



Christian Learning Center

# PARENT HANDBOOK

Committed to providing  
quality care to all God's  
children!!

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## **MISSION STATEMENT**

Childrens' Kastle Christian Learning Center is firmly committed to providing quality care to children. We believe each child has unique God given capabilities. We offer a Christian based program that provides ample opportunities through exploring hands-on material in our age appropriate learning centers. We will promote self-confidence, curiosity, creativity, self-control and self-esteem.

We believe the most effective way to teach children is the example set by Christian teaching. We are committed to the continuous education of our staff in the area of child development. We will work as a team to accomplish our goals and to provide a working atmosphere of harmony.

## **CLASSROOM GOALS**

Each classroom has an established curriculum guide. Throughout the year, your child will be charted to evaluate their progress. Our infant/toddler program will focus on your child's individual needs. We will provide a loving and nurturing environment with developmentally appropriate practices utilizing the "Active Learning Curriculum. Our pre-school program incorporates "Writing Without Tears" and the "A BEKA" curriculum Monthly newsletters will address the new goals for the month. Parent participation and awareness is an essential part of our curriculum. Your child's teacher will provide you with a welcome to our room letter, which will better acquaint you with your child's classroom goals and teaching staff.

**REGISTRATION:** Childrens' Kastle is a non-discriminatory program. All children will be enrolled regardless of race, religion, ethnic background or national origin. Your child will be formally registered and scheduled for the days of your choice upon receiving the completed forms. Upon enrolling your child at Childrens' Kastle you are giving us permission to photograph/or videotape your child during daily program activities. These images will be displayed in the center and used for publication in connection with public relations indefinitely, including promotional use such as brochures, website videos and any other advertisement.

**Application Form:** Please list all allergies, special beliefs, or any special circumstances that may help us relate to your child. Please make sure that we are supplied with proper information in case of emergency.

**Registration Fee:** A \$35.00 non-refundable fee is payable when you enroll your child for the first time and every school year thereafter. The school year runs from September 1<sup>st</sup>-August 31<sup>st</sup>. Re-registration for the new school year will begin after January 1<sup>st</sup> for our current families. In order to ensure your days of choice for the new school year, it is advisable to re-register at this time. The registration fee is non-refundable if your child does not attend.

**Financial Agreement and Policy:** Parents are required to make weekly payments. These payments must be paid by Friday for the forthcoming week, or your account will be considered delinquent. A \$10.00 late fee will be added automatically to all delinquent

accounts. Delinquent payments of two weeks shall call for termination of enrollment until your account is current. A two week written notice of withdrawal is required. A financial agreement must be signed and dated. **WE OFFER AUTOMATIC PAYMENTS FOR YOUR CONVENIENCE. FOR CASH PAYMENTS THERE WILL BE A \$5.00 MONTHLY “HANDLING FEE” CHARGED TO YOUR ACCOUNT. TUITION EXPRESS PAYMENTS ARE AS FOLLOWS: CREDIT CARD PAYMENTS ARE A MONTH IN ADVANCE OR WEEKLY PAYMENTS ARE DEDUCTED WITH A VOIDED CHECK.**

**Deposit:** A deposit equal to two week’s tuition will be kept on account and will be used for your child’s last two weeks of enrollment. It is non-refundable if your child does not attend.

**Health Form:** NYS Child Care regulations require that each child have a health form filled out and signed by a physician. You will be asked to provide an updated physical each year and all forms must be kept on file at Childrens’ Kastle Christian Learning Center. Lead testing is recommended for your child. Children with asthma or allergies are required to have an “Action Plan” on file. It is the parent’s responsibility to keep us informed of any changes in your child’s health.

**Authorization Form:** Only people listed on this form and those who have signed the agreement form will be able to pick up your child from school. An additional three people other than those who have signed the agreement form are required, as well as phone numbers. Picture ID is required. No person under the age of eighteen may pick up your child. There are NO exceptions.

**Sick Policy:** In case of illness, no credit shall be given. In case of extended illness (after one tuition week), please contact our center. You will be liable for tuition for the first week of illness. Upon consecutive days thereafter, no charge will be rendered. However, when tuition is waived, a doctor’s statement is required.

You will be asked to pick up your child for the following reasons:

1. If your child’s temperature reached 101 degrees or higher.
2. Your child has three diarrhea movements in a two hour span.
3. If your child vomits.
4. Inappropriate behavior has been demonstrated which may cause harm to themselves, other children or staff.

No child will be permitted with contagious diseases. The center will notify you for pick up if staff is suspicious of a contagious disease. The Director may request a doctor’s statement noting the child is free from contagious disease and may return to school.

**Medication:** Medication will be administered to a child by a staff person who is MAT certified and only upon receiving a completed **Written Medication Consent Form** from a pediatrician/physician. This includes prescription medication as well as non-prescription medications. (Ex. Tylenol, Robitussin, Dimetapp, etc.) The medication must be in its original container with the child’s full name, original package insert or printed pharmacy instructions. These instructions should indicate the correct method for administering the medication, dosage, potential side effects and any other pertinent warnings.

