrollment packet
- Proof of Residency (Address)
- Proof of Medical Insurance
- Birth Certificate

- Food Form
- Emergency Care Consent Form
- Immunization Records
- Infant Intake (if applicable)
- Physical Exam Record
- Know Your Childcare Facility flyer
- Emergency Contacts
- Special Dietary Conditions
- Rilya Wilson Act Flyer
- Photo ID

**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. No one can pick up your child unless his/her name appears on your application. 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. No one under sixteen (16) years old may bring or pick up your child. Anybody picking up a child must be licensed to drive (no learner’s permit). In case of emergency, you may email the Center (from the email on file) of the person coming to pick up your child. All first-time designated pick-ups must bring a photo ID with their name and date of birth (driver’s license, passport, etc.) to the front office before being admitted.

**Eligibility for Subsidized Care:** You may be eligible for subsidized child care at a reduced or no cost through the Early Learning Coalition. Additionally, you may apply for the free Voluntary Prekindergarten (VPK) program, which is available to all eligible four-year-olds in Florida. The information you give on your application will be kept confidential and will be used only for the purpose of determining eligibility for subsidized child care. If you need information and/or assistance applying for these programs, please see your Family Empowerment Counselor. *\*Parent co-pay is what the parent is responsible for paying. Additional fees may apply of which you will be informed at the time of your child’s enrollment. Parents must provide a doctor’s or personal note to cover your absences. ELC will not pay for more than 10 days of absences per month with or without documentation, for which you will be subject to full charge.*

**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 Empowerment 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 Registrar. Until a court order is received, we will continue to go by the information on the child’s birth certificate.

**‘No Contact’ Orders:** Must be provided to the Registrar during enrollment or immediately upon receipt.

**Permission Forms:** Your enrollment application includes a section with permission slips for going on field trips, taking photos/videos of your child for use by Fuller Center, watching or attending movies, and use of the public park (East Center Only: Hughes Park). If at any time you want to change your child’s permission status, you **MUST** come into the Center and resign your Permission Form.

**Parent Orientation:** Upon completion of enrollment, parents will be given a date of orientation. This orientation is *mandatory* for at least one parent/guardian to attend.

## **SECTION 3: TUITION AND FEE POLICY**

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

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 (Out-of-School children) the following Monday.** *Note: Parents who miss multiple payments will be required to sign up for automatic payments through our Procure system.*

### **NOTE:**

- 1. Full tuition payment is expected for days your child may be absent due to illness, family emergencies, doctor visits, vacations, suspensions or any other reason.**
- 2. Fuller Center does not charge for Thanksgiving Holidays (Thursday & Friday) and the week from Christmas Day to New Years Day (December 25<sup>th</sup> thru January 1<sup>st</sup>).**

There must be a zero-balance owed on the family account before a transition to 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 and/or credit card declines. All payments by check must include the check writer's Driver's License Number and phone number. *Note: Checks are not deposited daily so it is up to the parent/guardian to have the proper funds available in their account until the check is cleared.*

**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:** To facilitate timely, convenient tuition payments, Fuller Center offers parents the ability to have their accounts charged automatically.

**Registration Fees:** A one-time registration fee of \$30 per child is due once the 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 Empowerment staff for help with possible assistance and resources.

**Subsidized Parents:** Parents with subsidized care (ELC or Summer Scholarships) will be responsible for any balance, fees and all the days that cannot be covered by the subsidizing agency. **Unpaid balances will be reported to the subsidized agency.** Documentation must be provided for the days that your child is absent. Meaning, ELC families with more than 3 days of absences per month will be responsible for full tuition payments on the days that ELC cannot cover. For Summer Camp Scholarships, if your child doesn't meet the attendance policy, you will be charged full tuition.

**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 a discount of 25% on 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. Staff members should refer to the Employee Handbook to obtain information regarding family discount eligibility and rates.*

## **SECTION 4: WITHDRAWAL POLICY**

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 the time of disenrollment will be automatically processed through our electronic payment option.**

## **SECTION 5: ATTENDANCE/LATE POLICY**

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, we require notification. Please call the East Center 561.391.7274, West Center 561.482.3006, or Volen Center 561.508.8872 to inform us in advance that you may arrive late.

