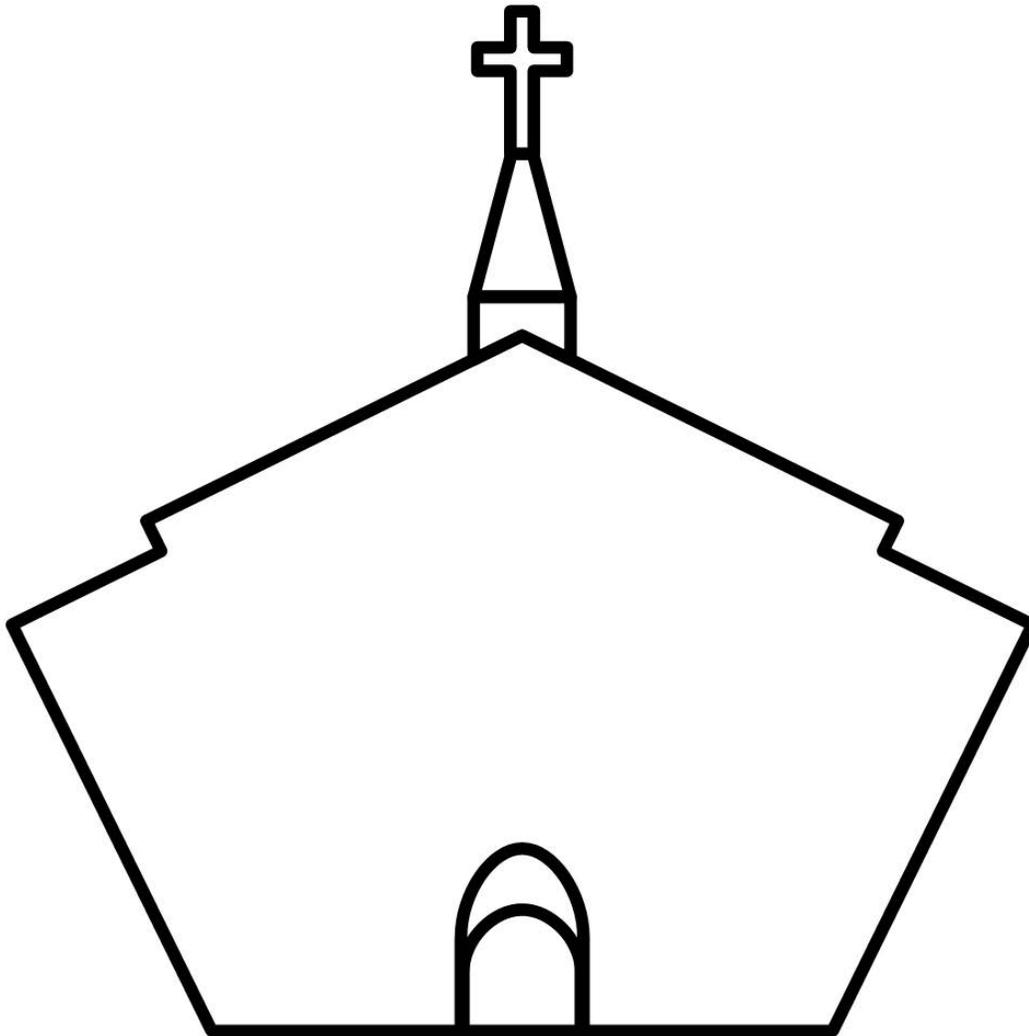


NEW HOPE CHRISTIAN SCHOOL
PARENT HANDBOOK
Effective Dates: June 1, 2020 – May 31, 2021



Marsha Silva - Director
Diana Perez - Assistant Director

817-428-9393 (p) / 817-485-6740 (f)
director@nhcskeller.org /
www.nhcskeller.org
2105 Willis Lane, Keller TX 76248

Table of Contents

Page 4	Mission Statement Non-Discriminatory Admissions Policy Important Contact Information New Hope E-mail Addresses
Page 5	School Hours and Weekly Schedule
Pgs. 6-18 Pgs. 19-22 Page 23	Topics in alphabetical order A Parent's Guide to Day Care Checklist – Your Child Needs
Accident/Incident/Illness Reports	Lice
Animals	Medical Conditions (MCAP)
Attendance	Medical Emergencies
General Information	Medication
Drop-off Procedures	Tuberculin Testing
Electronic Door Access	Holiday Care
Release of Children	Inclement Weather
Birthdays	Label Belongings
Breastfeeding	Locked Door, Keypad, Sign In/Out
Cell Phones	Lost and Found
Chapel	Meals and Food Service Practices
Child Abuse & Neglect	Minimum Standards & School Policies
Class Composition	Nap / Safe Sleep
Clothing	New Hope Lutheran Church
Conferences	Open Door Policy
Contact Information	Parent Communication
Curriculum	Parent Participation
Discipline	Personal Belongings
Dismissal	Photo Waiver
Emergency Preparedness	Potty Training
Enrollment	Recess
Extended Care	Social Media and Internet Reviews
Field Trips	Special Events
Financial Policies	Staff Training
Gang Free Zone	Supplies
Health	Toy Safety
Food Allergies (FAAP)	Transportation
Health Checks	Waiting Lists
Hearing & Vision Screening	Water Activities
Illness and Exclusion Criteria	Withdrawal/Leave of Absence
Immunizations	

MISSION STATEMENT

To develop lifelong learners who know Christ and His teachings.

NON-DISCRIMINATORY ADMISSIONS POLICY

NHCS admits students of any race, color, or national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, or national and ethnic origin in administration of its policies, scholarships, athletics, and other school administered programs.

Important Contact Information:

Local licensing office: 817-321-8604.

State PRS Child Abuse Hotline **1-800-252-5400**

E-mail for Texas Dept. of Family and Protective Services: www.hhs.texas.gov

A copy of Minimum Standards is available at all times in the school and Director's offices.

School E-mail addresses:

Administrative Staff E-mail address:

director@nhcskeller.org

assistantdirector@nhcskeller.org

officemanager@nhcskeller.org

Hours & Weekly Schedules

NHCS is open Monday through Friday from 7:00 a.m. to 6:00 p.m.

