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# Parent Handbook

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

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## MISSION STATEMENT & CORE VALUES

The Lord, as our cornerstone, will give your children a solid foundation to become great leaders of influence in our community. We promise to stand for excellence in education and encourage your children to reach for the stars!

F.A.I.T.H

We are a Faith-Based program that strives to go Above and Beyond to Integrate love and learning through Teamwork and High Standards

## NATIONAL ACCREDITATION

Childrens' Kastle is the **only** accredited center in Western New York through the Association for Early Learning Leaders. Accreditation is a voluntary process which demonstrates the deep commitment of our program to go above the standards of New York State licensing. Accreditation reveals the mission of our center to continuously strive for excellence. A comprehensive review and evaluation of our center included the following areas: program assessment, curriculum, health and safety, nutrition, administration, parent involvement, interaction between staff and families. The process also includes the faith-based component which was essential for our program.

## 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 "Handwriting Without Tears" and the "A BEKA" curriculum. In order to prepare your child for Kindergarten the Brigance Early Childhood Screens 111 assessment tool is used for assessing preschool children. This assessment tool is aligned to Early Learning Standards and Common Core State Standards. 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.

**STEAM (Science, Technology, Engineering, Art, and Math):** STEAM concepts are integrated into our daily curriculum. Students are exposed to hands-on learning experiences that promote creativity, problem solving, critical thinking skills, an understanding of cause and effect, and peer collaboration. Science is everywhere in the world around us. We believe that in offering children opportunities to build, design, and experiment with a variety of manipulatives from an early age, we can prepare them for success in their school years and beyond.

**REGISTRATION:** Childrens' Kastle and The Rock 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 or The Rock, you are giving us permission to photograph/and 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.

**Registration Fee:** A \$50.00 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 late fee of \$10.00 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. ENROLLING IN THE AUTOMATIC PAYMENTS REQUIRES COMPLETION AND SUBMISSION of the Tuition Express form as you are agreeing to have your accounts automatically debited. FOR CASH PAYMENTS THERE WILL BE A \$5.00 MONTHLY “CASH HANDLING FEE” CHARGED TO YOUR ACCOUNT. We do not accept credit cards.**

**Non-sufficient Funds:** The fee for NSF funds is \$45.00. After a second time of NSF funds, cash or ACH debit will be required for future payments.

**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.

**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.

**Application Form:** Please list all allergies, special beliefs, or any special circumstances that may help us relate to your child. Once your child is enrolled please make sure that you keep us up to date with any medical changes, allergies, disabilities and correct contact information in case of emergency.

**Health Form:** NYS Child Care regulations require that each child have an up-to-date physical form and updated current immunizations record on file that is signed by a physician. Lead testing is recommended for your child. Children with asthma or allergies are required to have an “Action Plan” and a medicine consent form on file. It is the parent’s responsibility to keep us informed of any changes in your child’s health. Per NYS Public Health Law 2164, children who do not meet immunizations compliance or children who cannot provide an approved immunization exception form, will be excluded from care until we receive the proper documentation.

**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. This policy is standard with most reputable centers due to ongoing operating expenses.

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

1. If your child’s temperature reached 101 degrees or higher. **Your child may return 24 hours after fever subsides and temperature returns to normal without fever reducing medicine.**
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. For the well-being of all the children at the center, a doctor's note will be required stating your child is free from contagious disease and may return to school for the following:

1. Strep Throat
2. Ringworm
3. Impetigo
4. Pneumonia

**A note for other illnesses may be required at the Director's discretion.**

**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 independent school closing decisions. If the center must close due to inclement weather, we will send notification through Tadpoles. You may also call your child's center directly to obtain the official closing of the centers. **NO Credit will be issued due to the center's ongoing operating expenses.**

**Vacation Policy:** You are financially responsible for the days you enroll your child. However, each year you will receive up to two weeks of vacation based upon 50% of your weekly tuition rate & the following: One week of vacation (50% of your weekly tuition rate) will be issued from September thru February for families who begin attendance prior to November 1<sup>st</sup>. A second week of vacation (50% of your weekly tuition rate) will be issued March thru August. Families who begin attendance after November 1<sup>st</sup> will only receive one week's vacation credit (50% of your weekly tuition rate). Families who begin attendance after March 1<sup>st</sup> are not eligible for vacation credit until the following school year. 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. Your tuition account will be credited the week after your vacation is confirmed. Vacation days must be used in the same week Monday-Friday only. 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). School Age children are not eligible for vacation credit since you are only charged for the days Lancaster Central School District is in session (September-June) **If a holiday falls during your vacation week, the holidays is still payable.**

