

# *Hugs Away From Home*

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## **Parent Handbook**

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6039 Saltsburg Road, Verona, PA 15147  
(412) 798-0800

***Please read this handbook in it's entirety. Once completed, sign and return the attached form promptly.  
Thank You!***

*Revised 9/2020*

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# Welcome to Hugs Away From Home, Inc. Daycare & Learning Center

Dear Parents and Family Members.

Welcome to Hugs Away From Home, Inc! We are happy that you have selected our daycare and preschool program. We trust that you will come to appreciate the high quality of care which we have come to be known for in the Verona/Penn Hills community. Our staff is always available to speak with you regarding any concerns or special needs for your child(ren). We want to make sure that you and your child's experience with us is a memorable one.

All child care staff and/or teachers are required to attend educational, first aid, and water and safety training annually.

We believe that caring for your child is a privilege but a great responsibility and it is one that we do not take lightly. We will make every effort to accommodate you and your children by providing quality child care services.

PLEASE READ YOUR HANDBOOK THOROUGHLY AND SIGN the enclosed form and return it to the office. If you have any questions regarding the center's philosophy, policies or procedures please be sure to address those concerns before turning in the acknowledgment form. We agree with and fully support the following statement by the National Association for the Education of Young Children:

## COMMITMENT TO CHILDREN

I will know about, abide by and advocate for laws and regulations that enhance the quality of life for young children.

I will support the rights of children to live and to learn in environments that are responsive to their developmental needs.

I will improve my competencies in providing for children's needs.

I will appreciate each child's uniqueness, thus enhancing the child's self-respect.

## Preface

### ***What is quality child care about?***

It's about warmth and caring and interesting things to do. It's about high self-esteem and genuine concern about the quality of everyone's day. It's about playing games and singing songs, playing house, holding, laughing and having a nice time. It's about everyone being accepted and respected without reservation, and telling each other this in lots of ways. It's about overlooking transgressions so we can get on with things that really count. It's about children and adults spending the days together and looking forward to spending tomorrow together too.

### ***What is poor quality child care about?***

It's about criticism and harsh voices and stern faces and frowns. It's about battles of will between children and adults. It's about too many rules and bribery and adults who stand up and no one can sit in their laps. It's about not much that's interesting going on and waiting for time to go home and wishing you didn't have to come back tomorrow.

-FROM YOUNG CHILDREN, SEPTEMBER 1991

# Who We Are

## Introduction

Hugs Away From Home, Inc. has been in existence since 1995. By expanding in 2001 to Hugs Away From Home II Inc, located at 6037 Saltsburg Road. Then a short time later Hugs Away From Home III located at 6039 Saltsburg Road, which is better known at the “Hugs Clubhouse” where we care especially for kindergarten Kids through 13 years of age.

We are no longer just a daycare, but a learning center, whose curriculum is designed from birth to kindergarten, to provide children a solid foundation for their lifelong educational experiences.

We both have a responsibility to assure quality programming for you and your child (ren). Therefore we have compiled this handbook for you to review to outline both of our responsibilities and to assure this will be a memorable experience for us all!

Sincerely,  
Tammy L Belohlavek, President

## The Program

We offer full-time, part-time, before and after school programming.

Our educational program implements a curriculum which is age appropriate and the separate areas insure your child's(ren) is receiving the best possible programming and care.

Rain or shine areas are available that stimulate and develop your child's(ren) large muscle development as well as encouraging a sense of team effort and cooperation.

Breakfast, lunch and snacks are served daily .

Our program offers both flexibility and consistency so that we have the opportunity to service all your child's(ren) needs.

## The Philosophy

Our program is designed for two specific purposes. We supply loving child care in a positive environment. Our staff is devoted to making all children feel happy, secured and loved while away from home. This will insure a fulfilling and enjoyable day care experience for both parent and child.

# Curriculum

Children learn in a variety of ways, some visually, others through example and others through auditory or perceptual skills. While group skills can teach socialization and the appropriate way to interact with others. Our care providers will do their best to work with each child individually so that his or her learning style can be developed and incorporated into their daily routines.

