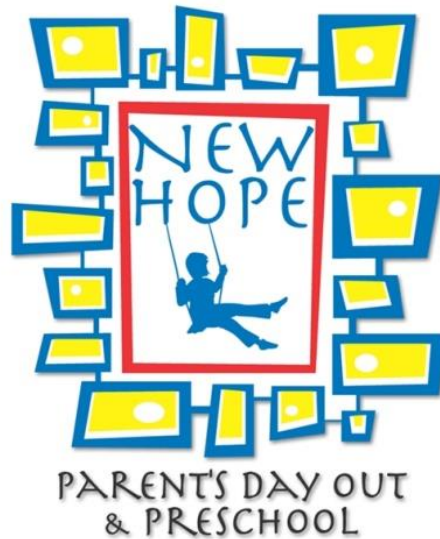


Parent Handbook



New Hope Preschool

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Fishers, IN 46037

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Website: www.NewHopeFishers.org

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Who We Are

We are officially The New Hope Parent's Day Out & Preschool program. We are a not-for-profit organization, and an important part of the children and community ministries and within New Hope Presbyterian Church. There is a Board of Directors that oversees the Parent's Day Out and Preschool programs, and it is governed by the Session of New Hope Presbyterian Church. The day-to-day operation of the program is the responsibility of the Executive Director, hired by the Board of Directors.

Our mission is similar for both the Parent's Day Out and the Preschool program. However, the goals and objectives differ slightly to meet the needs of each program.

Parent's Day Out Program

We provide a secure and wholesome place in which parents can be assured their children are cared for and taught in a loving and responsible manner for a four-hour (4) block of time, meeting once a week.

Our primary goal is to provide children with an environment in which they may grow physically, emotionally, socially, and spiritually. We strive to achieve this goal by allowing children the freedom to learn through interactive play, by encouraging their efforts and treating each child as an individual with dignity and respect. We believe children of all ages thrive on this positive reinforcement. Our Parent's Day Out program offers classes for children between the ages of 15 Months up to 23 Months based on the Hamilton Southeastern (HSE) School entrance date of August 1st.

Preschool Program

In the New Hope Preschool Program, we encourage each child's love of learning and personal growth in a secure, nurturing, Christian environment. Our mission is to foster the intellectual, social, emotional, physical and spiritual growth of each child in a safe, nurturing and stimulating environment.

Our preschool program provides classes for children from 2 up to 5 years of age, again by the HSE School entrance date of August 1st. Children follow a structured routine where they are engaged in a variety of fun, playful, hands-on activities. Children will be encouraged to pursue their interests, to try new things, and to explore the world in which they live. This program meets multiple days per week for a four (4) hour session per day.

Registration

- A non-refundable \$50.00 registration fee (per family) for the desired program year is required and payable upon registration.
- Your child or children will be placed in an age appropriate class immediately upon registering. Your child will be wait-listed if space is not available. (See wait-list information)
- A payment of one month's tuition per child enrolled is required as a deposit to finalize and secure enrollment per class for the upcoming year. This deposit will be applied to the May tuition expenses at the appropriate time.
- Late registration (after May, before September 1st) will require payment of the non-refundable registration fee (\$50.00) and the May tuition deposit.
- Mid-term registration (after September 1st) will require payment of the non-refundable registration fee (\$50.00), the May tuition deposit, the current semester's supply and equipment fee and the current month's tuition. If applicable, some fees may be pro-rated dependent upon the date of registration.
- Enrollment for our programs runs September thru May and you are considered registered for the entire school year.

Waiting List

Once a class is full, an age appropriate waiting list will be formed. Names will be added on a first-come, first served basis, and will be kept active on the list through the upcoming school year. If you wish to be on the waiting list beyond the next year, you must ask for an extension in writing to the Executive Director.

To place your child's name on a waiting list, you do not need to pay the registration fee. If you are called and decline an available space in the program, you may choose to remove yourself from the list or remain on it. However, when registration for the new school year begins, no priority is granted for wait-listed names. At the Board's discretion, a new class may be formed if demand, space and staffing justify it.

Program Withdrawal

Should it become necessary for you to withdraw your child from the Program, we require **four weeks written** notice be given to the Executive Director. If possible, the Executive Director will fill your child's position in the program and recommend a refund of your May Tuition Deposit. If your child's spot is not able to be filled for the remainder of the program, you will not be eligible for a refund of your May Tuition Deposit. Failure to provide sufficient notice in writing may make you ineligible for a refund.