SCHOOL YEAR DETAILS

Preschool Hours & Kindergarten Hours	8:30 a.m.—2:30 p.m.
School Year Extended Care	7:00 a.m.—8:30 a.m. Before School Care 2:30 p.m.—6:00 p.m. After School Care
School Age Care	Transportation and <u>after</u> school care is available for children in Kindergarten through 2 nd grade who attend New Hope Kindergarten, or Willis Lane or Shady Grove Elementary Schools
Closings	New Hope is completely closed 12 days each year. Please refer to our annual calendar for exact closure dates.
Extended Care Only	If Keller ISD students are out of school, our Kindergarten and preschool program is also closed. Care will be provided for children enrolled in our Extended Care program. Please refer to the calendar for exact dates.

SUMMER CAMP DETAILS

Summer Camp Hours	9:00 am- 3:00 pm, Monday - Thursday
Summer Extended Care	Before School Care is available 7:00 a.m.—9:00 a.m. After School Care is available 3:00 p.m.—6:00 p.m. Friday is available only for families enrolled in our extended care program

Accident/Incident/Illness Reports

We use a three part form for accidents, incidents and illness. This report is used any time there is an injury which requires first aid (ice pack, band-aid), if your child is involved in a behavioral incident which warrants parent notification, or if your child develops symptoms of illness specified in our policies (refer to section "Health - Illness and Exclusion Criteria") that warrant removal from school. The report will be filled out by your child's teacher and presented to you for signature at pick-up. Please read and sign the completed report. The original will be kept in your child's file and a copy of the report will be provided to you upon request.

Animals

On occasion animals may "visit" New Hope to coincide with special themes. Parents will be notified and all appropriate safety and hygiene practices will be implemented. A child will never be forced or encouraged to interact with an animal visitor beyond his/her comfort level. We ask parents to please let us know if your child has specific allergies or phobias.

Attendance / General

School starts at 8:30 am during the school year and at 9:00 am in summer. ***On time arrival is very important.***

- Missing "coming in" time is hard on your child emotionally.
- Coming in when lessons or activities have already started disrupts the learning environment.
- Teachers are not able to make-up missed work and activities if you arrive after lessons.
- Children may not be dropped off during naptime.

If your child will be late or absent, please call the office and we will notify the teacher. Your child will be missed and we will be concerned! It is especially important for us to know if your child is sick, as we are required to post certain contagious illnesses and we make every effort to keep track of the spread of colds and flu. Remember, regular, on time attendance helps foster your child's adjustment and he/she will learn more through consistent participation in class.

Attendance / Drop-Off Procedures

To help your child have a happy day at school, plan your schedule so that your child can be rested, unhurried and relaxed. A regular early bedtime and a nutritious, well-balanced breakfast are keys to your child's school success.

Kindergarten and Preschool children are to be dropped between 8:30 am and 8:35 am in their classroom (9:00 am during summer). Children are not to be dropped off at the Extended Care Program unless enrolled for extended care or if prior arrangements have been made. The teachers prepare a wonderful day of fun and learning, and they strive to get started by 8:35 a.m. A quick goodbye and a hug at the door are recommended.

Attendance / Electronic Door Access

According to state licensing requirements, a system must be in place to track each child coming and going from New Hope. The system must include the name of the child, date, time of arrival/departure and the name of the individual who has dropped off or picked up. New Hope utilizes an electronic attendance and security system connected to our database management program, Procare. The interior door to the school entryway is secured with a locking mechanism that is connected to the Procare Touch tablet.

Each adult who is authorized to drop off or pick up your child will be registered in Procare using a thumbprint or fingerprint or will be assigned a unique username and password. This will allow that person to "sign-in" and "sign-out" a child and to access the building (without signing child in/out). Registering with a fingerprint is preferred, as it cannot be duplicated. If assigned a number code (user name/password), that number **MUST NOT** be given to any other person or persons.

Should you need to send someone to pick up who is not on your pick-up list, please inform the office and provide the name of the person. We will assist them, as described below, "Release of Children." *For the safety and security of our school, do not allow others to come through the door with you.*

Attendance / Release of Children

Preschoolers who are not enrolled in Extended Care are to be picked up in their classroom between 2:20 p.m. and 2:35 p.m. Please sign your child out at the Procure Touch tablet in the school entry and be sure to check for any new postings on the parent bulletin board. Remember to collect your child's backpack, paperwork, and any projects.

Please notify the director or your child's teacher if your child is to be picked up by someone other than those individuals who have been registered in Procure. *We will release your child only to individuals listed on your child's enrollment form, unless you advise us otherwise.* We will request to see the driver's license of anyone picking up your child who is not known to the teacher. This is for the safety of the children and we appreciate your cooperation and support of this policy.

Birthdays

Birthdays are very special and we love to celebrate them! Please coordinate this special event with your child's teacher.

Breastfeeding

A place will be provided to accommodate nursing mothers. Please feel free to discuss this need with the Director or Assistant Director.

Cell Phones

Please complete cell phone conversations prior to entering New Hope. Your child and his/her teacher look forward to greeting you and sharing important information about their day. Additionally, many communications are posted in the entry area and on classroom doors that require your full attention.

Chapel

Chapel is held daily—the children enjoy an upbeat time of singing, storytelling, and prayer. This is a time that they learn new songs and prepare for events such as Christmas or Easter presentations. This is by far one of the favorite times for the children at NHCS. Our chapel curriculum is "One in Christ." which can be viewed at: www.cph.org/topic-OneInChrist.aspx.

Child Abuse and Neglect

New Hope Christian School staff members are required by law to report suspected child abuse or neglect to the proper authorities. They are expected to abide by the law and are permitted to remain anonymous if they so choose.

Teachers are required to complete a minimum annual one hour training course on how to recognize signs of physical, emotional, and sexual abuse. Additional training is encouraged for both teachers and parents in order to increase awareness of recognition and prevention techniques.

Seeking counseling, improving parenting skills, and learning coping techniques to handle stress and anger are all ways to help reduce instances of abuse and neglect. The Parenting Center (theparentingcenter.org 817-332-6489) is one local organization which offers all these service. Additional resources and information can be located through online searches, your doctor or pediatrician or your county health department. We are always willing to help our families obtain needed education or assistance in these matters.