## *OUR CURRICULUM GOALS ARE TO:*

- A. Develop a Positive Self-Image by
  - 1. Building a positive self-awareness
  - 2. Teaching independence and self-awareness through confidence building
  - 3. Teaching confidence and competency
  
- B. Enhancing Social and Emotional Development
  - 1. Aiding the child(ren) in the adjustment in being away from home and adjusting to new environments
  - 2. Providing them positive adult role models
  - 3. Helping them to recognize and to constructively express their feelings
  - 4. Assisting them in conflict resolution and peer interaction
  - 5. Teaching them an appreciation for their physical abilities
  - 6. Teaching them self-sufficiency and life skills
  - 7. Teaching them the benefits of sharing and cooperation
  - 8. Helping them to understand social interaction while maintaining their individuality
  
- C. Enhance Cognitive Development
  - 1. Aiding in problem solving skills and utilizing assistance
  - 2. Improvement of language skills
  - 3. How to utilize various materials for expressions
  - 4. Teaching them about colors, shapes, sizes and how to recognize
  - 5. Teaching body development and how it is affected through food and
  - 6. Training the development of their senses and their perceptual skills
  - 7. Teaching about the environment. people, places.
  
- D. Develop Motivation Conducive to Learning
  - 1. Aid in the development of tenacity and attention pertaining to tasks
  - 2. Aid in making learning a pleasurable experience
  - 3. Teaching them how to select their own activities and how to work independently
  
- E. Assure Parent Involvement
  - 1. Provide information regarding child development
  - 2. Provide parent/teacher conference and monthly newsletters to provide information, identify problem areas and support
  
- F. Physical Skills
  - 1. Allows gross motor development .
  - 2. Allows fine motor development
  - 3. Teaching positive attitudes regarding physical fitness
  - 4. Teaching positive attitudes of self and body

# Communication

## Schedules

Weekly schedules are posted on the parents bulletin board. Schedules will naturally vary according to the age group for which they have been developed. Each schedule will be age appropriate but will incorporate all the necessary developmental skills.

An individual copy of your child's(ren) weekly schedule is available upon request from the office.

## Newsletters

A newsletter will be available to each family every month to make you aware of the lunches for the month, special events, birthdays and all other pertinent information. PLEASE READ THROUGH THIS CAREFULLY and be sure to adjust your calendar accordingly.

## Closings

We have NOT FOUND it necessary to close for inclement weather conditions. We however advise parents to use their own discretion in determining whether they would be jeopardizing the safety of the themselves or their children in attempting to reach the center.

But for those of you who must get to work or school we will be here.

## Holidays

The following is a list of Holidays which the center observes by closing:

New Year's Day  
Fourth of July  
Thanksgiving Day  
Christmas Eve

Memorial Day  
Labor Day  
Black Friday  
Christmas Day



# Documentation

## Required for Registration

The STATE regulations require that certain documents be present in every child's file at all times. All information **MUST BE** updated at least every six (6) months. Although, if you have any changes in circumstances and/or information we ask that you report that information **TO THE OFFICE IMMEDIATELY**.

It is **IMPERATIVE** that we maintain **CURRENT EMERGENCY CONTACT** information along with **DESIGNATED PICK-UP PERSON(S)** on your the appropriate forms.

1. **AGREEMENT-** Between the Center and the Parent or guardians specifying the number of days the service is required, days the service will be utilized, the cost of service, the persons permitted and/or designated to pick up your child (ren), including their name, phone number and address where they can be reached during the hours your child(ren) are in care. **THIS IS A CONTRACT FOR SERVICE AND MUST BE UPDATED AT A MINIMUM OF EVERY SIX (6) MONTHS.**

2. **CCAFP:** The Child and adult Care Food Program partially reimburses our Center for the cost of breakfast, lunch and snacks served to the children based upon family size and income. **ALL INFORMATION IS MAINTAINED IN THE STRICTEST OF CONFIDENCE AND IS NOT UTILIZED FOR ANY OTHER PURPOSE.**

3. **EMERGENCY CONTACT FORM:** While this information may appear to be duplicated it is necessary. However, the emergency contact form is needed especially when taking the child to special activities away from the facility.