Tuition and Other Fees

Your monthly tuition invoice will be emailed prior to the 1st of the Month or 1st school day of the Month. They will no longer be sent home in your child's take-home folder. New Hope Preschool is requesting cash-less and contact-less payment due to the COVID-19 pandemic. We appreciate your cooperation as we institute our new payment process and options.

Prior to the first class day in our program, you will select your preferred way of payment. This will be your standard way to pay monthly. Certain fees and requirements apply to some of the options and will be automatically reflected on your monthly invoice.

Payment Option	Fee	Comments
Standard Check	No extra fee	<p><i>Must Mail in to:</i></p> <p>New Hope Preschool, Attn Karen Sutcliffe, 12550 Brooks School Road, Fishers, IN 46037</p>
Online Bill Pay from Your Bank	\$0*	Verify with your personal bank, most offer free online bill payment. Some may have a small fee. Your invoice will allow you to pay online.
ACH Online Invoice	1% of the Invoice	You will set up your bank account routing number and your account number. Your invoice will allow you to pay online.
Credit Card/Debit Card Online Invoice	3% of the Invoice	You will enter your credit card information and your invoice will allow you to pay online.

All payments are due by the 10th of the month. Those received after the 10th of the month for any balance due will incur a late fee of \$15.00. If any balance due for month is not received by the first day of the following month, the registration of the family is subject to being canceled and the children of the family may not be allowed to attend. *If paying by check, please **make it payable to New Hope Preschool** and write your child's name in the memo area.*

Please note: our staff members will not be able to accept tuition checks from you at drop off or pick up times.

Tuition credits are not given for classes missed due to illness, vacation or weather related cancelations.

Monthly Tuition Fees by Class for 2020-21 School Year

Class	Tuition per Month	Days Attending
Lambs (Parent's Day Out)	\$90.00	Tuesdays
Bears (2's)	\$180.00	Monday/Wednesdays
Bunnies (2's)	\$180.00	Tuesdays/Thursdays
Kangaroos (3's)	\$180.00	Mondays/Wednesdays
Pandas (3's – 2 Days)	\$180.00	Tuesdays/Thursdays
Pandas (3's – 3 Days)	\$270.00	Tuesdays/Wednesdays/Thursdays
Turtles (3's)	\$180.00	Tuesdays/Thursdays
PreK I Monkeys 3-Days	\$270.00	Mondays/Tuesdays/Wednesdays

PreK I Elephants 3-Days	\$270.00	Mondays/Tuesdays/Wednesdays
Prek I Elephants 4-Days	\$360.00	Mondays/Tuesdays/Wednesdays/Thursdays
PreK II Lions	\$360.00	Mondays/Tuesdays/Wednesdays/Thursdays
Enrichment 3/4/5's	\$40.00 One Day \$80.00 Two Days	Tuesdays & Wednesdays – must be registered in a regular class to enroll in Enrichment. Available to those in our 3's, PreK I or PreK II classes.
Extended Day	\$40.00 One Day \$80.00 Two Days	Tuesdays & Wednesdays – must be registered in a regular class to enroll in Extended Day. This class is only available to students in our PreK I or PreK II classes.

Supply & Equipment Fees for the 2020-21 School Year

The supply and equipment fee covers necessary supplies to operate your child's classroom, other consumable supplies, special seasonal crafts, holiday parties, as well as wear and tear on program equipment and daily snacks.

This fee is payable each semester and varies by the number of days you attend per week. Your account will be invoiced for these fees in **October and February** along with any other charges applicable to your account.

<i>Program</i>	<i>Days/Week</i>	<i>Semester Fee</i>
Parent's Day Out	1 Day	\$20.00
Preschool	2 Days	\$30.00
Preschool	3 Days	\$40.00

Preschool	4 Days	\$50.00
Enrichment	1 Day	\$15.00
	2 Day	\$30.00
Pre K Extended Day	1 or 2 Days	\$0.00

Returned Check Fees

If the program received a returned check due to insufficient funds, **ALL** bank fees incurred by us will be assessed to your account and must be paid immediately. ***Additional late tuition fees (\$15.00) will be incurred if payment is processed after the 10th of the month.***

Late Pick Up Fees

A late pick-up fee of \$10.00 per five minutes will be assessed when a child is not picked up on time. A parent is considered late if pick-up occurs 5 minutes past closing of the session* Families in carpool situations are not exempt from this. Each family that is included in a late pick up will be billed the appropriate late fees.