Class Composition

Class placement is determined by your child's developmental stage as well as his or her age on September 1st. Children will be placed in the appropriate class and the class groupings will remain the same for the entire school year. NHCS targets the following ratios:

18 mo. - 24 mos.	7:1
2 year olds	9:1
3 year olds	11:1
4 year olds	13:1
Kindergarten	13:1

Clothing

Dress your child in appropriate clothing for play, art, and outdoor activities. Select clothing that is washable, sturdy, free of complicated fastenings, and appropriate for the season. Sturdy shoes are recommended as they protect better, especially on our playground. Flip-flops are not permitted at all, year round. Please label all outerwear garments including hats and boots. *A complete extra set of properly-labeled, seasonally-appropriate clothing should be in your child's backpack at all times. If necessary, you will be called to bring clothes or pick up your child.*

Conferences

Parent/teacher conferences may be scheduled upon request with your child's teacher and/or the Director. We believe that open communication is essential to the success of your child. Parents are welcome at any time to meet with the Director to discuss New Hope Policies & Procedures, your child's classroom activities and teachers, and the state minimum standards requirements for licensed Child Care. Please let us know if we can help.

Contact Information

We must be able to reach someone on behalf of your child at all times. In addition to contact information for the primary sponsor (secondary is optional), we must have the name, complete address, and phone number for the emergency contact on file for your child. This is the individual you designate as first to call if neither the primary nor secondary sponsors can be reached. Please notify the office manager immediately if addresses or phone numbers change.

Curriculum

At NHCS we are committed to providing a quality early childhood educational program in a safe, nurturing environment so that your child's experience in our classrooms is positive and enriching. NHCS's program provides a variety of rich learning experiences that are developmentally and age appropriate. We strive to foster the development of vocabulary and language skills, as well as fine and gross motor skills, listening skills and social skills. Each teacher prepares their own lesson plans which address pre-reading, pre-math, and language arts. "Centers" areas promote interest in Science, music and art as well as providing sensory experiences and opportunities for cooperative play.

Discipline

NHCS stresses a positive classroom atmosphere that (a) provides rules, (b) gives praise to children displaying appropriate behavior, and (c) maintains high expectations for each child. It is our school policy that no harsh verbal punishment and no physical punishment be administered to a child in our care. Children are taught from the beginning of their time with us, in an age-appropriate manner, that they may not do anything to cause harm to themselves or others, or to intentionally break or destroy property. We appreciate parental support in reinforcing these basic rules with your child.

Our teachers will take the following disciplinary steps: redirection, warning, time-out, and then counseling with the Director or Assistant Director. Parents will receive written notices if counseling is needed or if unacceptable behaviors

are a repeated problem. We encourage parents to counsel with teachers and work together to solve any behavioral or disciplinary issues.

After all these measures have been taken, if the child's behavior continues to be harmful to others, destructive, or extremely disruptive, then the child will be dismissed from the program.

Dismissal

NHCS reserves the right to dismiss a child from our program for the following reasons:

1. If payment is more than one week late and payment arrangements have not been made.
2. In the event that a child or parent has been unable to adjust to our program and comply with the guidelines in this handbook and other supporting documents. Please reference the prior section, "Discipline," for more information on dismissal for behavior issues.
3. If the child's admission records are incomplete and parent is unresponsive to efforts to obtain complete information.

Emergency Preparedness

As required by Minimum Standards 746.5201 and for the safety of the children and staff, NHCS has an Emergency Preparedness plan which includes: Exit route diagrams and procedures, designated shelter area, designated outside meeting place, monthly and quarterly fire and sheltering drills, and evacuation/relocation procedures. The Emergency Procedures Manual is kept in the school office and is always available for your review.

Enrollment

Annual enrollment occurs each year starting in February. Currently enrolled families and church members have a two week window for priority enrollment after which available spaces will be offered to new families. Enrollment packets, including financial details and instructions are available in February. This allows time for families to review documents, consider their enrollment options and make any inquiries necessary. Enrollment continues throughout the entire year as long as space is available. Registration fees must be paid in order to hold a spot for your child. Tuition and activity fees are due on or before the first day your child attends.

Documents required for registration include: 1) Completed and signed Admission Information form, which includes signature acknowledging the receipt of "A Parent's Guide to Day Care," 2) immunization records, 3) Financial Policies and Tuition Agreement, 4) Photo Waiver, and 5) Important Policies notification.

We are required to have a physician's statement on file stating that your child is able to attend preschool. There is a section of the Admission Information form for this signature. If you are not able to obtain this signature before school starts, you *must* sign the "Parent Statement" option and obtain a physician's statement as soon as possible.

Extended Care

Activities during our Before and After School program may include, but are not limited to: snack, indoor/outdoor playtime, story time, centers time, arts and crafts projects, games, movies (G-rated or pre-screened PG-rated), music, cooking, and reinforcement of the daily curriculum and Bible story. Our teachers are committed to providing a fun and enriching environment for our Before and After School students.

Field Trips

Children must be four years old, weigh at least 40 pounds, and be developmentally ready to participate in field trips. Should we feel that your child is not yet ready to participate in field trips, we will conference with you about our concerns and discuss alternatives. Our bus is specifically designed for small children, therefore we will use a car seat

ONLY if a child who meets the age requirement, does yet not meet the weight requirement. (See “Transportation” for more information).

You will be notified of upcoming field trips and will need to provide a signed permission slip in order for your child to attend. Parents are welcome to attend but we ask that you drive separately and that your child stay with the group. Please coordinate directly you're your child's teacher if you would like to attend a field trip.

Financial Policies

Tuition rates are outlined on the “2020-2021 Discount, Tuition and Fees Schedule” available for both “School Only” and for “School with Extended Care.” As a part of the enrollment process, the rate for your child will be calculated and a ‘Schedule and Tuition’ agreement will be completed and signed by the Director or Assistant Director and parent. If any changes are made during the school year, a new agreement will be completed.