4. **HEALTH APPRAISAL** Upon entrance into the center each child must have a physical examination by a medical doctor with current and up to date immunization information. If your child has had a physical within 30 days of entering the center you may take the required form and have the physician complete it with no charge. Thereafter, **ANNUAL EXAMINATIONS ARE REQUIRED.**

5. **PARENTAL CONSENT FORM.**

6. **SIGNED CHILD RELEASE AUTHORIZATION:** No child will be released to anyone other than the parent or legal guardian or designated persons. Any other arrangements **MUST BE MADE IN WRITING.**

### **EMERGENCY SITUATIONS will require:**

- a. A verbal request by phone or in writing and it must include a phone number that we may reach the parent or guardian when the authorized party is picking the child up.
- b. The authorized party **MUST HAVE PHOTO ID** and be at least 16 years of age
- c. Authorizing signature upon return to the center

**IT IS THE SOLE RESPONSIBILITY OF THE PARENTS TO ADVISE THE DIRECTOR AND THE CENTER WHEN CUSTODIAL ARRANGEMENTS HAVE CHANGED AND A NEW EMERGENCY CONTACT MUST BE COMPLETED.**

# Fees

## Payment Policy

All fees are due and payable prior to service, either weekly, bi-weekly or monthly. If you are paying weekly, fees are due MONDAY MORNING when your child(ren) enters the center. If you are paying monthly, fees are due the first school day of the month.

Payments not made by the agreed date as specified in your agreement are subject to a \$5.00 per day late fee, unless prior arrangements have been made. If payment is not made by the 15th of the month in which it is due the enrollment of the child(ren) will be considered terminated and YOU WILL BE RESPONSIBLE FOR THE ENTIRE MONTH'S TUITION.

Payments may be made by personal check cash or money order. THERE WILL BE A \$50.00 PER INCIDENT CHARGE FOR ANY RETURNED CHECK FOR ANY REASON.

You will be expected to pay for ALL the DAYS and TIMES for which you, have contracted. If you have contracted for part-time care and wish to add a day during the week there will be an additional charge for the extra time or days. It is not POSSIBLE TO SWITCH OR SUBSTITUTE days of attendance without PRIOR NOTIFICATION.

## Tuition

A separate rate sheet is included in your registration package. Tuition is based upon your child's(ren) age and care requirements.

As much advance notice as possible is needed if additional care is required due to the STATE REGULATIONS of CHILD/STAFF ratios. When will make every effort to accommodate your needs when possible.

YOU WILL BE HELD FINANCIALLY RESPONSIBLE FOR YOUR CONTRACTED TIME REGARDLESS-TO YOUR CHILD'S(REN) ATTENDANCE.

## Sign In / Sign Out

We realize that sometimes you may be rushed or running a little late in the mornings or in the evenings at pick-up times BUT IT IS IMPERATIVE that you sign your child(ren) in, in the morning with the arrival time as well as sign them out with their departure time each evening.

Please escort your child(ren) to their appropriate room and notify the teacher or director of the child's(ren) presence. This is a safety issue and failure to comply may result in the termination of your child's(ren)

## Late Pick-ups

Please be mindful that the Center closes at 6:00p.m. however, it is suggested that you attempt to arrive prior to this time.

When you are late it creates anxiety within the child and a reluctance to return or be left again. It as well creates a inconvenience to our staff who may have personal obligations.

If you are unable to arrive before closing please make arrangements with those on your designated list which should be on file. Please have this individual bring photo identification when arriving If you are unexpectedly detained by an emergency please NOTIFY the Center as soon as possible.