**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 locations close at 5:45p.m.. **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 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 \$10.00 per 15 minutes.
3. Parents who pick up their child after closing, will be assessed a late fee of \$10.00 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    |

**NO Credit will be issued for both locations due to ongoing operating expenses.**

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

### **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 and The Rock also provides transportation by van to and from Alden Central School District & Cayuga Heights. A transportation plan is on site for your review. 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:** In the event we must evacuate either location, we will evacuate to the adjacent location. An emergency evacuation plan is available on site for your review. Evacuation routes are posted in each classroom. Fire drills are conducted monthly. 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 to a remote location as determined by local authorities. Closing will be sent via Tadpoles.

**Birthdays:** We are happy to provide you with everything you need to celebrate your child's birthday with their friends. Twice each month we will celebrate everyone's birthday together. The birthday celebration will include a birthday cake and class photo that will be sent via tadpoles. We will make every effort to accommodate children with allergies.

**Breakfast:** The center will provide breakfast for children that are enrolled in the Freshmen room through School Age program from 8:15a.m.-8:45a.m.

**Lunch & Snack:** A full balanced lunch is served at 11:45a.m. A copy of the menu is posted on the parent board outside each classroom. **We ask all parents to refrain from bringing outside food in unless your child has a severe food allergy. 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. An afternoon snack is also provided by the center.

**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.

**Daily Items Needed:**

Infants: Formula/Breast Milk, Diapers, Wipes & Creams, Baby food/cereal, Pacifier (if used), Bottles Labeled, Two complete changes of clothes, Crib Blanket and a Box of Tissues

Toddlers: Blanket for Naptime, Sippy cup, Diaper, Wipes & Creams, Sun Block, Outdoor clothing, Two complete changes of clothes (more if toilet training), and a Box of Tissues

Preschoolers: Blanket for Naptime- no pillows, Outdoor clothing, Sun Block, Extra clothing and a Box of Tissues

School Agers: Extra clothing, Outdoor Clothing, Sun Block and a Box of Tissues

***All children should wear comfortable play clothes to Childrens' Kastle & The Rock. Many of our activities are messy. All items should be labeled with your child's name/initials. PLEASE REFRAIN FROM BRINGING IN TOYS FROM HOME.***

*During the summer months, all children should bring bathing suits, water bottle, towels and water shoes.*

**Discipline Policy:** Childrens' Kastle & The Rock 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.**

**Children with Special Needs:** Childrens' Kastle & The Rock complies with the Americans With Disabilities Act. We will provide reasonable accommodations for children with disabilities. We will make an assessment of your child to determine whether your child can be accommodated in our program without fundamentally altering our program.

If you think your child may be delayed or has unidentified needs contact the Director as Early Intervention and your Local School District are there to assist families of young children usually free of charge.

**Breast Feeding Policy:** We welcome breastfeeding mothers! You are provided with a private and sanitary space to breastfeed or express your milk. You can breastfeed in your baby's classroom. Our Staff will work with families to familiarize your baby with bottle feedings during the transition from home to day care. To develop healthy eating habits, our staff are aware of and respond to your baby's hunger and fullness cues ("on demand" feeding). The center coordinates feeding times with the mother's normal feeding schedule. The center does not serve any food or drink other than breast milk unless requested by the parents. Our staff receives training on the practices that support breastfeeding and on proper storage and handling of breast milk.

**Parent Communication:** Tadpoles is used to communicate the summaries of each child's activities, photos, videos, notes, classroom announcements, reminders and school closings directly to your e-mail Menus, newsletters and forms to change information will be found on our website [www.childrenskastle.com](http://www.childrenskastle.com) and outside your child's classroom. The Parents' Bulletin Board is located in the hallway. Please check the bulletin board frequently. We post all social functions, parent meetings, conferences, timely news issues, etc. on the bulletin board or TV monitor in foyer.

