Parent Guide



Little Hugs Drop-In Center

2360 E Semoran Blvd Apopka, Fl 32703

**Parent Guide**

**Who We Are**

Our hourly childcare centers are for preschool and school age children, ages 18 months to 12 years old. We are a unique childcare solution that offers a safe and fun play space that is available without reservations, so you can drop in days, evenings, and weekends, whenever you need childcare. Our play space offers many entertaining activities through a mix of teacher organized and child-initiated activities in both group and individual settings.

**Kids Choose**

Play components are selected to promote cooperation, socialization, listening skills and motor development. Each month there are featured activities that include cooking, arts and crafts, sensory exploration, or hands-on science. Use us when you need to keep appointments, run errands, attend school or meetings, tend to business or an ailing family member, go shopping, see the doctor or dentist, enjoy an evening out for dinner or a show, or just to relax and re-energize. Times to fly in. Monday-Friday: 5pm-9pm, Saturday: 12pm-4pm Sunday: Closed.

● Closed: New Year’s Eve, New Year’s Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day

● Holiday hours are subject to change

● Snacks are complimentarily and served once per visit day

● Meals can be brought from home. If bringing home meals, please be mindful that we are unable to heat or keep food items cold and remember we are a nut free zone.

Nutrition meets the state of Florida requirements. WE ARE A NUT FREE CENTER.

**Who is sleepy?**

Naps are not scheduled since children arrive at various times. If a child is tired, they are encouraged to rest in a quiet area. For very young children, please try to schedule visits around nap time. If a child needs to sleep, we do provide floor mats in a quieter area.

**Our daily schedule**

Action Games are offered hourly, such as balloon volleyball and ribbon dancing. The chosen activity is based on the interest, age, and energy level of the children present. When both young and older age groups are present, each group is allowed to play for about 15 minutes before the age group is changed. Sensory Exploration, like play dough, shaving cream, goop and Kinetic Sand is available throughout the day. Group Times are offered at least 5 times a day and incorporate music, dance, drama, and imagination. Art is offered throughout the day and exposes children to various mediums and processes, like cutting, gluing, sculpting, beading, painting, stamping, and folding. Parents will need to return for diaper changing but toileting will be offered every 2 hours, or as needed. If your child is in the process of being toilet trained, let the staff know to remind them. Little Hugs Drop-In Center only accepts healthy children between the ages of 18 months and 12 years old. We take every precaution to safeguard other children against illness. At check-in, our staff will visually inspect children for wellness and check temperatures. Anyone who has a fever, rash, sore throat, cold, diarrhea or pink eyes will not be admitted. If a child does become ill while in our care, the parents will be contacted and must return in 15 minutes to pick up the child. Depending on the severity of the illness, if the parents do not respond or arrive within 15 minutes of the call, at the discretion of the Director or Shift Lead, the child’s emergency contact will be called. The sick child will be isolated from the other children and made as comfortable as possible.

**Medication and Medical Forms**

Little Hugs Drop- In Center will not administer any medications. Parents are welcome to return to administer any medications that are prescribed by a physician. Each parent must assess their child’s appropriateness for Little Hugs Drop-In Center and shall fully disclose if their child has any medical, psychological, physical, or mental condition for which special attention is required.

**Medical Emergency**

If a child sustains an injury that we determine constitutes an emergency or life-threatening situation, we will take the following steps. ● Apply appropriate first aid ● Cal 911 ● Contact the parent or the Emergency Contact to ask them to pick-up the child immediately or to give us further instructions ● If no one responds, we will act as an agent for the Parent to authorize medical care and have the child taken to the closest Emergency Room. We will be sure to take their Registration and Medical Release Forms. ● The incident will be documented, and the Director will be notified so the incident/Injury Report can be completed.

**Children and Parental Rights**

Little Hugs Drop-In Center is a recreational facility for children. Therefore, a substantial level of noise and activity is expected and encouraged. The basic rules that we want children to adhere to are respect for property, and respect for the safety and activities of others. Therefore, disciplinary action will be exercised only when one child’s action either: (1) Poses a safety threat to self or others (2) Is destructive of property (3) Directly disrupts another person’s activity. The following disciplinary steps will be taken: 1. Redirection: interest the child in another activity 2. Limit setting: not allow the child to participate in the activity he/she was abusing. 3. Limit choices: the child may only do the activity you have chosen or may choose from the activities you present. 4. Visit limitation: parents may be called for child to go home or discuss a future visit schedule with limitations. IN NO CASE WILL THERE BE ANY PHYSICAL CONTACT! At the end of each visit, our staff will be in contact with parents regarding children’s behavior and redirection techniques used. In some cases, a parent conference may be scheduled to address ongoing behavior concerns and to discuss ways in which we can provide the best possible care to their child.

**Drop Off and Pick up**

Check children in by registering with our attendant or receptionist and entering the following when provided registration form: name of person checking the child in, parent’s emergency contact number, name of child, time in, list allergies and drop off person’s signature. Before leaving the child, the person will also tell our receptionist if there are any special needs for the visit. (**Hygiene**) If your child is in diapers and needs to be changed during their visit you will be called to return for diaper for changes. Write your child’s name and last initial on any diaper you plan to leave behind (WE DO NOT PROVIDE DIAPERS). If your child is toilet training, bring a change of clothing. Extra clothing should be marked with the child’s name and last initial and kept in the cubby with their shoes. When picking up, the person will identify themselves to the receptionist or attendant and be verified as authorized for pick-up either by face recognition or picture ID. After being approved, the person will sign out the child by time stamping their sign in card and handing it to a Little Hugs staff member for payment processing. Payment is expected at the time of pick up by credit or debit card if hours are not already prepaid for the visit. Before leaving, check for unused diapers, and any soiled clothing in plastic bags with your child’s name on them.

**Field Trips and Transportation**

None

**Reporting Child Abuse**

As a State of Florida childcare facility, our staff is mandated to report suspected physical or sexual child abuse to the Child Protection Services hotline. If abuse is suspected, staff will take the following steps: (1) Consult with their Director (2) While child is still at Little Hugs Drop-In Center, contact Child Protection Services (3) Complete a Suspected Child Abuse Report (SS8572) and report to Child Protective Services.

**Snacks**

All snacks are served as juice and crackers. 1 snack served per visit.

**Jump Into The Fun!**

**Are You Ready?**

**For all children to have a fun and safe experience, children must be able to:**

* Play and stay in a group of children (we are unable to provide 1 child to 1 staff member care)
* Respect other children’s personal spaces.
* Keep their hands and feet to themselves.
* Use toys appropriately for play (not to endanger themselves or others).
* Listen and be respectful to all staff and children.
* Be able to calmly enter the play area on their own.

**Children who are unable to commit to these behaviors are asked to be picked up immediately.** They may be invited to try again:

* At less busy times.
* At pre-arranged times.
* When child(children) have matured.

Little Hugs and our staff work very hard to accommodate all the families and children. We are sensitive to both the children’s and parents’ needs. We hope we can work together to provide the best environment for all the children in the center.

Come and Play!