Tuition Charges: NHCS has established reasonable tuition amounts for each of our programs (Kindergarten, Preschool & Extended Care, School Year & Summer Camp) for the number of days per week attended. For the school year, the total tuition is divided into nine or ten payments which provides stable operating income for the school. As such, we do not give refunds or reductions if your child is absent, for weather closures, or if the payment period includes scheduled closings. If your child is absent or if the school is closed for a scheduled holiday, *full tuition must still be paid.*

Tuition will be posted to your Procure account on the 1ST day of each month and is due on the first day your child attends. You may pay in full or make two equal payments each month without any special approval. To avoid late fees and/or interruption of care, payment in full or half must be made *during the first week of the month and the account must be paid in full no later than the 23rd.* A \$30 late payment fee will be posted on the 8th and/or 24th of each month, unless other arrangements have been made. Variations to these payment options, whether ongoing or as a special request, require the Director's approval.

New Hope's preferred method of payment is auto-draft from a checking account (Tuition Express, ACH). You may pay by debit/credit card via auto-draft (Tuition Express, Debit/Credit card), online via MyProcure.com, and at the school by swiping your card at the touchpad or in the school or Director's offices. We also accept cash and checks.

Checks, made payable to “NHCS”, may be place in the brass tuition box located to the right of the school office door. Please write your child's name on the memo line. Cash must be paid in person, posted, and a receipt generated/provided.

Notification of balance due: We do not “bill” or send statements home each month. Your account balance is displayed on the Procure Touch tablet and we post a “tuition due” reminder sign on the inside entry door each month. We will send a paper statement home in your child's backpack if your account becomes delinquent. You can make payments and generate statements from your Myprocure.com account (register with the same e-mail account you provided New Hope).

Administrative Fees: An annual non-refundable registration fee of \$100 per child is due upon enrollment. The annual fee is assessed each year thereafter, during registration. Payment of this fee secures your child's spot in the classroom. A supply/activity fee is due no later than the first day of class.

Discounts: *New Hope Lutheran Church members receive a 20% tuition discount. A 10% discount is given for KISD full time employees, for 2nd/3rd children enrolled and for any 2 day program that includes a Monday. A 3% tuition discount is offered for those who pay the full school year or the full calendar year at the beginning of the school year.*

Penalty Fees: Please be prompt for preschool pick-up. Your child's teacher uses after-school time for conferences, and preparation for the next day's activities; therefore, children not picked up by 2:35 p.m. will be delivered to the school office. We will assess a late fee of \$30.00 per child for any portion of the first 10 minutes that you are late, starting at 2:35 p.m. \$1.00 per minute will be assessed for each additional minute after 2:45 p.m. Extended Care is available by reservation only. It cannot be assumed that we will have space for your child on any given day.

Pick-up for Extended Care children can be made at any time prior to 6:00 p.m. A late fee of \$30 will be assessed immediately at 6:00 p.m. and an additional \$1.00 per minute will be charged for each minute you are late past 6:10 p.m. It is *especially* important that you call, if possible, if you are going to be late for Extended Care pickup.

Failure to notify the NHCS office that your child does not need to be picked up at elementary school will result in the assessment of a \$25.00 fee.

A \$50.00 returned check fee is assessed for the first returned check. In the event that a second check is returned, another \$50.00 fee will be assessed and future payments must be made in cash or by credit card or money order.

Gang Free Zone

Engaging in certain gang-related criminal activity or in organized criminal activity within 1000 feet of New Hope Christian School is a violation of section 71.028 and 71.029 of the Texas Penal Code. Prohibited gang related activity is subject to increased penalty under Texas law.

Health - Food Allergies

You must provide a Food Allergy Action Plan (FAAP) for each child with a known food allergy that has been diagnosed by a health-care professional (with or without a prescribed Epi-pen). The plan must be signed by both the health care professional and parent and must be provided before the child may attend. This plan must include a list of each food the child is allergic to, possible symptoms if exposed and the steps to take if the child has an allergic reaction. Any medications included in the action plan must be on site and properly authorized before the child may attend (see "Health - Medications"). The FAAP will be posted in the kitchen, child's classroom(s), and in the school office.

Health - Health Checks

New Hope Christian School does not conduct health checks.

Health - Hearing and Vision Screenings

The Special Senses and Communication Disorder Act, Texas Health and Safety Code, Chapter 36 requires a screening or a professional examination for possible vision and hearing problems for first-time enrollees who are four years of age or older and all children enrolled in programs who are four years of age by September 1st of each year. New Hope conducts vision and hearing screenings for all children for whom this requirement applies unless they have already been screened by a health care professional. If your child has already been screened, please provide New Hope with the screening results. New Hope personnel are certified to conduct screenings and provide referrals. New Hope personnel are not certified to or permitted to diagnose any conditions or recommend any action for correction except to refer to a health care professional. You will only receive results or feedback from the screening if your child is being referred.

Health - Illness and Exclusion Criteria

For the protection of your child and others, please do not send your child to school with any of the following symptoms:

1. **Un-medicated** fever within the last 24 hours that is at or above 99.4 under armpit, 100.4 oral, or 101.4 rectal.
2. Vomiting within the last 24 hours

3. Yellow/green or any heavy discharge from the nose
4. Sore throat
5. Persistent cough
6. Diarrhea
7. Earache
8. Rash
9. Swollen glands
10. Conjunctivitis (Pinkeye)

A parent will be contacted and asked to come get their child as soon as possible should these symptoms of illness occur during the day. Children may not return to school at a minimum for the next school day or until symptom free (un-medicated) for 24 hours. Your child may return to school at any time with a doctor's note stating that he/she has been examined and is well enough/not contagious. We do ask that you please adhere to our arrival time policies when returning your child back to school after being sick, arriving by 8:35 if possible and not arriving during nap. Parents are required to notify the Director whenever a child has been exposed to a contagious disease. Certain contagious disease exposure will be posted in order to keep all parents informed. Even if not contagious, severe runny noses present a hygiene/cleanliness challenge for the teacher, therefore we may request that your child stay home until drainage is under control.

Health - Immunizations

Child: Each child enrolled or admitted to New Hope Christian School must meet applicable immunization requirements specified by the Texas Department of State Health Services Immunization Requirements. All immunizations required for your child's age must be completed by the date of admission. Exemptions from immunizations must meet criteria specified by the Texas Department of State Health Services rules in 25 TAC 97.62 (relating to Exclusions from Compliance). Appropriate documentation of exemption must be provided by the first day of attendance. Please provide an updated record each time your child receives new immunizations.