In the event a parent does not have access to email, or otherwise wishes to receive printed copies of communications, you will need to communicate this to our Center Director.

**Parent/Teacher Conferences:** Daily observations of your child's participation in the activities planned for the day will give our staff insight on where your child is developmentally. This ongoing information is helpful in assessing their progress. We will communicate with you twice a year through a written progress report that will show where your child is developmentally. 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.

Conferences for our Infants/Toddlers with their teacher are always available to you. Upon request, the Center Director will make the necessary arrangements for the meeting. For our preschoolers we invite you to sign up for our scheduled conferences held in January each year. A written notice indicating



the exact dates and times will be posted outside your child's classroom when the conferences are approaching. The conferences are a time when teachers can discuss your child's developmental progress with you at length. Parents are always welcome to request a conference at any time during the year if they feel it is warranted.

**Parent Participation:** As parents, you are still the most important teacher in your child's life. Your communication with the school is vital. 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.

**Parent Support:** If there is any area of support that would help you and your family, please let us know. If we can assist with temper tantrums, bed time routines, discipline, potty training or developmental milestones your child is going through we are here for you. From time to time we will offer Parenting classes in the evening.

**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.

**Referral Program:** The highest compliment our parents can give us is a referral of a family for child care. The trust and confidence that you place in us each day means so much to us. In appreciation for your confidence you have in us, if you refer a family and they register you will earn tuition credit!

It's as easy as 1...2...3...

1. Refer a family to us.
2. The family you refer must give the management team your name as the referrer and put on the necessary forms for enrollment.
3. When do you receive the tuition credit? Once the new family has attended our center for a period of four weeks, your account will be credited \$100 for a full-time enrollment or \$50 for a part time enrollment. This offer is only valid for new family enrollments.

### **Happy Family Guarantee!!**

We believe you and your child will be very happy with Childrens' Kastle & The Rock so much that we're willing to take all the risk through our "**100% Happy Family Guarantee**". After you enroll, if you become dissatisfied with our service for any reason in the **first 90 days**, we will refund up to two weeks tuition, no questions asked.

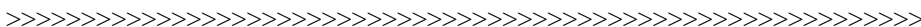
Revised 2019

Please sign and return this form upon registration.

**PERMISSION TO PHOTOGRAPH**

I hereby grant permission to CHILDRENS' KASTLE CHRISTIAN LEARNING CENTER and THE ROCK to photograph \_\_\_\_\_ for publication in connection with public relations. To include (but not limited to) news releases, websites, social media, conferences, any other promotional materials in any medium now known or later developed, including the internet. I release CHILDRENS' KASTLE CHRISTIAN LEARNING CENTER and THE ROCK from any claims which may arise or be based upon such publication. I understand that CHILDRENS' KASTLE and THE ROCK may use these photos indefinitely.

PARENT SIGNATURE \_\_\_\_\_



**JEWELRY RELEASE**

It is advised by CHILDRENS' KASTLE CHRISTIAN LEARNING CENTER and THE ROCK, that students do not wear jewelry to school. The center is not responsible for the loss or breakage of such. Our staff is advised to remove any potential safety hazard to all students concerned but will not be held responsible for it's loss. It is further advised to refrain from parent consent of such items due to insurance ramifications to parents. I \_\_\_\_\_ understand the above release, and understand that I will not hold CHILDRENS' KASTLE and THE ROCK liable for loss of such items and further understand that if my child wears such items, I may be responsible for insurance ramification if an injury should occur.

PARENT SIGNATURE \_\_\_\_\_

*Childrens' Kastle and The Rock 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.*



I, \_\_\_\_\_ have received a copy of Childrens' Kastle Christian Learning Center's /The Rock parent manual and have been oriented to the program. The manual explains the financial, along with the mission statement and policies of the school.

Date \_\_\_\_\_

I, \_\_\_\_\_ have received a folder during parent orientation given by the Director of Childrens' Kastle or the Director of The Rock, which includes pertinent information about my child's classroom. The folder contains a Welcome to the Room Letter which includes our naptime policy a Parent Handbook, and letters introducing my child's teacher and the owner of the facility. I understand that if my child does not attend or I do not give two weeks written notice of withdrawal, the deposit and registration fee is nonrefundable as stated on the contract and in the Parent Handbook.

Date \_\_\_\_\_