

# PARENT HANDBOOK



**Our Next Us Childcare**

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## **WELCOME TO OUR NEXT US, INC.**

Thank you for choosing Our Next Us Childcare, Inc. as your child's early education care giver during the formative years of their life. You have joined a family that will make your child's learning experience a fun and rewarding one.

As a member of the National Association for Family Child Care (NAFCC), we are committed to maintaining a warm and loving atmosphere. Our Next Us Childcare, Inc. has programs, policies, and practices to aid in the development of each child. These policies are set within the Florida state licensing standards and reflect the input from educators and parents.

### **MISSION STATEMENT**

Our mission is to work with families regarding the progression and advancement of their child(ren) by providing an environment that aids in a child's social, physical, and emotional development. Our commitment to families is to offer quality childcare as well as an exceptional early childhood education.

### **VISION STATEMENT**

Our goal is to provide a happy, safe, and motivating environment filled with the tools and guidance your child will need to obtain a strong foundation for success educationally, socially, emotionally, and physically.

### **LICENSING**

The Department of Children and Families licensing agency requires our staff to meet state standards for childcare employment. We follow the Florida state standards that are set forth for childcare facilities.

## **EDUCATION**

### **STAFF DEVELOPMENT**

Our Next Us Childcare, Inc. staff is committed to ongoing training to ensure that the highest quality of care is provided to all children. All staff members obtain training in the state of Florida for employment consideration. Our staff regularly attends training classes to maintain educational standards.

### **PHILOSOPHY OF LEARNING**

Our Next Us Childcare, Inc. believes that through the implementation of a quality, early childhood education curriculum, character development and family involvement, children are able to achieve their full intellectual, physical, creative and social potential.

### **EDUCATIONAL GOALS**

- Promote the development of social and communication skills
- Promote the development of independence, self-discipline, and positive self-esteem
- Promote the development of good health and nutrition
- Promote the appreciation of cultural diversity
- Promote the development of cognitive and creative skills in the areas of literacy, math, science, art and language development
- Help children to grow to enjoy learning and love life

### **DISCIPLINE POLICIES**

Our Next Us Childcare, Inc. teaches children appropriate choices to facilitate socially acceptable behaviors. When inappropriate behaviors are present, we explain and redirect as we strongly believe that discipline does not mean punishment of any sort.

Discipline will be positive, clear, consistent, and fair. Florida law prohibits any form of discipline that is severe, humiliating, frightening, or associated with food, rest, or toileting. Spanking or any other form of physical punishment is prohibited by all childcare personnel.

It is our goal to have every child succeed in our care. So, we can ensure clear communication, it may be necessary to schedule a conference with parents if disciplinary problems occur. If a child's behavior consistently endangers the safety of children around him/her, the Provider, after meeting with parents and

documenting the concerns and interventions, may, as a last resort, find it necessary to terminate childcare services.

## **ENROLLMENT & SUPPLIES**

### **ADMISSION**

Upon date of enrollment, all children must have a complete enrollment packet. All parents must also sign an acknowledgement form for the parent handbook. Within the first ten days of enrollment all children must have an immunization record and physical form on file.

### **WITHDRAWAL**

Our Next Us Childcare, Inc. requires a minimum of two weeks written notice prior to withdrawal. No refund will be given for unused attendance. If available, remaining Vacation/Roster Hold credits may be used. Parents are responsible for the final two weeks of tuition whether your child attends or not.

### **HEALTH FORMS**

Our Next Us Childcare, Inc. is licensed by the state of Florida through the Department of Children and Families to operate as childcare facility. As part of our licensing, we are **required** to obtain and maintain up-to-date medical records pertaining to your child's physical health. **Upon enrollment, immunization records (form 680) must be produced within 10 business days.** Any child without up-to-date records may not be permitted.

### **SUPPLIES CHILDREN NEED (UPON ENROLLMENT)**

- A crib sheet or other covering for their cot
- Small blanket and pillow
- 1 complete change of clothing
- Pampers / Velcro pull-ups for two-year's and older
- Potty chair if applicable
- Change of clothes (clothing in a zip lock bag to keep in their cubbies)

### **SUPPLIES CHILDREN NEED (QUARTERLY) 2022 supply due dates: 1/3 | 4/4 | 7/5 | 10/3**

- 2 rolls of paper towels
- 2 containers of sanitation wipes (Lysol preferred)
- 2 containers of baby wipes

\*\*\*Please have all items labeled

## **ATTENDANCE**

### **DAILY**

Attendance is compulsory unless avoidable due to illness, the full weekly tuition is due regardless of the number of days attended. Please, we ask that you call by 10:00am if your child will not be attending; by this time, children are engaged in structured activities. Late drop offs may cause disruption of the learning process for other children in the facility; punctuality is an important value.

