



LEARN. PLAY. GROW. BELONG.

After School Care Parent Handbook 2019 -2020

NHECC phone: (256) 714-9273

Church phone: (256) 829-0333

Director: Donna Hyde

Director's personal cell phone: (256) 503-7075

Web page: <http://nhecc.net/>

Email: daycare@northhillschurch.net



A ministry supported by North Hills Presbyterian Church

11319 Highway 231/431 North

Meridianville, AL 35759

Dear Parents,

Welcome to After School Care (ASC) at North Hills Early Childhood Center. We extend a warm welcome to you and your family! We look forward to serving you, and we are blessed by the opportunity to care for your child.

This handbook contains important information for parents and children who will participate in the after-school program. After you have read it, please sign the signature page, and return it to the director.

Sincerely,

NHECC Staff

PURPOSE

Our After-School Care has been established by North Hills Church as part of the total ministry offered to families with children from kindergarten through fifth grade. Our mission is to assist families through a Christ-centered After School Care program.

DAILY SCHEDULE

Our ASC Program operates from school dismissal until 6:00 pm. Childcare is not offered on holidays, teacher development days, fall break, winter break or spring break weeks.

A TYPICAL DAY

3:15-3:30 Arrival by school bus

3:30-4:00 Bathroom & Playground Time (quick snack offered outside if needed)

4:00-4:15 Restroom & Additional Snack Time & Bible Verse Review

4:15-4:45 Enrichment Activity, 30 minutes

(Fitness/Music/Chapel/Art/Movie & Popcorn)

4:45-6:00 Homework & Free Time

FEES FOR ASC PROGRAM

- A Registration Fee of \$25 is due at registration
- The Weekly Fee for ASC is \$50. There is a \$5 weekly sibling discount if more than one child is enrolled in our after-school care program (one discount per family).
- There is no charge for holidays and breaks when ASC is not offered. ***No discount is offered for closures due to weather, vacations or illnesses.*** We value our employees and pay our employees regardless of weather conditions, closures, vacations, holidays, etc. Given our fixed operating costs of payroll and facilities, tuition is not reduced for closures or delays as mentioned above. NHECC is a ministry of the church and we do operate within a very tight budget.

- A late pick-up fee will be charged for each child picked up after the 6:00 closing time. Late fees are charged at a rate of \$5 for every five minutes or portion thereof.
- A check returned for insufficient funds will incur a \$30 fee.

Fees may be placed in the locked payment box outside the church office. At this time, on-line payments and credit cards are not accepted. Forms of payment we accept are: check, cash or money order. If paying by cash, please provide exact change - or we can apply a credit to your account for your next invoice. Excessive past due tuition balances and frequent late payments may result in the dismissal of your child.

The School Board reserves the right to increase tuition at any time during the school year to meet budget demands. Parents will receive a 30-day written notice of this change (we have not had to do this in our 11 years of operation).

TUITION PAYMENT BY BANK DRAFT OR BILL PAY

If you elect to have your bank mail us a tuition payment each week via bill pay, please use the following address when setting this up with your bank:

North Hills Early Childhood Center
11319 Highway 231/431 North
Meridianville, AL 35759

ARRIVAL AND DEPARTURE

Each child must be signed out daily by a parent. Staff will sign children in when they arrive from school. Only authorized persons as indicated on the Authorization to Release Form may pick up. No child will be released to an unknown adult without the individual showing proper identification. Should an adult appear to be under the influence of alcohol or drugs when attempting to pick up a child, staff will take the necessary emergency procedures for the protection of the child.

It is very important to notify NHECC when your child will not be attending afterschool.

If a child is expected and does not arrive by the school bus, our staff will initiate phone calls to the parents and school to inquire about the child. We want to ensure your child has not had a problem with missing the bus or getting on the wrong bus. Please save the staff the time, energy and concern by notifying us when your child will not be at ASC. You may notify us by sending a text, calling the center, sending an email or letting us know the day before at the time of pick-up so that we can make a note on the attendance sheet for the next day.

ILLNESS

If your child becomes ill while in our care, a parent will be contacted and asked to pick up their child within one hour of being contacted. If the parent cannot be reached, the staff will phone the next emergency contact person(s) listed on the child's Authorization to Release Form.

Children exhibiting the following symptoms may not attend after school care:

- **Temperature of 100 degrees or higher**
- **Vomiting or diarrhea**
- **Colored discharge from the eyes or nose**

Children must be free from fever and/or vomit and diarrhea for 24 hours before returning to NHECC.

HEAD LICE

Unfortunately, head lice is a common childhood problem. At North Hills, it has not been a frequent problem..... but when it does happen, we do everything possible to eliminate it and keep in from spreading.