## Late Fees

If you arrive after 6:00 p.m. you will be charged a late fee of \$25.00 for any portion of the first five minutes (6:01 p.m. to 6:05 p.m.) and a \$1.00 for each additional minute past 6:06 p.m.

This fee MUST BE paid upon pick-up of your child(ren) or the next morning when returning. If your fee is not paid your child(ren) will not be permitted to return to the center.

**DO NOT INCLUDE YOUR FEES IN YOUR REGULAR TUITION PAYMENTS.**

If a designated person arrives after 6:00p.m. the parents or guardian will be notified by the Director of the late fee amount which MUST BE paid on the next day when returning to the center.

# Health and Wellness

## Illness

If your child is experiencing any of the following symptoms we request that you NOT bring them to the Center, if your child experiences any of these symptoms while in care you or your designated persons will be contacted for the child(ren) to be picked up:

1. A fever of 100 degrees or more
2. Vomiting
3. Diarrhea
4. A unexplained rash
5. Greenish or yellow colored nasal discharge
6. Discharging of the eyes or ears

This is for the protection of all the children and staff within the Center. If your child(ren) experience any of the above, they MUST RETURN WITH A PHYSICIANS STATEMENT releasing them to be in care.

We ask that all parents be cautious and keep their children home or have them seen by a physician in the event of any unusual symptoms.

In the case of 'highly contagious' diseases such as, strep throat, pin worms, viral infections, common colds, etc. If your child(ren) have any of the following illnesses we must follow specific time guidelines as follows:

1. Conjunctivitis (pink eye) - may return 24 hours after treatment has been started with a physician's note
2. Head/Body Lice - may return after disinfection has been accomplished and verified by a physicians written statement
3. Impetigo - may return after sores are treated and no longer draining, accompanied by a physician's statement
4. Streptococcal infections - (Scarlet fever or Strep Throat) may return to the center 24 hours after beginning antibiotic treatment accompanied by a physician's statement
5. Measles - 6 days from the onset of the rash accompanied by a physician's statement
6. German Measles - 5 to 7 days from the onset of the rash accompanied by a physician's statement
7. Mumps-10 days from the onset of the illness or until swelling and fever have subsided accompanied by a physicians statement
8. Chicken Pox - 7 days From the onset of the rash or until the entire rash is scabbed over

If we notice any of these symptoms in your child(ren) you will be notified immediately and your child(ren) isolated until they are picked up. You will as well be notified if any other child experiences any of these symptoms related to any of these illnesses.

**\*\*It is advised that every parent or guardian have at least two backup caregivers who may assist you in the event of school closings or illness. We currently have no facilities to care for your children who have become ill. If you are unable to leave work or school a designated person may pick up the child(ren).\*\***

If your child(ren) becomes ill during the day, we will immediately contact you and request that he or she be taken home. If unable to reach you we will notify the next individual which you have designated.

## Nutrition

Breakfast, lunch and snacks will be served Daily. The times for meals will appear on your child's (ren) schedule. If you are bringing your child after the scheduled meal times, **YOU MUST FEED** your child **AT HOME** before bringing the child to the Center.

### FOOD POLICIES:

1. Since our food orders are based upon the number of children in attendance everyday, we must request that you notify us when your child's(ren) schedule is going to change.
2. We request that no foods, snacks or pop be sent from home unless:
  - a. there is a special event, in which case sufficient. food should be supplied to serve the entire class
  - b. your child has special dietary needs
  - c. special snacks or treats are welcome as long as they are sufficient to serve your child's(ren) entire class
  - d. It is your turn for "Snack Day". Each child will be assigned 1 day a month to bring in snack for the class.

## Medication

According to STATE LAWS, we ARE NOT under any circumstances permitted to administer any medications without WRITTEN INSTRUCTIONS from a physician for ANY type of prescription medication.

For non-prescription medications such as Tylenol, cold medication or cough syrups. We must have each item labeled with the child's name, dosage required and a written consent form to administer the medication which **MUST BE SIGNED** each day the medications are required.