### **DAILY SIGN-IN AND SIGN-OUT**

All children should be dropped off and picked up by a parent or authorized person over the age of eighteen. Children must be signed in and signed out.

### **ARRIVAL TIME**

Our Next Us Childcare, Inc. operates until 5:30pm, Monday through Friday...please review your contracted hours. To preserve the outlined structure and schedule, children should arrive no later than 9:00am to attend school and to receive breakfast for the day. Please notify the Provider before 9:00am if your child will be late or absent.

### **DISMAL TIME AND LATE PICK-UP FEES**

Our Next Us Childcare, Inc. ends hours of care at 7:00pm (this time may change at the Provider's discretion). A late pick-up fee includes a charge of \$1.00 per minute after 7:00pm and, additionally, an automatic charge of \$20.00 will be applied at 7:45pm. At 8:00pm, local law enforcement will be notified.

In addition to late fees, children left in care longer than 10 hours will be assessed a \$20.00 fee the 1st hour and every hour thereafter...please review your contracted hours. Please contact the Provider immediately as soon as you realize that you will be late. If we do not hear from you by 7:30pm and all the attempts to reach you and the emergency contacts have failed, then state authorities will be contacted.

### **ABSENCE POLICY**

Our Next Us, Inc. is available to care for your child Monday through Friday. Due to this fact, no credits or discounts will be offered for children who do not attend.

### **CLOSING SCHEDULE**

Our Next Us Childcare, Inc. will be closed 12-14 days per calendar year; these dates will be provided separately and posted on the company website: [www.OurNextUs.com](http://www.OurNextUs.com). Any changes will be communicated via the website.

At the Director's discretion, the center will close at 3pm on Christmas Eve and on New Year's Eve. If the holiday falls on a Saturday, then the center may be closed the prior Friday. If a holiday falls on a Sunday, then the center may be closed on the following Monday. Tuition is based upon an annual average and these federal and state holiday closures have been considered. Therefore, there will be no reduction in tuition for federal and state holidays or other days on which the facility does not operate, opens late and closes early.

### **ADDENDUM**

Our Next Us Childcare, Inc. will observe most federal holidays. On federal holidays, the childcare center will be closed. There will be an additional fee (\$45.00) for services rendered on federal holidays; these days will be considered "Reserve Days". In addition, registration for services will be needed one week before childcare service is available (e.g., inform the Director of your childcare needs one week prior to the observed holiday closure).

## **MEALS**

Parents, Our Next Us Childcare, Inc. partners with you to focus on building a healthy eating style that includes nutritious meals and snacks. Every child works extremely hard developing their palate for healthy, wholesome foods. Parents, you are encouraged to provide healthy meals for your child(ren) each day of attendance. Meals provided should include breakfast, lunch, and two snacks.

### **SPECIAL OCCASIONS**

Store purchased treats may be served to celebrate special occasions, holidays, family involvement activities, or special events.

## **ILLNESS POLICY**

### **SIGNS OF ILLNESS**

Your child's health is important to us, and we would like to maintain a healthy environment for all children and staff. We will not allow any ill children to remain at the center. Please keep your child at home if they:

- Have had a fever within the last 24hrs
- Have had diarrhea or vomited within the last 24hrs
- Have been on medication less than 24hrs
- Are sneezing or coughing (wet, frequent sneezing and or loose, deep coughs)
- Have any contagious rashes or discharges from the eyes (i.e., pink eye, etc.)
- Have a nasal discharge that is cloudy, thick, yellow, or green
- Have been treated for lice and all nits are not removed.

If your child arrives ill, you will be reminded of the sick policy, and you must take your child home.

### **NEED FOR DISMISSAL**

If your child becomes ill while at school, you will be informed, and you will need to pick your child up immediately.

### **REMITTANCE AFTER ILLNESS**

If your child has any of the above symptoms, your child may not return for 24hrs after symptoms have subsided without the use of medication and must have a doctor's note.

### **MEDICATIONS**

Medication will only be issued to children with a signed medication form on file. Medications must be in their original packaging and be accompanied by and dropper, measured spoon or cut.

Non-prescribed medication must be in its original packaging and be labeled with dosage instructions appropriate for your child's age; a doctor's note is needed for medication that isn't age appropriate.

## **FINANCIAL POLICIES**

### **REGISTRATION**

Registration fees and deposits are assessed upon admission and annually during the 1st week of January of every calendar year. Registration is \$50.00 for one child or \$75.00 per family and is nonrefundable. As well, the deposit is equivalent to one week of tuition and is refundable upon withdrawal; remaining Vacation/Roster Hold credits will be deducted from this amount. Please see the qualifying withdrawal requirements listed above. Registration and deposit fees guarantee your child(s) agreed enrollment date/space and are non-refundable.

