

FULL HEART CHILD CARE

Frequently Asked Questions

What hours are you open?

Full Heart is open Monday through Friday from 7:00am to 6:00pm. You may utilize any hours within that time frame and hours do not need to be consistent. We recommend families arrive by 8:45 to benefit from all of the program features.

What will we need to provide from home?

For infants: Families will provide pre-made bottles, infant food, diapers, wipes, diaper cream, change of clothing, and anything else specific to your baby (sleep sack, pacifier, etc.)

For all other ages: You will provide diapers & wipes (if applicable), a blanket for nap time, sunscreen, and a change of clothes. Appropriate weather-gear is recommended.

What days are the center closed?

We are closed on New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. We close at 3pm on New Year's Eve.

How often do the children go outside?

Toddlers, Preschool, and PreK children go outside twice a day for thirty minute increments. The only times they will not go out is if there is a heavy rainfall, the temperature is below 25 degrees with wind chill, or it is over 85 degrees. Infants go out in ideal weather conditions.

How does payment work?

Tuition will be charged on a weekly basis. Payments are made on our Brightwheel app with an ACH or credit/debit card. Payments are due on Monday mornings for the current week.

What is your vacation day policy?

Families receive a designated number of vacation day credits equivalent to the number of days per week they attend. Credits are good for half off tuition when Full Heart knows of the absence at least two weeks in advance. The credits roll over and replenish every 6 months.

What is your sick day policy?

Children must be fever, vomit, and diarrhea free, without medication, for 24 hours straight before returning to care. They also must be symptom free of any other contagious illnesses.

What qualifications do your teachers have?

All our lead teachers have at least an associates degree with 12 credits in early childhood education or CDA (certification program specific to the age they are working with).

What are the ratios for each classroom?

Full Heart follows the NYS regulated ratios per age group. Infant classrooms have a 4:1 ratio, toddler classrooms have a 5:1 ratio, preschool classrooms have a 7:1, and prek classrooms have an 8:1 ratio.