Employee: Texas State Minimum Standards defers to individual centers to establish employee immunization requirements. New Hope does not require employees to have specific vaccines, allowing staff members to use their own discretion regarding personal immunizations.

Health – Lice

According to the Center for Disease Control, Head lice can be a nuisance but they have not been shown to spread disease. Personal hygiene or cleanliness in the home or school *has nothing to do with getting head lice*. If a child or children shows signs of having head lice, they will be checked by a staff member. If live lice are discovered, the child must be picked up and receive treatment. They may return to care as soon as the next day, provided that no live lice are present. New Hope does not have a "no nit" policy. Presence of nits does not preclude attendance however, parents are expected to continue to remove nits and follow all other recommended steps for affective treatment of the child, housemates, and the home environment. The affected child and his/her classmates will be checked at New Hope every 2-4 days in order to prevent reoccurrence and catch any transmission that may occur at school. Information on lice in general, signs/symptoms of having lice, and treatment can be found on the websites of the CDC, the American Academy of Pediatrics, and Texas Health and Human Services. Many other sites have information, as well. A notification letter will be sent to the parents in the affected child's class. If several cases occur in different classes, notification will be sent to the entire school.

Health - Medical Condition Action Plan (MCAP).

Effective June 1st, 2020, if your child has a temporary or ongoing medical condition, you must submit a written plan (as detailed/thorough as possible) prepared by a parent and/or a medical professional. The plan should include a

summary of the condition, signs/symptoms of an issue that requires attention, and instructions to be followed for both routine maintenance and in response to onset of signs/symptoms. Any medications included in the action plan must be on site and properly authorized before the child may attend (see 'Medications'). Update regularly, as needed.

Health - Medical Emergencies

In case of a medical emergency, the Director or Acting Director will be responsible for assessing the situation. Emergency measures, in order of increasing severity, may include:

1. Administration of or supervising the administration of any necessary advance care (1st Aid and/or CPR), including calling 911 if appropriate.
2. Attempting to contact parents or guardian, either directly or through any of the persons listed on the student's enrollment form.
3. Attempting to contact the child's physician.
4. If unable to contact a parent, guardian, or the designated physician, any of these steps may be taken as deemed necessary by the acting director:
 - a. Calling another physician
 - b. Calling 911
 - c. Sending the child via ambulance to a hospital in the company of a staff member.

Any expenses incurred in Step 4 will be the responsibility of the family.

Health - Medication

Medication must be dropped off and signed in at the school office or, if no one is in the office, you may sign it in with your child's teacher—*do not put medication in your child's bag or backpack*. All medication must be in its original container with current expiration date. A medication form (acknowledging permission to administer) must be filled out by the parent. Frequently administered medication or those which need to be kept on site may be signed in and stored in the school office. Medication will only be given according to the dosages listed on the label or as amended in writing by a physician.

Epi-pens must be signed in as described above and be accompanied by a Food Allergy Action Plan or, if non-food related, accompanied by a Medical Condition Action Plan

New Hope owns a nebulizer, so if your child needs breathing treatments you only need to send personal hose and mask and properly signed-in medication. A MCAP is required if your child will need breathing treatments while in care.

Tuberculin Testing

Texas State Minimum Standards defers to the testing requirements of the Health Department in the County in which a school is located. Tarrant County does not require testing. It is New Hope's policy, however, to provide this test for all newly hired staff.

Inclement Weather

Please listen to your local broadcasts for any changes in the school schedule due to inclement weather. *If the Keller I.S.D. is closed or delayed, then NHCS is likewise closed or delayed.* If bad weather is moving in to our area, we encourage you to pick up your child early. Closures will be posted on our Facebook Page and website and we will send an email and/or text notification.

Label Belongings

It is very important that your child's personal belongings are labeled. Your child's daily teacher may be familiar with his/her belongings, however a substitute or other staff member who is assisting may not be. Please label backpacks, lunch boxes/bags, plastic containers and cups, coats, back-up clothing sets, bedding, and any other items that your child has at school.

Lost and Found

A lost and found box is located in the lobby; please check it frequently. Unclaimed items will be donated to the Keller Community Storehouse.

Meals & Food Service Practices

Lunch: Please provide a well-balanced, nutritious lunch with a non-carbonated drink. Refrigeration is offered only in the nursery. Microwave heating is available for the nursery, toddlers, and two's, however, we do request that you primarily send foods that do not require heating. New Hope Christian School is not responsible for the nutritional value of the lunches provided by parents. No candy or soda, please.

Snacks: Two snacks are provided daily—at 9:30 a.m. and again for Extended Care children at 3:30 pm. On occasion our curriculum calls for special foods and/or child-prepared snacks. Watch the classroom bulletin boards for opportunities to help at these times. The monthly snack calendar is posted on the information board in the entryway. We will provide a comparable substitute for children with allergies. You may provide an alternative snack if necessary based on dietary needs or preferences. New Hope is not responsible for the nutritional value of snacks provided by parents.

Party Food: Several times each year the children will enjoy holiday parties with their teachers and classmates. Typically, we have parties for fall, Christmas, Valentine's and Easter. Lunch on these days includes pizza provided by New Hope together with side dishes and desserts provided by the parents. Signup sheets will be posted in the lobby and reminders will be included on daily sheets.

Sipper Cups/Water Bottles: Children in the toddler and twos classes may send a clean sipper cup or water bottle *each day*. It will be returned daily and we will need a new one the next day. For all other classes, water bottles from home will be used at meal times only. New Hope will provide water in disposable paper cups at all other times.

New Hope is subject to an annual inspection by the Tarrant County Health Department. Inspection reports are posted in the lobby and any deficiencies are corrected in a timely manner.

Minimum Standards and Operational Policies

Copies of the state minimum standards handbook and the NHCS operational policies (this Parent Handbook) are located in the school office for your review. Both may be accessed online, as well at nhcskeller.org, enrollment forms. The Director or Assistant Director is available to discuss any questions or concerns about minimum standards or operational policies that you may have. Please stop by, e-mail, or call and we will be happy to discuss these items with you.