Late Pick Up Fees

<i>Program</i>	<i>Late Fees Begin After</i>
Parent's Day Out	1:20 P.M.
Preschool	1:20 P.M.
Enrichment & Extended Day	3:05 P.M.

*If you are in the Carline and it is past the late fee time, you will not be billed. If however the time has past and there is no carline you will be billed.

Should an unforeseen circumstance occur, please call the program if you know you will be late. Our little guys worry when they are the last one to be picked up and we haven't heard from you. This will

enable our staff to reassure your child(ren). ***Program the Preschool phone number in your cell phone! 317-598-8485***

Health & Medical, Other Forms to Begin

Each child is required to have up-to-date information regarding allergies, asthma, along with a copy of their current immunizations on file each school year. Each child must also have a Medical Consent form along with Emergency contact form on file at the start of each school year. We cannot carry over forms from previous years. All forms must be submitted within 30 days of attendance or we may choose to exclude your child until they are turned in. These forms will be in the School "Start Up" packet and may also be downloaded from our website: www.NewHopeFishers.org/Preschool/Parent-Resource-page

Program Calendar

Our programs begin Tuesday, the day after Labor Day. During the school year we follow Hamilton Southeastern's School Calendar for major breaks such as Fall Break, Winter Break and Spring Break. There may be some exceptions, including our start and end dates. Each family will receive a program calendar outlining the days we will not be in session.

Arrival and Dismissal

Coming to school is often an exciting and fun adventure for you and your child. If this is your child's first experience, or they are transitioning from another program, it can sometimes be a little scary too. Our staff will work with you during this transition.

Our program will institute a carline drop off and pick up procedure. Due to the COVID-19 pandemic, it is important for us to limit the number of people in and out of our building during Preschool hours. It is for the safety of your child and our staff that we are switching to this arrival and dismissal mode. We thank you in advance as we work through this process. Most of all we want your child's experience to be positive and safe. We truly appreciate your cooperation! The process will be communicated separately from this handbook and updated as needed.

Preschool Doors

The preschool doors will remain locked all day. If you arrive after the carline has completed regardless if it is the beginning of our sessions or the end of the day, please park your car, walk to the Preschool entrance, and ring the intercom for assistance. A staff member will meet you at the door. If it is at the beginning of the Preschool day, your child's temperature will be taken before you may leave them. A staff member will escort them to their classroom for the day.

Weather Delays and/or Weather Closings

Our classes will be canceled when Hamilton Southeastern Schools are canceled due to fog, severe weather or poor road conditions. If the closing occurs during the school day and HSE students are sent home, we also will close and dismiss students as their parents arrive. HSE may also choose to delay start their school day due to the same weather related issues mentioned above. Please refer to the information below should they delay. Please tune to a local radio/TV station if the weather begins to look threatening before or while your child is at school.

In the event that the New Hope Program is closed or delayed, Staff will not be on-site to direct you. If you have questions about a specific day, call our office, information pertaining to delays or closings will be available by 8 AM on our voicemail message at 317-598-8485. We will also update our website and Facebook page along with sending a MomentPath alert to all our families affected.

Website: www.NewHopeFishers.org/Preschool

Facebook: <https://www.facebook.com/NewHopePreschoolFishers/?ref=bookmarks>

Decision Matrix for Weather Cancellations/Delays

<i>If HSE</i>	<i>Then New Hope</i>
HSE is closed for the day	New Hope is closed for the day.
HSE operates on a 2 hr. delay	<p>Parents Day Out & Preschool will operate on a 2 hr. delay; drop off at 11:00 & 11:15, dismissal remains normal for the day.</p> <p><i>Please remember to send a lunch with your child for the day.</i></p> <p><i>If Applicable, Enrichment and Extended Day operate as planned.</i></p>

New Hope Preschool or Individual Classroom Closures

New Hope Preschool may find it necessary to close the entire school or a specific classroom due to the COVID-19 pandemic. Closure could be due to an outbreak, possible exposure affecting our staff and/or lack of substitutes to safely operate the program or classroom affected. We will notify you of any closure by a MomentPath alert and update you on the reason for closure.