1. All medication is to be placed in the refrigerator by a staff member, unless clearly marked "Do Not Refrigerate."
2. Request to administer medication will be reviewed and posted by a staff member.
3. When medication is administered, the individual doing so will record the time administered and initial.
4. PRESCRIPTION MEDICATION may be dispensed 10 consecutive days as needed where upon a new form shall be necessary.
5. NON-PRESCRIPTION MEDICATION may be dispensed 10 times as needed where upon a new form shall be necessary. Consent forms are good for 6 months.
6. It is the responsibility of the parent to request medications to be taken home.
7. Forms to administer medication may be obtained in the office and are on our website.
8. The center may use a first aide cream or solution for first aide care.
9. Sun screen, diaper care products, lip balm may be applied by the center staff.

**School Closing:** Even though we service the Lancaster School District, we will make our school closing decisions. The official closing of Childrens' Kastle Christian Learning Center will be posted on our website along with local TV stations and the following radio stations WGR, FM-104 AND WBEN. Credit will be issued only when the center has closed.

**Vacation Policy:** You are financially responsible for the days you enroll your child. However, each year you will receive one week of vacation after 6 months of consecutive enrollment. One week of vacation is based upon the number of days your child is enrolled. **Credit will only be issued upon completion of the vacation form submitted to the office two weeks prior.** THE CURRENT YEAR'S VACATION TIME MUST BE USED BY AUGUST 31<sup>ST</sup>. UNUSED VACATION TIME WILL NOT BE CARRIED OVER TO THE NEW SCHOOL YEAR. If you withdraw from our program and then re-enroll at a later time you will not receive vacation credit until the following school year (September).

**Requesting Extra Days:** If you are in need of an extra day please complete the extra day form and submit it to the office two weeks prior to the date needed. Extra days are based upon availability. Tuition is payable for that day whether your child attends or not. **Switching of days is not permitted, as it is difficult to schedule teachers, plan menus and run an efficient center.**

**ENROLLMENT POLICY:** Your child's attendance is anticipated and the staffing requirements have been met for the benefit of your child. In the event of a change, please notify the office immediately. We can only be as flexible as our enrollment allows us to be. If a pattern of extra days occurs, you will be given a new financial agreement and/or charged accordingly. If you wish to change your days for the summer months (June-August), you will be given a new summer enrollment application form. You will then be financially responsible for only the days for which you are enrolled. Children should be present for class by 9:00am. **IN ORDER TO ENSURE YOUR CHILD IS INCLUDED IN THE LUNCH COUNT, PARENTS ARE REQUESTED TO TELEPHONE THE CENTER IF THEIR CHILD WILL ARRIVE LATER THAN 9:00AM.** If your child will be out for the day, please notify the school by 9:00am.

**Late Policy:** Our center closes at 5:45pm. It is unfair to the teachers and staff to keep them past their scheduled hours. Please adhere to the following:

1. If you feel that you are going to be late, please call the school.
2. Parents who have their child enrolled in our Pre-School program (9:00-12:30pm) and arrive after 12:30 p.m. will be charged \$5.00 per 15 minutes. A \$5.00 charge per 15 minutes applies to early drop-off as well.
3. Parents who have their children enrolled in our half-day program (7:00am – 12:30pm) and arrive after 12:30 p.m. to pick up their child, will be charged \$5.00 per 15 minutes.
4. Parents who pick up their child after closing, will be assessed a late fee of \$5.00 per 15 minutes.

In accordance with the licensing agency's requirement and to meet the nutritional requirements for children, the maximum number of hours that a child can be under our supervision is 10 hours per day.

**Days & Hours of Operation Policy:** Our center is open Monday through Friday from 6:45a.m. to 5:45p.m. We are closed for the following holidays:

- |                         |                     |
|-------------------------|---------------------|
| 1. New Year's Day       | 4. Labor Day        |
| 2. Memorial Day         | 5. Thanksgiving Day |
| 3. July 4 <sup>th</sup> | 6. Christmas Day    |

The center will close at 3:00pm on Christmas Eve, New Year's Eve, and Good Friday

**NO TUITION FEES FOR THE HOLIDAYS THE CENTER IS CLOSED!**

### **CHRISTIAN CENTER HOLIDAY POLICY**

As a Christian Center all holidays are celebrated with a Christian thought. We celebrate harvest with a "Farm" theme during Halloween. The Christmas Season is a time to celebrate with a birthday party for Jesus. The Easter season is filled with discussions of "New Birth". More detailed information will be found in our monthly newsletters.

**Arrival & Pick Up Policy:** Your child's safety is our first priority. Please be sure to keep your child with you at all times. Hold your child's hand in the parking lot at all times and drive slowly as drop off and pick-up times are very busy. You must bring your child into their designated classroom each morning after you help them remove their jackets and boots. We request that you assist your child with hand washing upon entering their classroom.