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 into 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 into our late arrival log.
- 3<sup>rd</sup> late arrival after 9:00 a.m. requires a parent meeting with the Family Empowerment Counselor and/or OST Coordinators (summer camp and Out-of-School) assigned to your child.
- 4<sup>th</sup> and subsequent late arrivals after 9:00 a.m. require 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 Empowerment Counselor or Center Director. **NO CHILD WILL BE ADMITTED AFTER 12 PM.**

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 childcare or not.

## **HOLIDAYS AND CLOSINGS**

Holiday or professional closures are always listed on the school year calendar. Fuller Center closes on New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving

Day and the day after, and from Christmas day through New Year's Day. Also, Professional Development Day. Please see Tuition and Fees for holidays billing policy.

*Note: Parents/Guardians will always be notified of any closings due to severe weather, emergency situations, etc. via phone call and/or text. The Fuller Center follows the direction of Palm Beach County Public Schools. If they announce closure for emergencies, weather or other unforeseen issues, Fuller Center will be closed accordingly.*

## **BUILDING ACCESS**

These rules are put in place to keep your children safe.

- **East Center:** All parents must access the school through the main office gates. No entry will be permitted through the side gates of the Center. Parents will be permitted to enter their child's classroom and must exit back through the main office gates.
- **West Center:** Parents will be permitted directly into their child's classroom.
- **West Center PLC (OST 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 class.
- It is imperative that you sign your child in and out on the sign in sheet and complete the daily health check sheet. An accurate time is required. Signer must use **FULL NAME** (no initials). 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. **E-mails authorizing pick up will be accepted as long as it matches with the email listed on the registration form.** 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 go to the administrative building to receive a late pass for their child (please see Attendance/Late Policy).
- Parents arriving after 5:30 pm 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.
- **DO NOT**, under any circumstance, let your child out of your sight during drop off or pick up. You must accompany your child at all times.

**If you fail to sign your child in or out on two consecutive days, your child's sign-in sheet will be removed and taken to the main office.**

Children who are brought to school late (after 9am) will continue to be served breakfast and the person dropping off the child may be required to sit with the child while they eat 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 you are 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/guardians and their emergency contacts.**

**DURING SUMMER TIME:** Some field trips may begin before the 9am late arrival time. It is the parents/guardian's responsibility to follow the summer calendar/field trip schedule and arrive on time. On occasion fieldtrips run late, we appreciate your understanding. If all groups have left on field trips you will not be allowed to drop off unless previously authorized by the OST Director and/or OST Coordinator.

## **SECTION 6: ONGOING COMMUNICATION AND REPORTING**

### **COMMUNICATION**

Proper communication between parents, teachers/counselors and staff of Fuller Center is extremely important. Teachers/counselors will communicate with parents verbally each day and will send home information about their child on a regular basis. The 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. We have open door policy across all of our programs. If concerns arise with any aspect of our program or your child's care, parents should express this to their Center's Director or OST Director/OST Coordinator. Do not let problems build up or go on for a long period of time without communicating. Issues are best to be resolved as soon as the concerns arise. Staff members will also be expected to communicate and cooperate with other staff members in other departments to promote total community atmosphere and to better serve our families.

*Note:*

- 1. If English is your second language, our staff will make every effort to communicate to you in your chosen language if requested.*
- 2. For Volen parents: Procure Engagement App is our preferred communication method between staff and parents.*
- 3. For East and West: We will start the process to enrolling in the Procure Engagement application to improve communication.*

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

### **DISCIPLINE POLICY**

At 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. Food and/or toileting will never be used as a measure of discipline.