While at School

Snacks

The program provides a snack and water to all classes. We ask that your child have a refillable water bottle at school each day as our water fountains will be turned off.

We welcome and appreciate offers to bring special treats for any class. However, many children experience food allergies that can be life threatening.

***Note:** If your child has a food allergy, or special diet, please speak with the Executive Director prior to the first class day to determine if it is best for you to keep a supply of a special snack for your child on hand for daily snack time.*

We are a Peanut/Tree Nut free program.

- All snacks brought in from outside our program must be **store bought with packaging listing all ingredients.**
- We cannot serve any "homemade" or packaged snack that could have possible cross contamination with any kind of Peanut or Tree Nut.
- Please read all labels carefully on ALL packaged foods, this includes items that may be made in a setting where peanut based products are made.
 - Wording to avoid "May contain...." and "May be processed in a plant...."

The program will provide you a list of snacks that are allergy friendly for special treats.

Lunch

Children in the Parent's Day Out Program and Preschool Program will need to bring a lunch & drink each day in session.

- We recommend lunch boxes with reusable containers and reusable water/drink bottle.

- Lunch boxes and all reusable containers & water bottles must be labeled with your child's full name.
- Lunch boxes will need a cooling pack to keep food chilled below 40 degrees until lunch time.
- Staff will check lunches daily for safety and to ensure they are Peanut and Tree Nut free.
 - *If you send in a Peanut/Tree Nut alternative i.e. SunButter or Wowbutter instead of Peanut Butter, please label or include a note that continues to stay in your child's lunch box.*
 - *Items that are not easily identified may be sent home with a note that we could not serve it today.*

If you have another caregiver prepare a child's lunch for the day, make sure they are aware of our lunch policies.

What to Send for Special Snacks or Lunch

Focus on sending along healthy finger foods. This means child-sized cut up (especially grapes) portions. While Lunchables are convenient for adults, they are not necessarily the easiest for toddlers and preschoolers to open or digest. For pre-packaged items, we recommend re-packaging in reusable containers or zippered style bags. This will foster independence and limit daily mess for your child.

Toddlers and Preschoolers like to be independent at lunch time, our staff will work with your child to assist them, however they will not spoon feed your child. Send lunch time drinks in a spill-proof and leak proof cup. Do not send in Soda or other carbonated drinks.

All lunch boxes must have your child's first and last name on the outside of the lunch box. We highly recommend students use reusable drink and food containers. Label every item you want returned, including your child's drink bottle.

Dress Code

- Children should be dressed in casual, comfortable clothes. Craft materials, markers, and paints are used frequently, and paint shirts don't always do the job, so be sure to send your child in clothes that you are comfortable with getting messy.
- All children should be dressed appropriately for the weather. Layers work best!
 - Label all clothing! Many children don't recognize their own items!
- We will go outside weather permitting and with temperatures above 32 degrees.
 - Make sure your child has appropriate weather gear! (Hats, gloves, raincoat, etc...)

- All children should have two sets of extra clothes, including socks, labeled with their name, in a gallon zip lock type bag in their backpacks or tote bags.
 - There are times when spills and accidents happen!
- All children should be in closed toe shoes during preschool hours and in tennis shoes on days we have PE.
- Children should have socks on daily for participation in some activities.
- When appropriate, apply sunscreen to your child before arrival at Preschool. Staff members may not apply sunscreen to your child.
- Children in diapers (PDO & 2's) should wear clothes that do not make diaper changing a challenge for staff members. Our staff members appreciate spending more time with your child teaching and learning rather than changing their clothes.
- Pull-Ups are appropriate only if your child is actively toilet training (Two year old classes only unless a doctor's note is on file in the Preschool office).