## **TUITION POLICY**

Tuition is billed weekly and is due every Monday; payments are due prior to rendered services. For Parent convenience and Parent recordkeeping, invoices are typically generated and emailed to your preferred email address for fulfillment. No discounts will be made for holidays or other days that the center is closed.

## **LATE PAYMENT**

Tuition is considered late if not paid by the close of business on Monday. There will be a \$35 late fee for any payment made on Tuesday or any day afterwards. To avoid this, autopay is recommended for tuition payments. Children will not be permitted to attend on Wednesday if their weekly tuition has not been rendered or your account has an existing balance. NOTE: This information is also included on all invoices.

## **VACATION / ROSTER HOLD CREDITS**

A \$30 (per week) vacation or holding fee will be applied for four weeks of vacation, per calendar year. Should there be a separation of child and childcare, please know that your child's spot on the roster will not be held. If there is availability, re-enrollment is required. That said, your child must be re-enrolled; the applicable registration and deposit fees are applied, and the weekly tuition is to be paid prior to the rendering of services.

## **ADDITIONAL FEES**

Taxes and surcharges will be applied for the use of credit and debit cards; this is in addition to tuition. Refunds will not be given for any tuition that is prepaid; you may use that money toward a credit for your child's last week(s) of attendance.

## **SAFETY CONFIDENTIALITY POLICY**

Under no circumstances shall families or any employee discuss matters pertaining to other families and their children. Private matters include (but not limited to) behaviors, home life, health issues, and domestic issues. Student records are confidential and will not be read by anyone except staff and the family of the student listed on the child's enrollment packet.

## **COURT DOCUMENTATION OF CUSTODY**

If you have a court order which affects your child, we ask that you share this information with us, it is required that a copy of the order be kept on file; this will be discussed with all parties involved to ensure everyone is clear of their obligations.

## **VISITATION POLICY**

To aid in the enforcement of our confidentiality policy, only persons listed on your child's enrollment packet will be allowed to visit your child while they are in care at Our Next Us.

## **EMERGENCY EVACUATION AND INCLEMENT WEATHER**

### **CLOSING INFORMATION**

In the event of severe weather, we will follow the course taken by the Orange County School District. Please listen to your local radio or television broadcast for school closure. Lack of water or electricity due to storm damage may also require the center to close early. Please also review the Our Next Us Emergency Preparedness Plan.

### **DRESS CODE POLICY AND HYGIENE**

The safety of your children is one of our primary responsibilities at the center. We suggest that you dress your child appropriate for the weather and make sure that the shoes worn are closed toed and rubber soled only. As good hygiene affects the health of children and the adults they are around, parents are encouraged to teach and practice good hygiene habits with their child. At home, this may include tasks such as hand washing, cleanliness, and upkeep of hair, brushing teeth, bathing, etc.

### **CHILD ABUSE/ NEGLECT POLICY**

Staff members are LEGALLY OBLIGATED by Florida Statutes to report any suspected cases of child abuse or neglect (Florida Statutes, Title V, Chapter 39, Section 201). If a parent suspects abuse/neglect at school, she/he is to IMMEDIATELY notify administration. The Child Abuse Hotline is 1-800-96 ABUSE.

### **TOYS & ELECTRONICS**

It is very disappointing when electronics or a special toy from home is broken or lost, therefore please instruct your child to leave their toys and/or electronics at home. The center will not be responsible for toys and/or electronics that are brought from home. If the teacher has a special time of “show and tell”, special items from home are permitted.

## **DISMISSAL FROM CARE CHILD CARE**

### **EXPULSION POLICY**

Unfortunately, there are times or reasons we must release a child from our program either on a short term or a permanent basis. We will do everything possible to work with the family of the child in order to prevent this policy from being enforced.

#### **PARENTAL ACTIONS FOR CHILD'S EXPULSION:**

- Failure to pay or habitual lateness in payments
- Habitual late pick-up's and/or drop-off's
- Sexual harassment of staff and/or other children in care
- Habitual tardiness when picking up the child
- Failure to complete required forms
- Physically or verbally abusive to staff
- Failure or refusal to abide by Center policies

#### **CHILD'S ACTIONS FOR EXPULSION:**

- Inability to adjust in a reasonable period of time
- Excessive biting
- Uncontrollable tantrums/angry outbursts
- Physically or verbally abusive to staff/children

#### **PROACTIVE STEPS TO PREVENT EXPULSION:**

- Staff will redirect child from negative behavior
- Parent will be notified verbally
- Staff will use positive language and discipline
- Staff will praise appropriate behaviors
- Staff will be consistent with consequences
- Child will receive verbal warnings
- Child's behavior will be documented and confidential
- Staff will re-assess classroom environment, activities, and supervision
- Parent will receive written documentation that may lead to expulsion
- The Director, staff and parent will meet to discuss how to promote positive behaviors
- The parent will receive resources regarding methods of improving behavior
- Recommendation of evaluation by professional

If after the remedial actions above have failed, the child's parent will be advised verbally and in writing that said behavior warrants expulsion. Failure to satisfy the terms of the plan may result in permanent expulsion.