Naptime / Safe Sleep

Per licensing requirements, a supervised sleep or rest period is provided after lunch for all children in care (except Kindergarten). We do not force children to sleep and after one hour of rest or sleep an alternate quiet activity is provided for children who are awake. The teachers provide a set routine leading to rest time, quiet music or nature sounds, and an appropriately darkened room. Nap or rest time is required and alternate accommodations are not available for children who are disruptive during rest time. Please provide a bedroll for nap time OR only one blanket

and one small pillow in a handle tote or bag. Send only one personal item for nap. Nap items are stored in a cubby or hung up on a hook.

NHCS recognizes the importance of “safe sleep” procedures for infants. Babies who cannot roll over on their own must be placed to sleep on their back. However, NHCS does not provide care for children under the age of 18 months.

New Hope Lutheran Church

New Hope Christian School is a ministry of New Hope Lutheran Church. The church membership is very committed to supporting the school. Church members serve on our School Board, volunteer at events, support school fundraisers and regularly pray for the children, families and staff of NHCS.

Our school families have many opportunities to participate with the church, as well...you are always welcome to attend the Sunday service (10:30 am) and special events such as midweek services during Lent and Advent, the Back to School Bash and Spring Festival. NHCS families are asked to attend church twice a year (just before Christmas and again in the spring) for the children to sing chapel songs at the service. **Members of New Hope Lutheran Church receive a 20% tuition discount! If you are interested in learning more about New Hope, Pastor Miles Holder is happy to provide more information. Please call 817-498-4339 or stop by the church office to schedule a time to meet with Pastor Miles.**

Open Door Policy

NHCS has an open-door policy. We invite you to stop in any time. *We do ask that you check in at the school office upon arrival, as we must know who is in the building at all times.* This is required for security and safety reasons. We also ask that you do not disturb your child’s program. When young children see a parent, they often think that it is time to go home. There is ample opportunity to observe your child through the window in the door, from the back of the chapel, or through an inside window if the children are on the playground. Upon check-in, we will determine the location of your child’s class and help you to observe in a discreet manner.

Parent Communication

Communication between parent and school are essential. Methods used to notify parents of important information and school activities include email, text, website and Facebook. We encourage our parents to visit our website frequently and to follow us on Facebook. The snack calendar and notices of immediate importance are posted on the board next to the time clock. Any changes to this parent handbook will be printed and distributed to each family. If the change is state mandated, you are required to sign that you received notice of the policy change.

The teachers post classroom information outside their door and prepare daily reports with information about your child’s day and upcoming activities. Many teachers also use an app such as Remind or Classtag to communicate with their parents. It is impossible for your child’s teacher to verbally convey all information to every parent on a daily basis, so it is your responsibility to regularly check these sources. Feel free to call or e-mail the office at any time if you have questions or concerns.

The current Licensing inspection report, Health Department Report, Fire inspection, Staff Report and other required reports are posted in the school lobby on the south wall near the telephone.

Parent Participation

We encourage parents to become involved in our program by assisting with special classroom activities and school-wide events. You may contact your child’s teacher to find out what is needed to support the classroom activities. Please watch for other opportunities posted on the classroom and parent bulletin boards and in e-mail communications. Remember to check in at the school office upon arrival on the day that you are scheduled to

volunteer. It is not permissible for a parent volunteer to be alone in direct care of any child or children, other than their own. A New Hope staff member must be present at all times.

Personal Belongings

Personal toys and items must be left at home or in the car. Personal items from home, even if stored in the backpack, are a distraction. Please teach your child that while at school, New Hope has toys to use and that we don't want to risk toys from home getting lost or broken. One special soft toy or item may be brought to school for naptime—please label this item. The item must be small enough to fit in the child's nap bag or backpack. Teachers will remove any item that interferes with the learning process or that is disruptive or distracting. Items brought to school as an assignment (such as show-and-tell) must remain in the backpack until requested by the teacher. We will not be responsible for lost or broken items. **NO PERSONAL ELECTRONICS SHOULD BE AT NEW HOPE UNLESS REQUESTED BY YOUR CHILD'S TEACHER FOR A SPECIFIC PURPOSE.**

Photo Waiver

There are a variety of opportunities for your child's image to be used at the school. The teachers post activity pictures in the classroom and halls, we sometimes record video at special events, and we maintain a website (nhcskeller.org) and a Facebook page. Names are not associated with individual images. We require that you complete a Photo Waiver form at time of enrollment and assure you that we will do our best to comply with your wishes. You are welcome to alter your permissions at any time—just stop by the school office.

Potty Training

Signs of readiness include a desire to sit on the potty, diaper dry for long periods of time, and the child is not afraid of a flushable toilet. If you feel your child is ready, rest assured that your child's teacher is committed to supporting your effort. Please communicate what techniques you are using at home—we need to know what words you use, how often you send/take, whether your boy stands or sits, etc. Let us know what your wishes are concerning diapers vs. pull-ups vs. underwear and please send plenty of extra clothes (including socks and shoes). If your child participates in our before and after care, written reports from teachers and written instructions from parents are very helpful, as several teachers are involved.

Please understand that it is common for children to do better at home than at school, and sometimes vice-versa. This is normal—communication and consistency are the keys to eventual success in both settings.

Recess

Outdoor playtime and fresh air are an essential component of your child's experience at New Hope. It is also a licensing standard that the children go outside every day that the weather permits. Please dress your child appropriately for outdoor play, apply sunscreen when appropriate and send a jacket or coat during cool months. Temperature, air quality, precipitation, and wind will all be considered in determining whether the children go outside and for how long.

Social Media and Internet Reviews

New Hope enjoys having a positive presence on social media and sites such as Google, Yelp, and Care.com. We always appreciate any positive reviews and feedback that you may wish to share. Please remember, if you have concerns or complaints we would very much appreciate the opportunity to resolve those issues with you in a timely and appropriate manner. If parents and staff choose to be "friends" with one another on social sites, please limit communication about New Hope only as it relates to the child/ren of the family. We have a Facebook page and an active website where you will find information about upcoming events, photos of events and reminders.

Special Events

Please check our annual calendar, monthly newsletter and teacher's daily notes for information about special events that are planned throughout the year. We have activities such as Meet the Teacher, Thanksgiving Feast, Christmas Pageant, and Spring Parent Breakfast. Teachers also plan end-of-the-year events and field trips to local events or attractions. NHCS is a ministry of New Hope Lutheran Church and special events will be planned each year to foster this relationship.