If a case of head lice is discovered, we will communicate so to all parents and staff so that parents and teachers begin to check daily for additional cases of head lice. If we discover head lice (live bugs), we will ask that your child be picked up and you begin the treatment process with a special shampoo. After treatment and combing through to remove all nits, the child may return to after school care. We highly suggest purchasing a kit that contains a shampoo, comb and spray. The spray is necessary to treat car seats, furniture, rugs, etc. Please remember to wash and dry all bedding and bag all stuffed animals for at least 10 days. It is important that parents check their child's head **DAILY** to remove all nits by hand for 2 weeks. Retreatment with the shampoo is necessary 7 days after the initial shampoo treatment.

INJURIES

All injuries will be treated as needed, including washing, applying Band-Aids or ice packs. Parents/Guardians will be notified upon pick and given an Accident Report explaining the details and aid given. Parents/Guardians will be contacted immediately in the case of more serious injuries, in which medical attention is needed.

MEDICATION

Our staff will only administer oral medications as so needed for an allergy reaction, asthma, or any other emergency medication. We cannot administer oral medications such as antibiotics, cough medicines, or fever reducing medicines, etc. Children are NOT allowed to dose medication themselves—all medicine (including inhalers) must be given to our staff.

BEHAVIOR AND DISCIPLINE

It is the goal of our program to provide a safe and secure environment for all ASC participants. Children attending ASC are expected to exhibit Golden Rule Behavior ... treat others the way you want to be treated. Discipline is viewed by our staff as a teaching opportunity. Our goal is to teach children the kind of self-control that results in appropriate, cooperative behavior. Redirection is the first logical step to behavior management. Should a

problem persist, removal from an activity will be used as a form of discipline. In the event that chronic behavior problems develop, incidents will be documented and communicated to the parent. At no time will swearing, abusive language or physical violence be allowed by children, staff, volunteers or parents.

GRIEVANCE PROCEDURE

While we make every effort to prevent problems, situations may occur which require special attention. If you feel there is a problem, please follow the biblical principle of Matthew 18 regarding conflict resolution by first speaking with your child's teacher. Most situations can be resolved with a parent/teacher conference. However, if appropriate, please feel free to discuss it with the NHECC Director. If you are still not satisfied, you may contact the Chairman of the NHECC School Board requesting resolution.

NHECC Board Members

Paul Turner, Chairman & Elder:(256) 426-1027

Ray Carlson

Bobby Turzak, Deacon

Linda Billiter

Georgia Suggs

WITHDRAWALS

A two-week written notice is requested when withdrawing your child from our ASC Program.

TERMINATION OF ENROLLMENT

Enrollment may be considered terminated if:

- Tuition payment is delinquent and/or arrangements have not been made with the Director.
- Parents repeated failure to comply with the school's published policies and procedures.
- The Director determines that it is not in the best interest of the school or other children enrolled to have the child in the ASC program. Under certain circumstances, this dismissal may be immediate. Any fees that have been paid in advance will be refunded.

INCLEMENT WEATHER

NHECC will follow the same actions that the Madison County School System takes concerning inclement weather. For early dismal – we will close 30 minutes after the Madison County School pick up time. If the school buses run, you may pick up your child from the center.

If threatening weather should occur after your child has arrived, you will be notified by phone to pick up your child. Please be prepared to do so within one hour of notification. If you have not picked up your child within that hour, a late fee of \$5.00 every 10 minutes will be charged.

AUTOMATED PHONE MESSAGING SERVICE

We use an automated phone messaging system to notify our parents of early dismissals and delayed openings. This system will also be used to notify and/or update you regarding emergency situations.

A recorded message will be delivered to TWO phone numbers and TWO email addresses furnished by you. The system will leave voice mail messages if you do not answer and your email message will give you the ability to play the recorded message.

If the call or email fails to be sent, NHECC will be notified of the error and we will follow up to be sure you received the message. Please note that we will not call a parent for each child in attendance should we need to do an early dismissal. The automated calls and emails are your notification. **Please don't forget to update the office regarding any changes to these important numbers and email addresses.**

END OF YEAR CHILD CARE EXPENSE STATEMENTS

We will prepare end of the year Child Care Expense Statements for all children. These statements will be issued prior to Jan. 30th.

DIVORCED OR SEPARATED PARENTS

NHECC has no legal authority to refuse either parent the right to pick up their child at the center. However, we will honor all court orders and injunctions such as custody agreements or restrictions which apply to your child. We must be furnished with a copy of any such court order bearing the courts signature. Both parents may make changes to the authorization to pick up form unless the court order states differently.

GUARDIANSHIP

If a child is enrolled by a legal guardian or foster care provider, a copy of all legal documents must be in the child's personal file at the center.



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Parent Handbook Signature Page

2019 – 2020

I, _____,
have read the North Hills Early Childhood Center Parent Handbook. I agree to abide by all the rules and regulations found within this Handbook, and agree to encourage and teach my child to comply with all rules and regulations as well.

Child's
Name _____

Parent
Signature _____

Date _____

- Please detach & Return to NHECC -