- 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, parent informed
- 2nd time in office.....Call child's parents
- 3rd time in office..... (Preschool) Family Engagement Multidisciplinary Staffing will be held and we will develop a Behavioral Plan for the child, and require parent support and partnership. (OST) All behavior offenses are handled on a case-by-case basis. If a behavior is repetitive or impedes the safety of said child or other children in any way, the consequence may be escalated to suspension/expulsion.

**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.

*Out-of-School Time: 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.*

**Redirection:** Children's behavior will be guided or redirected in a developmentally/age-appropriate manner. 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.

Fuller Center reserves the right to ensure that all children and staff have a safe environment. Children causing harm to themselves or others may be terminated.

## **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 / Curriculum Specialist (for preschool) and OST Director/ OST Coordinator (for OST program) 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 1 - 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 cases dismissal from our program.

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. Our Center staff are mandated reporters. 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, Fuller Center reserves the right to call 9-1-1 and/or 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.

## **SECTION 7: FROM THE HOME**

### **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.

Out-of-School-Time (OST) 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.

### **OUTSIDE FOODS**

If you wish to bring outside food/snacks for a classroom celebration, event, etc. you must first notify your child's teacher in advance. There must be enough for each child in the classroom. It is our policy that we only serve commercially prepared items sealed and packaged in its original container. Proper storage instructions must be provided. We can only serve whole fruits. Only nut-free items will be served to our children.

Note: We reserve the right refuse to serve inappropriate items including items that lack freshness, fail to meet nutritional or safety guidelines or are not age-appropriate.

## **DRESS CODE**

### **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, crocs or open back shoes are permitted. Closed toed shoes (sneakers) are strongly recommended.

- ***Change of Clothes:*** Please provide a change of clothes suitable for outdoor play that provides protection from the daily weather conditions, sun injury, and insect-borne disease.
- ***Diapers:*** All infants and toddlers are required to bring 25 disposable diapers every Monday morning, before the child is left in the classroom (if needed).

### **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 \$10 each at the front office. No flip-flops, crocs or open back shoes are permitted. Sneakers are required footwear.

## **SECTION 8: HEALTH POLICIES**

### **CHILDREN'S HEALTH POLICY**

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

- *(ECE program only)* An updated immunization (shot) record on a HRS680 form
- *(ECE program only)* 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 at enrollment. All children are required to have current immunizations, a dental examination and documentation of allergies.

- Physicals are only good for 24 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.** It is the Department of Health rule, that 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 (101) degrees Fahrenheit or higher;
- g. Conjunctivitis (pink eye);
- h. Untreated infectious skin patches or infections;
- i. A communicable disease (Chicken Pox, COVID, Hand Foot and Mouth, Fifth Disease, 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. For Covid we follow Health Department policy and procedure.

While awaiting pick-up from parent, sick children will be kept in the front office or in Family Empowerment. 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.

If a child appears to be ill or exhibits symptoms of a communicable disease listed in the Child Health Policy, Family Empowerment and/or administrative staff will contact the parent for immediate pickup. If the parent does not respond, a detailed message will be left. Family Empowerment will then attempt to reach the other parent or an authorized emergency contact listed on the child's pickup authorization. If no contact is made, a text message will be sent via the Procure database application. All communication efforts and actions taken will be documented in Procure.

In case of an emergency, the Fuller Center staff will call 911 to secure emergency care. In case of allergy the staff will state that an allergic reaction has been identified, treated, and additional epinephrine may be needed. Staff will call the parent/guardian. if the parent/guardian cannot be reached, staff will contact Emergency contacts listed on the application and/or Emergency contact form. Necessary information concerning your child will be released to other appropriate agencies (i.e. medical care, police, accident reports, etc.).

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.

**Covid-19 Policies:** 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

## **NUTRITION PLAN AGREEMENT**

Fuller Center participates in the Child Care Food Program (CCFP). Breakfast, lunch and snack are provided each day to meet 2/3 of the child’s daily nutritional needs to our preschool children, full time including summer time campers. Out-of-School children are provided snack and dinner. **Parents/children are not allowed to bring food to school without filling out the proper documentation.** Our menus meet the nutrition and portion size requirements set forth by the USDA and are approved by a licensed dietician.