**ALL MEDICATIONS MUST BE KEPT IN THEIR ORIGINAL CONTAINERS.**

# Withdrawal

If you make monthly or bi-weekly payments you are required to provide 30 DAYS WRITTEN ADVANCE NOTICE.

If you make weekly payments TWO WEEKS WRITTEN ADVANCE NOTICE IS REQUIRED.

IF THE APPROPRIATE NOTICE IS NOT PROVIDED YOU WILL BE HELD FINANCIALLY RESPONSIBLE FOR THE ENTIRE BALANCE DUE AS IF NOTICE HAD BEEN PROVIDED plus interest late charges and costs associated with collection of the same.

EXCEPTIONS MAY BE MADE FOR unforeseen circumstances, family deaths or emergency situations, if discussed with the director and/or owner.

## Termination

While it is our desire to fully cooperate with our parents in resolving whatever incidents may arise. There may come a time when termination is unavoidable. Termination can and will occur for the following reasons:

1. Non-payment
2. Failure to update and maintain the State Required documentation
3. Unwillingness to adhere to the health regulations
4. Negative or derogatory behavior which affects the well-being or safety of the children or staff

Termination of service is not limited to these policy violations.

## Vacation

A two week written advance notice is required for those taking vacations at anytime of the year. this is to insure consistency of staffing during your departure and upon your return.

Please be aware that you are still financially responsible, for your full tuition rate during this period.

## Child Abuse

Our Center is licensed by the Department of Public Welfare which requires every person who is working directly with children to have Act 33 and Act 34 clearances.

In accordance with STATE LICENSING REGULATIONS ALL STAFF are MANDATED reporters, which means we are required by law to report , ALL suspected cases of child abuse and/or child neglect.

Therefore, if we suspect that there is any indication of abuse and/or neglect, we are required by law to immediately report that information to the proper authorities or we in turn could be prosecuted.

# Daily Activities & Events

## Rest Time

Infants and toddlers will be provided a playpen or crib in which to sleep older children will be provided a mat upon which they can rest or sleep.

We request that each parent provide a crib sheet and a blanket for your infants or toddlers and a sleeping bag for your older child(ren) to use during their rest period. As well if there is a special blanket, doll, pillow, etc. that aids them during their rest time feel free to send it along as long as it is properly labeled.

YOU WILL BE RESPONSIBLE TO TAKE YOUR SHEETS AND BLANKETS HOME EVERY FRIDAY for them to be laundered and RETURNED ON MONDAY MORNING.

## Birthdays

Your child(ren) birthday is a very special occasion to them and to you. Many children enjoy having the opportunity to share this special time with their classmates. Depending upon the number of birthdays in each month we will determine if we will individually celebrate or collectively celebrate on one specific date.

However, if you would like to send in a special treat on your child's special day please feel free to do so.

## Hello/Goodbye

The following is a scenario as stated by Mr. Fred Rodgers:

Hello and Goodbye If saying goodbye to someone you love means pain and tears, you would think saying hello to them again would mean joy and laughter.

From a young child's point of view, though, we may have to think again. Parents naturally wonder why their children sometimes greet them in seemingly unwelcome ways after time apart. Instead of happy hugs, what they get is hostility or, even worse, the cold shoulder.

Though it doesn't seem like it, that kind of welcome was probably an expression of love.

Children's love can be very possessive. They want their parents right there with them all the time. Of course, that's unreasonable. but childhood is not 'reasonable' time - according to adult reason. Children can't understand why a person who loves them wouldn't want to be with them every minute of the day and night. 'After all a child reasons, if I want to be with you all the time, then you must want to be with me just as much/

Part of growing is learning to cope with the strong feelings when a parent goes away. Sadness is one of those emotions, and that's the one we generally associate with partings.

The other significant feeling at being left behind is anger. The one is often not recognized or acknowledged, and it can have some disastrous effect on HELLO times.

Reunions bring up to the surface again the anger that may have been boiling underneath when Mommy left and while a Mommy was away.