Staff Training

New Hope teachers are required to complete 24 clock hours of training each year. Additionally, the following training is completed by our teachers:

- In Service Training for new staff
- First Aid / CPR
- Recognition and Reporting Child Abuse and Neglect
- SIDS/Shaken Baby Syndrome Prevention
- Transportation Safety for bus drivers

Supplies

New Hope provides all necessary supplies and educational materials that are used daily. Occasionally we may ask you to save certain household items for special projects.

NHCS will provide a waterproof, washable mat for rest/nap time. Mats are sanitized every time they are used. Please provide a bedroll for nap time OR only one blanket and one small pillow in a handle tote or bag. Send only one personal item for nap. Nap items are stored in a cubby or hung up on a hook. Bedding will be sent home every Friday for laundering.

Each child should have a lunchbox and full size backpack to carry to and from school each day.

Toy Safety

Your child's safety is very important; therefore the staff at New Hope strives to provide toys and equipment that are safe and well-maintained. Broken and unsafe toys are discarded and recall notifications are carefully monitored. We appreciate your support in this area and hope that you will let us know if you see items in the classroom that concern you or if you hear of new recalls.

Transportation

New Hope provides transportation for children grade K-2nd from Willis Lane and Shady Grove Elementary schools. We also transport children who weigh at least 40 pounds and who are age four and older for field trip activities. We STRICTLY enforce the requirement that a child meet the weight and age requirement before riding on the bus. Our mini bus and our drivers meet state requirements for safety. Each of our drivers is over 25, covered on New Hope's auto insurance policy, and has taken a state required Child Care Transportation Safety course.

Waiting Lists

A waiting list for full classes will be maintained throughout the year. When openings become available, parents will be notified by phone by the date placed on list. Children on the waiting list from the prior year do not have priority status over other new families when open enrollment commences in February. Please note: When filling openings throughout the year, requests for additional days or schedule changes made by *current* families will have priority over *waiting list* families

Water Activities

Water activities at New Hope are limited to water table play, sprinklers, and shallow pools. A blanket permission for water activities is on our registration form. During summer camp, special field trips may be planned to local water venues—we will strictly adhere to all state minimum standard rules for supervision and we will obtain a specific permission from the parent or guardian for this type trip.

Withdrawal / Leave of Absence

NHCS requests that you give two weeks written notice and pay current tuition prior to withdrawal from the school. This request for notice also applies to long term absences. In the event that you need to take a leave of absence from the school and are not willing/able to pay regular tuition to hold your child's spot, you may choose to withdraw. Prorated activity fees will be refunded. If you return during the same school year, you will be required to pay a new registration fee, and will need to pay prorated activity fees for the remainder of the year. NHCS cannot guarantee that there will be a space available for your child.

A PARENT'S GUIDE TO DAYCARE (Required per Licensing)

When you choose licensed child care, you and your family join your child in new experiences and relationships. You, the director, child-care staff, and other people in the center have a responsibility to protect the health, safety, and well-being of your child. The Texas Department of Family and Protective Services, Licensing Division, is part of this partnership, too.

Minimum standards require your child-care provider to give you a copy of this pamphlet. You need to sign the receipt form to verify that you have received it and discussed the material with facility staff.

What is day-care licensing?

The Licensing Division was established by law to regulate child-care facilities to help protect the health, safety, and well-being of children in care.

With the assistance of child-care providers and experts in areas such as child development, early childhood education, fire safety, health, and sanitation, the Licensing Division develops minimum standards.

Licensing staff inspect child-care centers, private kindergartens and nursery schools, some unaccredited private schools, group child-care homes, and drop-in care centers to be sure that minimum standards are met. The staff also investigates complaints about violations of the minimum standards and the child-care licensing law.

Your child-care facility is responsible for meeting minimum standards. Many child-care programs exceed these requirements. Licensing does not regulate child-care fees, collection policies, or the kind of learning program your child-care facility offers. Each facility has its own special personality and approach to educating and caring for children. Parents can choose the kind of program that best meets the needs of their child and family.

It is important for you to know

- When you visit a child-care facility, ask to see the license. The license means that the child-care facility met the minimum licensing standards the last time it was inspected for such things as fire, sanitation, and safety; the number of child-care staff required; staff qualifications; and requirements for special services.
- Minimum standards prohibit persons who have been convicted of certain crimes from having contact with children in care.
- Compliance with minimum standards does not guarantee high quality child care. They are called “minimum standards” because no one is allowed to operate below these standards.
- A copy of the minimum standards is available for you to review at your child-care facility. You can also request a copy of these standards from your local child-care licensing office. A list of these offices may be found on the DFPS website: www.dfps.state.tx.us or by calling the Child Care Information Line at 1-800-862-5252.

Establish a good relationship with the child-care facility

- Spend time at the child-care facility before you enroll your child. Ask questions about the program and observe the activities. Make sure the child-care facility has all the information needed about your child and family to provide good care.
- Work with the staff of the child-care facility you choose. Parent involvement is an important part of a successful experience with child care.

- Read all the material the child-care provider gives you. In addition to material required by licensing standards, each facility has its own policies and requirements. It's important that you understand these requirements before you enroll your child. It's equally important, once your child is in care, to read the notices, special requests, notes, and other materials the child-care provider sends home.
- Drop in occasionally during the day to observe how your child interacts with staff and other children, and get a good picture of the day-to-day activities at the center. Be careful not to disrupt activities.
- Keep your side of the bargain. Pick up your child on time.
- Discuss concerns with the child-care director. Be aware that the teacher's main responsibility is working with the children. Don't be offended if the teacher can't spend much time talking with you when you drop off or pick up your child. If you need more time to talk about your child, set up a conference.
- It's important to let the child-care facility know about things at home that may affect how your child is doing in child care.

When your child starts child care

- Remember that it's normal for a child to have some fears and misgivings about starting child care. Children need time to get used to new situations. Prepare your children for the change as far in advance as possible. Discuss their concerns. If you're enthusiastic, chances are they soon will be, too.
- Depending on their ages, some children will temporarily "act out" their feelings by clinging to you and refusing to let go, forgetting their toilet training, having bad dreams, sucking their thumbs, or other such behavior.
- Work with the child-care director and your child's teacher on this.