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 has a food allergy or special dietary need, it will be 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 Empowerment Counselor for more details.

## **ADMINISTRATION AND STORAGE OF MEDICATION**

**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 Empowerment office. **ALL** narcotic medications will be stored in Family Empowerment 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.

## **SLEEP/NAP TIME**

Fuller Center provides daily sleep/nap times for our preschool children. Infants sleep/nap as needed, while the rest of the preschoolers have designated nap times between 12:30pm – 2:30pm. We ask parents to avoid pickup during nap times, if at all possible, since it can disturb the rest time for other children.

To ensure a safe sleeping environment, Fuller Center does the following:

- All children will be assigned their own individual crib, cot, or mat

- All infants will be placed on their backs to sleep
- Cribs will be free of clutter (pillows, blankets, bottles, bumpers, toys, etc. are strictly prohibited)

*Note: Parent/Guardian will provide child sized sheet or blanket in the beginning of the week. These are returned at the end of the week for cleaning or as needed at any point during the week. For infants, soiled linens are cleaned daily and as needed on premises.*

## **SECTION 9: EMERGENCY POLICIES**

### **MISSING CHILD POLICY**

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

- Notify the Center Director and/or Director of OST and continue thorough search of the facility
- Call 911
- Notify parent/guardian

### **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 through our electronic child care management software, Procare. Please make sure that you have provided a valid email, phone number and the phone 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 and subsequent re-opening, 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 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 suspicious

car(s)/individuals, 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 West Center Annex / East Center Out-of-School 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 West Center Annex / East Center Out-of-School 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. Volen children and staff will remain in their room.

*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 and/or Epidemics:** 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/epidemics 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/epidemic, 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/or OST 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.

## **SECTION 10: PARENTAL RIGHTS AND RESPONSIBILITIES**

### **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.

Parents, as the child's primary teacher, 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 socio-emotional development, you let the Teachers/OST Staff or Family Empowerment 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 Empowerment Services as needed. During this time, all parties will discuss and review your child's progress. Parents and teachers will collaborate to set goals and expectations for the program term. Conference reports and summaries are kept in the child's file, located in the Family Empowerment Department. For the OST program, parent conferences are scheduled as needed or when requested by the parent.

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

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
- Fuller Center parents and students are not allowed to post pictures of students, other than their own, without express permission.
- Verbal harassment, including unflattering comments, any manner of threatening, yelling, or name-calling
- Refrain 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 any other weapons on Fuller Center grounds is strictly prohibited.**

## **RIGHTS AND RESPONSIBILITIES OF PARENTS/ GUARDIANS**

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 work with the teacher, staff and other parents in a cooperative way.
16. To guide my child with firmness, this is both loving and protective.
17. To offer constructive criticism of the program, to defend it against unfair practices.
18. To take advantage of programs designed to increase my knowledge about child development and my skills in areas of possible employment.
19. To become involved in community programs which help to improve health, education and recreation for all.

## **SECTION 11: WHAT TO BRING ON YOUR FIRST DAY** **(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 turn 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.**

# SECTION 12: PARENT BROCHURES HANDOUT



## Know Your Child Care Facility

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



OFFICE OF CHILD CARE REGULATION  
AND BACKGROUND SCREENING

[MYFLFAMILIES.COM](http://MYFLFAMILIES.COM)

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

CFPI 175-24-032014  
This brochure was created by the Florida Department of Children and Families, Office of Child Care Regulation and Background Screening pursuant to s. 402.312(5), F.S.

### Parent's Role

A parent's role in quality child care is vital.

- Inquire about the qualifications and experience of child care staff, as well as staff turnover.
- 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.



## More information and free resources:

[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 includes, but are not limited to, the following:

- Valid license posted for parents to see.
- All staff appropriately screened.
- Maintain appropriate tan operation vehicles (if transportation is provided).
- Provide parent(s) 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.

## 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.



# 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\*\***