When children are angry, they can be difficult for parents to deal with.

. A mother describes what it was like for her in the early days of her son's first day care experience.

On the long ride home, I find myself picturing Jeff cry running up to me with a big bear hug. But when I get there, he's likely to act as if he doesn't see me at all. Once he even ran to his teacher and cried that he didn't want to go home. A couple of times he's been rude and grumpy to me and won't get his coat on, so I have to pick him up and take him out of the door by force.

Unpleasant as that lack of welcome must have seemed, Jeffery was probably happy and relieved deep down inside to be with his mother again. On the surface, however, he was showing anger at her having left him in the first place.

For Jeffery, just getting used to his mother's coming and going will most likely help him handle his angry feelings about her absences. Each time she comes back to him, he will find it easier to trust her to return the next time she leaves. He may be hoping he can stop her going away, but as he comes to accept that he can't, he may start acting more positively about their reunions.

The more he and his mother can talk about leaving and coming back, the better. Why do people go away? How does it feel to miss someone you love? How does it feel when you and that someone are back together again? Then too they may have some practical ways to make the

'hello' time smoother. Some care providers suggest that parents linger a bit with their children before leaving for home; a little transition time can be very helpful in dispersing pent up feelings.

Although we tend to think of 'hello' and 'goodbye' as opposites, children may treat them both as aspects of the same experience: being left behind by a loved one. While parents may find themselves surprised and even hurt by their children's stand-offishness at the end of a day, they can take comfort in the thought that it all probably means is that they are loved and loved a lot.



## Parent Group

It is our intention through parental interaction to reduce the amount of stress and guilt that parents often experience by putting their child(ren) in day care. We will attempt to bridge the gap. To create an where communication becomes a tool of overcoming adversities, feat. guilt, and self-persecution.

We believe that having parents supporting one another will allow for, less stress for everyone, and provides fresh ideas and possible ways of attacking some old problems.

We will as well utilize this time for you to provide us with information as to how you believe the program is working for your child(ren) and what improvements you believe we could make. We will provide a variety of different speakers and topics which will focus on children, family and home issues.

Your participation and ideas are greatly needed and appreciated to make our program a continued success.

## Discipline

1. Children are not permitted to hurt themselves
2. Children are not permitted to hurt others
3. Children are not permitted to break or abuse the materials/ equipment of the center or of others
4. Children are not permitted to be disrespectful to the staff or other children
5. Children are not permitted to ever strike another student or staff person

Consistency is the main ingredient needed for the learning process of discipline. The rules and limitations which are set forth are for your child(ren)'s safety. Your cooperation is essential in assuring consistency between your home and the Center. When they realize that we are working together they will be less likely to attempt to act out in either setting, because the disciplinary methods will be consistent.

TIME OUT is the form of discipline which we are permitted to use with the children. The length of time utilized will depend upon the age of the child. We will as well restrict use of equipment or materials in some cases. We will never use food as a discipline for good or bad behavior.

Helping the child to understand that you are unhappy with their behavior and/or their actions and not them as a person is crucial to their learning, and development of a healthy self-esteem and self-worth.

# Personal Property

## Attachment Objects

We normally request that all toys and paraphernalia be left at home except on Show and Tell days. However, in the case of attachment objects such as a special blanket, bear, pillow, etc. that offers the child (ren) a sense of security we will allow the child(ren) to bring that particular item.

We must stress that these items be clearly labeled with the child(ren) name or initials to assure they are not lost or misplaced.

We will make every attempt to assure these items are not lost or damaged however, we cannot assume responsibility in the event that they should be damaged or lost.

Should your child mistakenly bring something home that does not belong to him or her we can positively reinforce honesty and the respect for other property.

## Lost & Found

The Center WILL NOT BE RESPONSIBLE for any lost or damaged items especially if they have not been clearly marked or labeled with your child's(ren] name(s). Any items found will be placed in the office for a period of three (3) months and a list of these items will be placed on the main bulletin board. If items are not claimed within the three (3) month period the items will be donated to a charitable organization.

