



Parent Handbook
for
After School Care
2017-2018

A ministry supported by
North Hills Presbyterian Church
11319 Highway 231/431 North
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Director: Donna Hyde
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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

3:00 Arrival by bus from Lynn Fanning
3:00 – 3:30 Bathroom & Playground Time
3:30-4:15 Snack, Prayer, Homework & Quiet Time
4:15-4:45 Enrichment Activity
(*Fitness/Music/Chapel/Art/Movie & Popcorn*)
4:45 -6:00 Additional Homework Time & Free Time

DAILY ACTIVITIES

The ASC Program consists of (not necessarily in this order):

Outside Playground Time: ASC children will have dedicated use of the playground each afternoon from 3:00 to 3:30 if the weather permits.

- **Snack & Prayer Time:** NHECC provides a light, healthy snack around 3:30 with prayer offered before snack is served.

- **Homework/Quiet Time:** Time is set aside each day (except Friday) to allow children to work on homework. Our staff will supervise homework time and offer assistance as needed. They cannot, however provide constant one-on-one supervision or tutoring.
- **Enrichment Activities:** ASC children participate daily in staff directed activities as noted below:

Monday: Fitness
 Tuesday: Music
 Wednesday: Chapel
 Thursday: Art
 Friday: Movie and Popcorn

FEES FOR ASC PROGRAM

- A Registration Fee of \$25 is due at registration
- The Weekly Fee for ASC is \$45. 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.
- ASC fees are due each Monday. If not paid by Wednesday, a late fee of \$5.00 will be charged.
- A check returned for insufficient funds will incur a \$30 fee.

Tuition and fees may be paid via check or cash. If paying by cash, please provide exact change or know that we will credit your account for overpayments. Fees may be placed in the locked payment box outside the church office. If you choose to set up payments to be mailed directly to use from your bank, please instruct your bank to mail payment to *PO Box 320, Meridianville Alabama 35759*

ARRIVAL AND DEPARTURE

Each child must be signed in and out daily by a parent or staff member. 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.

INJURIES

All injuries will be treated as needed, including washing, applying Band-Aids or ice packs. Parents/Guardians will be notified upon pick up, 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 vitamins or 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.

PERSONAL PROPERTY & ELECTRONIC DEVICES

Children are not permitted to use electronic devices (IPADS, IPODS, MP3 Players, Kindles, etc.). It is difficult for the staff to monitor appropriate use even with our controlled WI-FI access. If your child needs help with something for homework that requires internet, they may ask for assistance from a teacher.

NHECC assumes no responsibility for lost or stolen items.

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) 426-5467

Ray Carlson, Deacon

Linda Billiter

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 dismissal – 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, 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 MESSAGING SERVICE

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

Your 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.