Toilet Training Requirements

- Children in our PDO program are not normally developmentally ready for potty training and are permitted to be in diapers or pull-ups. For sanitary purposes, we require disposable diapers.
- Staff in our PDO program and Two-year Old Preschool program will not focus on potty training, nor do they have child-friendly facilities.
- Staff members in our Two-year old program will do their best to assist you when your child is actively potty training; however this is not their main objective as it does take away valuable program teaching time.
 - Unless your child is fully potty trained, we ask that children in our 2's program wear pull-ups during class hours in case of accidents.,
 - In the Two-year old program, your child must be able to **verbalize** the need to use the bathroom. Staff will not be able to check with your child hourly. Please address any concerns with the Executive Director.
- Children in our 3's, Pre-K I and Pre-K II programs **must be** fully potty trained by the time they begin the program in September. *If a documented medical condition exists that prevents successful training, contact the Executive Director for consideration.*

- Due to our Child Protection Policy, a child in our 3's, Pre-K I and Pre-K II programs will need to be able to wipe themselves independently. Staff members will "talk" and walk them through this process if needed, however it is a good idea to begin practicing this process at home as well.
- If your child has a bowel movement "accident" while at school our Staff will attempt to talk a potty trained child through the process of changing him/herself if this is appropriate. Parents will be contacted for assistance if loose or runny stools are involved due to health and safety concerns.
- In our 3's, PreK I and PreK II programs (unless medically documented), a child that consistently has excessive "potty accidents" may be requested to take a break from Preschool until full potty training is attained. See the Executive Director for more information.

Tote Bags

Children need a tote bag at school each day. The tote bag should be large enough to hold their daily take-home folder in addition to a change of clothes. Each tote bag must be clearly marked with your child's name. You may purchase tote bags from the program if interested.

Items from Home

We ask that children not bring toys or other items to school unless they meet show & tell requirements.

- We understand that some children may need a security blanket, special lovey for comfort. Due to COVID-19 concerns, these items will not be allowed.
- Pacifiers will be allowed for children in our PDO & 2's classes. They must have a clip attached to their clothing. Staff will encourage your child to put their pacifier's in their tote bags once they are comfortable in our program.

Child Safety

Child safety and well-being is our top priority at New Hope Preschool. Our doors will remain locked during Preschool hours. Access into the building requires communication through an intercom, buzz-in process. All Visitors will be asked to identify themselves and the nature of their visit.

- All visitors or volunteers to our program must sign in daily in the Preschool Office
- Full criminal background checks are required for all volunteers and staff members
- Staff is infant/child CPR certified, basic first aid and Epi-Pen trained

- Staff practices safe hygiene procedures such as thorough hand washing, use of latex-free gloves for diaper changing, basic first aid protocol and daily disinfecting of classroom surfaces and toys.
- Staff members working with our 3's, Pre-K I and Pre-K II children are not permitted to clean your child's private parts. This includes potty "accidents". They will attempt to "talk" and "walk" your child through the process if appropriate and when necessary will contact the parent or the designated emergency contact for assistance.
- Staff will not release a child to an adult that is not authorized for pick up in writing. This includes carpool situations.
- Alternate pick up changes must be noted in the daily MomentPath check-in process, and form completed.
- Alternate pick up people will be asked for a photo id to verify identity if our staff is not familiar with them.
- All emergency changes to alternate pickups must be approved by the Executive Director
- Severe weather, fire and lock down drills will be conducted monthly for the entire program. Should a drill or alarm sound while you are on site at New Hope, we request you join your child's classroom in following all the appropriate procedures as directed by New Hope Staff members. Please wait with your child's classroom for an "all clear" or additional evacuation directives from the Executive or Assistant Director on duty.

Illness

Parents may not send a child to school who has vomited, had diarrhea or a fever of 100.4 degrees or higher within the past 24 hours. Children may not be at school with a constant cough, untreated green discharge from eyes or noses, headache or untreated sore throat. Children may not attend school with impetigo, pink eye, head lice, or any other extremely contagious condition.

- Your child may return to school when they have been **symptom free without medication for 72 hours** or a signed doctor's release.
- Children with seasonal allergies, asthma and other possible breathing issues should be cleared by their doctor to attend Preschool.
- If your child will miss school due to illness, please notify the Preschool office at 317-598-8485 to report their absence daily so we may monitor any illness trends.
- In case of serious illness or accident when a parent or emergency contact cannot be found, the child will be transported to the nearest medical facility by EMS, as noted on the child's Medical Consent form.

Accidents/Illness at School

Our staff will treat minor injuries. An injury report will be completed via our MomentPath communication tool.

- If your child is involved in a serious accident or becomes ill while at school, a parent or emergency contact will be notified.
- Your child will be available for pick up in the Preschool office to avoid further exposing others.
- If necessary, Emergency Services will be called, and your child will be transported to the hospital.