## Clothing

Along with their blanket or sleeping bag, sheet and toothbrush a complete change of clothes (shirt, pants, underclothes, socks) should be left at the center at all times.

This will allow the staff to change the child(ren) in the even of an accident. Accidents can range from not getting to the bathroom on time to spilling juice or water on themselves, or just play dirt from playing outside.

All clothing should be clearly labeled with your child(ren) name on the inside labels.

## Show & Tell

Every Thursday will be designated as 'Show and Tell' The purpose of this activity is to allow for development of the children's communication skills as well as an opportunity to share with other children something of importance.

# Equal Employment Opportunity

Hugs Away From Home, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

An employee or job applicant who believes that he or she has been discriminated against at work can file a "Charge of Discrimination." All of the laws enforced by EEOC, except for the Equal Pay Act, require employees and applicants to file a Charge of Discrimination with any of the following agencies:

Hugs Away From Home, Inc.  
6039 Saltsburg Road  
Verona, PA 15147

Department of Public Welfare  
Bureau of Equal Opportunity (BEO)  
301 Fifth Ave, Suite 410  
Pittsburgh, PA 15222

Office for Civil Rights  
U.S. Department of Health and Human Services  
801 Market Street, Suite 9300  
Philadelphia, PA 19107-3134

PA Human Relations Commission  
Executive Offices  
333 Market St., 8th Floor  
Harrisburg, PA 17101-2210

# Non-Discrimination in Services

Admissions, the provision of services and referrals of residents shall be made without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local law.

Program services shall be accessible to eligible individuals with disabilities through the most practical and ecumenically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aids, and the use of alternative service delivery locations. Structural modification shall be considered only as a last resort among available methods.

Any resident/client/patient/student(and/or guardian) who believes they have been discriminated against may file a complaint of discrimination with any of the following:

Hugs Away From Home, Inc.  
6039 Saltsburg Road  
Verona, PA 15147

Department of Public Welfare  
Bureau of Equal Opportunity (BEO)  
301 Fifth Ave, Suite 410  
Pittsburgh, PA 15222

Office for Civil Rights  
U.S. Department of Health and Human Services  
801 Market Street, Suite 9300  
Philadelphia, PA 19107-3134

PA Human Relations Commission  
Executive Offices  
333 Market St., 8th Floor  
Harrisburg, PA 17101-2210

# Acknowledgement of Policy & Procedures

I \_\_\_\_\_ do hereby acknowledge that I have read the *Policy and Procedures outlined in the Hugs Away from Home, Inc. Parent/Child Handbook.*

As the parent or legal guardian of \_\_\_\_\_  
Child(ren)'s Name(s)

who are enrolled in Hugs Away From Home, Inc. we will do everything within our power to comply with the policies and procedures set forth within the manual and will encourage my child(ren) to do the same.

\_\_\_\_\_  
Father/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mother/Guardian Signature

\_\_\_\_\_  
Date

# Addendums:

## Covid-19 Notice to Parents

Parents/Guardians:

As new cases arise and we continue to work through this pandemic, we want you to all know the measures we are continuing to take to ensure the safety of you, your children and our staff. All children above the age of 2 and our staff are required to wear masks. We are continuing to do outside pick ups and drop offs. Under no circumstance are you permitted inside the building. A designated teacher will come out to assist your child into the building. After entering the building, their temperature will be taken, and hands will be washed. In efforts to maintain social distance, we have staggered our employee schedule to help eliminate traffic and to help ensure your child is with the same teacher every day. Toys and surfaces will be washed and sanitized daily. We have received a new disinfectant that is used specifically to eliminate all active viruses and germs. Which will be used daily as well. Along with these measures, we are asking that you limit the number of items your child brings in every day to only those that are essential. By working together and following these guidelines, we can ensure the happiness and safety of us all. We thank you for your understanding and continued support.

Hugs Staff  
March 2020