



High Hopes Daycare and Learning Centre

Parent's Guide and Code of Conduct

Welcome to High Hopes Daycare and Learning Centre! We're thrilled to have your child join our community of young learners. To ensure a safe, productive, and fun environment for everyone, we've established the following guidelines and rules. This booklet will provide you with essential information about daily routines, policies, and our expectations to help us work together for the benefit of your child.

1. Hours of Operation

Opening Hours: Doors open at 7:00 AM. We kindly request that parents do not arrive earlier, as staff will be preparing for the day.

Closing Hours: The centre closes at 6:00 PM sharp. Late pickups after 6:00 PM will incur a late fee of 200ETB for every 15 minutes late. Please call ahead if you anticipate being late due to an emergency.

2. Drop-Off and Pick-Up Policies

Drop-Off: Please accompany your child to the door each morning. All children must be signed in upon arrival.

Pick-Up: Only authorized individuals listed in your child's file may pick up your child. If someone else is picking up your child, please inform the centre in writing or via phone call beforehand. ID may be required.

3. Meals and Snacks

Healthy Eating Policy: High Hopes promotes a nutritious and healthy environment for your child. We kindly request:

No soft drinks, candy, or sugary snacks in lunchboxes.

Send healthy meals and snacks such as fruits, vegetables, whole grains, and water or milk.

Allergies: We are a nut-free centre. Please avoid sending any food containing nuts or nut products.



4. Attendance and Absence

Absences: If your child will be absent for the day, please notify the centre by 9:00 AM.

Sick Days: Children who are sick or show symptoms of illness (e.g., fever, vomiting, diarrhea) should stay home until they are symptom-free for at least 24 hours. This helps prevent the spread of illness to other children.

5. Personal Belongings

Labeling: Please ensure that all of your child's belongings (e.g., clothing, lunchboxes, water bottles, blankets) are clearly labeled with their full name.

Toys from Home: To avoid loss or damage, we ask that personal toys remain at home, except for special occasions (such as "Show and Tell" days).

6. Dress Code

Comfortable Clothing: Children should wear comfortable, weather-appropriate clothing that allows for play, movement, and occasional messes. Please send an extra change of clothes in your child's backpack daily.

Outdoor Play: We play outside every day, weather permitting, so please ensure your child has appropriate outdoor wear (sun hats in summer, warm coats and boots in winter).

Jewelries: To avoid loss or damage, we kindly request you to send your child without ornaments and jewels.

Nails and Hair: Please make sure your child's nails are trimmed and their hair is kept short for boys and for girls without beads for health and safety reasons.

7. Rest Time

Nap Time: For younger children, nap time will take place after lunch. Please provide a small blanket and pillow for your child, which will be sent home for washing at the end of each week.

Quiet Time: For older children who do not nap, there will be a quiet time where they can read or engage in quiet activities.



8. Behaviour and Discipline Policy

At High Hopes, we believe in positive reinforcement and teaching children appropriate behaviour in a respectful and caring way. Our staff uses the following strategies:

Positive Reinforcement: Praising and rewarding good behavior.

Redirection: Gently guiding children toward acceptable alternatives when misbehavior occurs.

Time Away: Short periods of reflection away from the group for repeated disruptive behaviors.

We encourage parents to communicate with staff regarding any concerns or patterns of behavior that arise, so we can work together to support your child.

9. Health and Safety

Immunization: Please ensure that your child's immunization records are up-to-date and submitted to the center.

Emergency Procedures: Our centre has clear evacuation and emergency protocols. In the event of an emergency, parents will be contacted immediately.

10. Communication

Parent-Teacher Communication: We believe open communication between parents and staff is vital for your child's success. You will receive regular updates on your child's progress, and we encourage you to discuss any questions or concerns.

Communication Book: Parents can access daily reports, schedules, and announcements via our Communication Book. Be sure to check it regularly for updates.

11. Special Events and Celebrations

Birthdays: We love to celebrate your child's birthday! You are welcome to bring in store-bought, nut-free treats. Please coordinate with staff in advance.

Holiday Celebrations: Throughout the year, we will hold special celebrations for holidays and cultural events. Families are encouraged to participate!



12. Payments and Fees

Payment Schedule: Tuition fees are due on the first week of every month.

Additional Fees: Special activities or trips may require a small additional fee, which will be communicated well in advance.

13. Emergency Conditions

Closures: In the event of unadorned conditions (e.g., natural disasters, Epidemic breakout), we may close the centre for safety reasons. Closure information will be posted on our Communication Book and sent via email/text notifications.

14. Parental Involvement

Volunteering: We encourage parents to participate in special events, field trips, Parent Idea Share Sessions which held on one Saturday each month, Monthly Newsletter and classroom activities. Your involvement helps create a strong and supportive community for all children.

15. Complaints and Feedback

If you have concerns, questions, or feedback, please do not hesitate to contact the centre's director. We value open communication and are committed to resolving issues promptly and respectfully.

Thank you for being a part of the High Hopes Daycare and Learning Centre community! We look forward to fostering a fun, safe, and enriching environment for your child to learn and grow.

For more information, feel free to reach out to us at:

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