Medication

Staff members are not permitted to administer medication to students. This includes sunscreen, cough syrup, Tylenol, and short-termed prescription medications.

If your child requires medication for life threatening situations (severe allergic reactions, asthma, long-term time sensitive prescriptions, etc....) you must make arrangements with the Executive Director and note this on your medical forms.

Your Child's Day at School

Leaving Your Child

Children go through many stages. Some children, especially in a new surrounding or with new faces will cry. Others will run off and play without turning around to say good-bye.

Our staff members are experts at comforting and working with children to help them adjust to new surroundings. We promise to share your child's day and progress with you and ask that you allow us time to help your child adjust to a new routine. If you have any concerns at all, please speak with the Executive Director.

Daily Schedules

Your child's teachers will provide you with their daily class schedule upon the start of school. There are times where the schedule will be revised to accommodate special visitors, on-site programs, or special events. Please consult your monthly calendar, your child's take home folder, and MomentPath daily for up to date information.

Outside – The Playground and other Areas

When weather is appropriate, your child's class will utilize the fenced-in playground area for free and directed play activities. Your child will need closed-toe shoes to safely participate on the playground.

From time to time, the staff may take your child to a different location on Church property for supervised activities, such as the Soccer fields behind New Hope, the patio for sidewalk chalk activities, outdoor learning opportunities, the Sanctuary for indoor free play, bounce houses and obstacle courses. It is imperative that your child be dressed appropriately for Indiana weather!

Discipline

We all want our children to grow up to share, work together cooperatively and develop respect for each other. Toddlers and preschoolers are developing a newly found sense of independence and continually test the boundaries. We find that consistency is the key to helping our children understand their boundaries, and believe positive re-direction avoids many potential issues. This clearly lets the child know the appropriate behavior, without using their favorite word...“No!”

Our focus will always be on the positive behavior desired. From time to time, our teachers may have to resort to “Time Outs” to correct a negative behavior. This technique is used after re-direction is ineffective. Our policy for “Time Out” is to remove the child from the activity, generally one minute per the child’s age, and before allowing the child to re-engage, discussing the “offense” and the desired appropriate response.

Parental Involvement

Classroom Visitation

Our programs have always had an open-door policy. Due to COVID-19, we are limiting the number of people in and out of our building each day. Parents are always welcome to visit their child’s classroom, however you will now need an appointment made at least 24 hours in advance. We also require appointments from outside agencies that may want to observe children in a school or social setting. All requests should go through the Executive Director and Preschool Office.

You may reach the office at: 317-598-8485 during business hours or at: Karen@NewHopeFishers.org

All visitors during program hours must sign in with the Preschool Office before proceeding to the appropriate classroom.

Communication with Parents

New Hope Parent’s Day Out and Preschool uses a communication tool called MomentPath. Parents download an app to their cell phone and will receive a daily update summary for their child’s day. Parents may also have two-way communication with the Preschool staff using MomentPath.

Our staff will provide a monthly calendar of activities and may also periodically send home a classroom newsletter to keep you updated on the activities in their classrooms.

The Executive Director will send out program-wide updates by MomentPath and will post important dates on the program website: www.NewHopeFishers.org/Preschool/Preschool-Happenings

To ensure you always receive important information from our program make sure you have an updated email address on file with the Preschool office.

Our program will conduct Parent/Teacher conferences at least one time during the year. Your child's teacher will let you know when these will occur. If, at any time you have concerns about your child's progress, please feel free to talk with your child's teacher as needed.

Parent Volunteers

Our program utilizes parent volunteers for Room Parents, Lunch Bunch Monitors and Substitute Teachers. Your child's teacher may also request your help from time to time throughout the year as well. All volunteers must have a background check on file in the Preschool office. Look for more information about these opportunities at the beginning of our school year or you may contact the Executive Director for possible opportunities.

Field Trips

Our classes will from time to time schedule an off-site field trip. Any cost of the field trip is not included in your monthly tuition costs and subsequently participation is voluntary. Transportation is parent provided; most field trips will require an adult to also attend alongside their child. On all off site field trips, our Teachers are class facilitators. We expect Parents to be responsible for the behavior and safety of their child.

Your child's class schedules may change to accommodate a specific field trip.

If there is a fee for a scheduled field trip, the cost will be invoiced on your next monthly tuition invoice after we have verified your attendance for billing purposes.