#### **The parent will be informed:**

- of the length of the expulsion and about behavioral changes needed to return
- of a reasonable expulsion date that allows for time to seek alternate childcare (1-2 weeks)

#### **A CHILD MAY NOT BE EXPELLED SOLELY FOR THE FOLLOWING REASONS:**

- Making a complaint to the Office of Licensing regarding the Center's alleged violations
- Reporting abuse or neglect occurring at the Center
- Questioning the Center's policies and procedures

# Closure Schedule: 2022

**NOTE:** Our Next Us Childcare, Inc. observes most federal holidays and is CLOSED. However, if childcare is needed on a **RESERVE DAY**, Parents are to INFORM the Provider one week in advance. In addition to tuition, the rate for childcare services rendered on a **RESERVE DAY (Federal Holiday)** is \$45.00.

| DAY OBSERVED                                                                                      | CALENDAR DATE             | DAY OF WEEK |
|---------------------------------------------------------------------------------------------------|---------------------------|-------------|
| • Martin Luther King Jr. Day – <b>RESERVE DAY</b><br>(will OPEN if childcare services are needed) | January 16th              | Monday      |
| • Presidents Day                                                                                  | February 20 <sup>th</sup> | Monday      |
| • Provider Day                                                                                    | March 14 <sup>th</sup>    | Monday      |
| • Good Friday                                                                                     | April 15 <sup>th</sup>    | Friday      |
| • Memorial Day                                                                                    | May 30 <sup>th</sup>      | Monday      |
| • Provider Day                                                                                    | June 27 <sup>th</sup>     | Monday      |
| • Independence Day                                                                                | July 4 <sup>th</sup>      | Monday      |
| • Labor Day                                                                                       | September 5 <sup>th</sup> | Monday      |
| • Columbus Day                                                                                    | October 10 <sup>th</sup>  | Monday      |
| • Veterans Day                                                                                    | November 11 <sup>th</sup> | Friday      |
| • Thanksgiving                                                                                    | November 24 <sup>th</sup> | Thursday    |
| • Day after Thanksgiving                                                                          | November 25 <sup>th</sup> | Friday      |
| • Christmas Day (observed)                                                                        | December 26 <sup>th</sup> | Monday      |
| • New Year's (observed)                                                                           | January 2 <sup>nd</sup>   | Monday      |

## QUARTERLY SUPPLIES

Items Needed:    • 2 rolls of paper towels       • 2 containers of sanitation wipes (Lysol preferred)       • 2 containers of baby wipes

|    |                         |         |
|----|-------------------------|---------|
| Q1 | January 3 <sup>rd</sup> | Monday  |
| Q2 | April 4 <sup>th</sup>   | Monday  |
| Q3 | July 5 <sup>th</sup>    | Tuesday |
| Q4 | October 3 <sup>rd</sup> | Monday  |

\*\*\*NOTE:

For your convenience, if you need the Provider to purchase quarterly supplies on your behalf, a fee of \$34.30 will be applied to your invoice.

## PARENT ACKNOWLEDGEMENT

We are proud that you have chosen Our Next Us Childcare, Inc. to help with your child's growth, educational development, and preschool experiences. Along with DCF's brochures, fact sheets, and reports, we have set forth policies depicted in the Parent Handbook to promote fairness and to protect all families.

DCF brochures, fact sheets, and reports can be located online at:

<https://www.myflfamilies.com/service-programs/child-care/brochures-facts-progress.shtml>

By signing below, you acknowledge that you have received, are aware, and reviewed or will review the following:

\_\_\_\_\_ Parent Handbook  
\_\_\_\_\_ Distracted Adult Brochure  
\_\_\_\_\_ Florida Abuse Hotline Brochure  
\_\_\_\_\_ Influenza Virus Brochure  
\_\_\_\_\_ Know Your Child Care Facility Brochure  
\_\_\_\_\_ Rilya Wilson Act Brochure  
\_\_\_\_\_ USDA My Plate Brochure

As you have been informed of this information, addendums and/or updates are posted on the hallway bulletin boards of the facility's entryway. You also agree to uphold all policies of Our Next Us Childcare, Inc. and failure to uphold these policies may result in termination of our agreement.

\_\_\_\_\_  
Child

\_\_\_\_\_  
Child

\_\_\_\_\_  
Child

\_\_\_\_\_  
Child

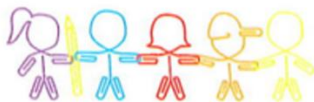
\_\_\_\_\_  
Child

\_\_\_\_\_  
Child

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

If there are any questions, please feel free contact us.



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