**Dismissal Policy:** Please complete the authorization form, which lists people other than yourself who are permitted to pick up your child from school. No person under the age of eighteen, including family members may pick up your child. Please inform your designee's that they must show proper photo identification before we will release your child. Also, please inform the school on the days that someone other than yourself will be picking up your child. If no one arrives to pick up your child that is listed on the authorization form, we are required to notify the Child Protection Unit of Social Services and/or the local police departments for pick-up and extended care for your child.

**Transportation:** Transportation is available between our center and other local elementary schools. Please see the Director to see if transportation is available to your elementary school.

Lancaster School District will provide busing to our facility. You must contact the transportation office and complete an alternative pick-up and drop off form. We reserve the right to end busing privileges due to discipline problems that jeopardize your child's safety and other children's safety.

**Emergency Policy:** Fire drills are conducted monthly. Our evacuation site is Ryerson Inc. located at 3915 Walden Ave. Evacuation routes are posted in each classroom. We exit the building and gather behind the school on the side walk. Infants are evacuated with cribs and gather in the parking lot. In the event of a widespread emergency evacuation, the Lancaster Volunteer Fire Department and the Lancaster Police Department would be responsible for transporting the children a remote location as determined by local authorities. Closing will be posted on our website along with local TV and radio stations.

**Meals & Snacks:** A morning and afternoon snack is provided by the center. A full balanced lunch is served at 11:45a.m. A copy of the menu posted on the parent board outside each classroom. **If your child has a severe food allergy which may require an EPI Pen we request that you provide your child's lunch and snack items each day. Be sure that the lunch box is labeled and food items do not need to be heated.** Please refrain from sending in any food items that may contain nuts of any kind. We cannot refrigerate lunch items due to limited space.

**Breakfast Provision:** The center will provide breakfast for children that are enrolled in the Freshmen room through School Age program from 8:00a.m.-8:30a.m. (Walden location only).

**Non-sufficient Funds:** The fee for NSF funds is \$30.00. After a second time of NSF funds, cash only will be accepted for future payments.

**Withdrawing of Enrollment:** A two week written notice must be given before leaving the school. Early withdrawal without a two week notice will be subject to tuition payment.

**Change in Agreement:** For permanent changes, parents are required to complete a new agreement form in the office at least one week in advance. New rates will apply at this time. Notice must be given in order to change our billing procedure. Be aware that without proper notice, you will still be responsible for your child's current tuition agreement.

**Student Belongings:** The school will not be responsible for lost belongings. Please mark your child's clothing so that it is easily identified. The school will not be responsible for lost or damaged clothing, or other items including jewelry. Cell phones will not be permitted for use while under our supervision. If your child needs to contact you, they may use the office phone. If your child brings a cell phone on the premises we will hold it in the office until you arrive to pick up your child.

**Discipline Policy:** Childrens' Kastle believes that discipline is a learning process of making appropriate decisions with awareness of the consequences. Our staff will attempt to avoid problems before they happen by using various means including distraction. A time-out may be used for chronic misbehaviors. When using a time-out, the child is placed near his/her group

and then encouraged to rejoin the group when he/she feel they can manage their own behavior. Our school age program has a progressive system of discipline, which is inclusive of the above with the addition of work duty (internal suspension), a 1 to 3 day suspension (tuition is payable for these days) and ultimately, termination of enrollment. **Termination of enrollment is decided when any child is continuously repetitive with behaviors that may cause bodily injury to themselves, other students or staff members.**

**Parent Participation:** As parents, you are still the most important teacher in your child's life. Your communication with the school is vital. Besides daily communication and newsletters we will communicate with you twice a year through progress reports and parent/teacher conferences. Please remember that it is not our policy to rush a young child into acquiring academic knowledge, but to encourage self-satisfaction from their own achievements. The progress reports should be used as a guideline to help point out areas where special attention may be needed.

Parents are invited to spend a day with us. This is a wonderful way to demonstrate to your child our partnership with your family. You are welcome to share your talents, assist with field trips, special occasions, help with preparing of materials and reading to the children. From time to time parents may be asked to contribute supplies for special events, parties etc. Fundraisers have become a crucial way to maintain tuition costs. Parents are encouraged to participate.

**Open Door Policy:** Please advise the staff of any concerns or situations. Also, alert the staff to any changes on the application form such as telephone numbers, work numbers, emergency numbers, and address or health status.

We also like to know how we are doing and if you have any concerns or questions. You may set up an appointment to meet with the Director, drop us a note or call us during the day. We value your feedback and strive to provide a 100% smiles guarantee for your family.

*Childrens' Kastle is a licensed center through the NYS department of social services. All staff members are mandated child abuse reporters. A report is to be filed when reasonable cause has been given to suspect a child is being abused or maltreated by a parent, guardian, custodian, or other person legally responsible for the child.*

Please sign and return the bottom portion with your registration papers.

I, \_\_\_\_\_ have received a copy of Childrens' Kastle Christian Learning Center's parent manual. The manual explains the financial, along with the mission statement and policies of the school. (Dated) \_\_\_\_\_