Talk things over with your child

Make an opportunity each day to gently ask questions when your children are quiet and feeling secure and protected. Share their excitement about new friends, new skills, and new abilities; listen to their concerns; and give them a chance to boast about their achievements.

Parent responsibilities

The child-care facility must get certain information and records from parents to ensure the child's health and safety, handle emergencies, and meet minimum standards. If you do not provide this material, the child-care facility will not be in compliance with the minimum standards.

- Complete an enrollment form that includes basic information about your child; telephone numbers where you can be reached during the day; authorization for emergency care for your child; and written permission for swimming, other water activities, and transportation services.
- Tell the caregiver about any special concerns or needs, including allergies, medical history, and current medications.
- Give the child-care facility a copy of your child's immunization record showing immunizations against diphtheria, tetanus, pertussis, polio, measles, mumps, rubella, Haemophilus influenza type b, Hepatitis B and varicella. In some parts of Texas, a tuberculosis test report and Hepatitis A vaccine is also required. For school-age children, you can sign a statement that these records are on file at the school.
- Provide a doctor's statement that your preschool child is physically able to participate in the child-care program.
- Inform the child-care facility in writing about who is permitted to take your child from the facility. Generally, the child-care facility may only release your child to you or to an adult you designate.

- The facility may allow a school-age child to leave the facility alone or allow an older brother or sister to pick up a child if you request this in writing. The facility is only allowed to do this when all safety considerations have been met.
- Make sure that child-care staff know the child has arrived. Make sure that staff are aware when you come to pick up your child. Don't leave your child at the front door, and never leave your child at the facility before opening or after closing.
- Other requirements must be met if the day-care provider gives medication to your child, if your child is an infant, or if your child needs special care or a special diet.

What happens if your child is ill or injured?

- The child-care facility is not allowed to admit a child who seems to be sick unless a doctor or nurse gives approval in writing. This may cause problems for parents, but it is necessary to prevent a sick child from infecting other children.
- If your child has been absent because of a contagious illness, the child-care facility must follow guidelines concerning when the child can return to child care.
- If your child appears seriously sick or injured while at the center, the caregiver must call you immediately. It's important that you pick up your child as soon as possible.
- If your child needs immediate medical attention, the center must call your child's physician, take the child to the nearest emergency room or minor emergency clinic, or call for an ambulance. This is why the child-care facility must have your authorization for emergency medical care.

Liability insurance requirements

- Ask the child-care director whether or not the facility carries liability insurance. Texas law requires child-care facilities to carry liability coverage in the amount of \$300,000 per occurrence to cover a child when the child is in care of the facility.
- Liability insurance coverage is not required if the insurance cannot be secured due to financial reasons; if the licensee is unable to locate an underwriter willing to issue a policy; or if the current policy limits have been extended. You are to be notified, in writing, that the coverage is not available.

Take a good look

As you become more familiar with your child's child-care program, you will see many strong points. Almost all child-care facilities strive to provide a warm, loving, safe, and healthy environment for children. Look for these characteristics, but also be aware of warning signals that tell you something is wrong.

Feel secure when you see that:

- the facility welcomes you to visit any time, and you are invited to observe the class or participate in activities.
- staff are alert and involved with the children.
- staff seem warm and interested in the children. There is spontaneous laughter, hugging, and eye-to-eye contact.
- staff are gentle, but firm when necessary.
- the facility is clean and attractive.
- your child is relaxed and happy after the initial adjustment period.
- your child seems physically well cared for. Staff inform you of minor accidents and tell you when your child doesn't feel well.

- children seem involved with constructive activities, and they get individual attention.

Be seriously concerned when you see that:

- parents are not encouraged to visit the facility.
- children are left without direct adult supervision.
- adults spend much time scolding, ordering, and yelling at children.
- adults are physically rough with children or allow rough play.
- the building is dirty, or you see unsafe conditions.
- your child is unhappy about being left at the facility, and this doesn't improve with time.
- a child comes home bruised or injured, and the center can't explain what happened. (The child may not remember minor bruises and scrapes received when playing, however.)
- children seem aimless, bored, angry, or frustrated, or there are too many children to supervise.

When things aren't going well

You may find yourself displeased about something that has happened at the facility. Talk about these things with facility staff. There may be a misunderstanding that can easily be resolved.

If the situation isn't resolved and you believe minimum standards are not being met, call the local child-care licensing office. They will handle your call discreetly.

A licensing representative will investigate your complaint. The licensing representative may need to interview you and your child and may also interview other children at the facility.

If the licensing representative finds that a standard has been violated, the facility will be notified and a time set for the facility to correct it.

Licensing staff may revoke a license if a facility doesn't meet minimum standards. The department does not take action to revoke a license unless children are in immediate danger or the licensee refuses to comply with standards.

If you suspect child abuse

Most child-care facilities, like most parents, take good care of children. Child abuse is rare, and it is very unlikely that anything like this will happen to your child.

If you do suspect that your child has been abused or sexually molested, report the situation immediately. Use the toll-free Child Abuse Hotline number 1-800-252-5400 or 1-512-834-3784 to report abuse or neglect that has occurred in Texas. The situation will be investigated immediately, and you will be given referrals or recommendations for help for your child and family.

Should agency staff interview or examine your child during an abuse investigation, a reasonable effort will be made to notify you within 24 hours after the interview or examination.

Parents who suspect or believe that their child has been abused in child care sometimes remove their child from care, but don't report the problem. This leaves other children in danger. State law requires everyone, including child-care providers, to report suspected child abuse or neglect immediately.

Immunity

When people make a report of suspected child abuse in good faith, they are immune from any liability. When the department investigates a complaint, the identity of the complainant is not revealed.

Your Child Needs:

- Full size backpack
- Lunch Box
- Cold pack or thermos, if needed for lunch
- A healthy lunch each day
- Extra set of clothes, including socks & shoes
(Correct size and season, please replace if used)
- Bedroll style nap mat or a small pillow & blanket in a handled tote bag
- One small comfort item, if needed for naptime.
- Jacket or coat during cool weather

Toddlers & Two's

- Pacifier, if needed
- Spill-proof cup
- Diapers and/or pull-ups
- EXTRA extra clothes if potty training