



**HELPING HAND
DEVELOPMENTAL
CENTER**

PARENT HANDBOOK

12/13/2019

MISSION STATEMENT

To provide quality child development services to all children of Henderson County with a unique commitment to those who are physically, emotionally and educationally challenged so they may realize their potential.

DESCRIPTION

Helping Hand Developmental Center, Inc. is a private, nonprofit preschool that provides a comprehensive and individualized program of services for children who are typically developing and children who have special needs, ranging in age from three to five. Helping Hand is a 5 star licensed facility. We meet all standards set by the Division of Child Development and Department of Public Instruction Preschool Program.

It is our belief that our main responsibility is to help children realize their potential to become happy, productive citizens by providing a program designed to increase the developmental and educational gains of each child.

The classroom environment is nonrestrictive. Each child is encouraged, through loving care and stimulation, to work on each targeted developmental area at their own individual pace.

FEES

FEES ARE DUE IN ADVANCE OF SERVICES RENDERED.

A \$25.00 Registration fee (non-refundable) will be due upon enrollment. No fees shall remain delinquent more than one week. If fees are unpaid after one week and no previous payment schedule has been arranged, the child will be dropped from the center enrollment. The name of the child may then be placed on a waiting list and re-enrolled when an opening occurs providing all delinquent fees have been paid in full.

If the fee is paid by check and the check is returned because of insufficient funds, the following procedure will apply:

First offense: \$30.00 fee
Second offense: \$30.00 fee and loss of right to pay by check.
Fees thereafter must be paid in cash, credit,
debit or money order.

It is advisable to save your receipts since a portion of child care expense may be tax deductible.

Checks should be made payable to: Helping Hand Developmental Center.

Regular fees charged will be \$185.00 per week. Once your child is enrolled and attending the center, **you will be charged this fee whether he/she attends or not. No allowances are made for holidays, emergency closings or family vacations.** You will not be charged for four weeks of the close-down period: two weeks at Christmas, one week at Spring Break, and one week at summer break. Fees may be paid to any Helping Hand Employee.

An **After School Fee** is charged to those children paid by Henderson County Preschool Program for child care rendered past 2:30 pm daily. A **\$20.00** per day fee will be charged weekly.

Parents of typically developing children are also responsible for a \$25 **Supply fee** due annually. Fee will be due at the beginning of each school year. 100% of this fee will go directly to your child's classroom.

Payments will only be accepted *at school* on Monday mornings before 9:00 am. In the event we are closed on Monday, payments will be due on the first day of the week that we return. Teachers may not accept payments any other time. You can **make payments at our office** between 9-5 Tuesday- Friday. Please call ahead to insure someone is there to accept your payment. 692-7068

Helping Hand accepts Department of Social Services (DSS), Smart Start (SS) and Blue Ridge Community College (BRCC) subsidy. If you feel that you may qualify, contact DSS at 698-4440, Smart Start at 693-1580 or your advisor at BRCC. DSS, SS and BRCC subsidies can help with both regular and afterschool tuitions.

WITHDRAWAL

A **two-week notice is required** before terminating your child's placement. If a two week notice is not given, payment is required for the two additional weeks.

ARRIVAL AND DEPARTURE

A parent/guardian or another adult is expected to accompany the child into the center upon arrival and come into the center to pick the child up upon departure. It is not safe to simply open the car door and let your child out to come in alone. All children must be signed in and out in their classroom by their legal guardian or adult. We cannot release your child to an older sibling or to someone not designated on your pick up list. When dropping off or picking up your child(ren), do not leave your car running or leave infants/toddlers unattended.

Please plan for your child to arrive by 9:00 a.m. The structured activities planned for the day take place during the morning hours. It is difficult for the teacher and/or assistant to stop the activities they are doing with the other children to welcome a late child appropriately. If you are running late and you know your child will be here past 9:00am, we request that you call and let us know so that we can plan lunches accordingly. Failure to call and notify us will cause us to not accept your child for that day. **(692-7068) NO CHILD WILL BE ADMITTED AFTER 11:00am.**

GENERAL POLICIES

1. Hours of operation are from 7:30 a.m. to 5:00 p.m. Monday through Friday. Helping Hand Developmental Center operates 12 months of the year. We are closed on holidays and specified vacation or workdays as announced. Helping Hand follows the Henderson County School System schedule for most snow days and holidays. Prior notice will be given for early dismissals. The summer program is available to all enrolled children. Please note that \$185.00 tuition is due for **ALL** children during the summer program. Summer school fees are due before services are rendered. However, the Department of Social Services will fund approved applicants.
2. Children may be delivered to their classroom by parents or other care- givers **no earlier** than 7:30 a.m. All children need to be here by 9:00 a.m. daily.
3. Children will be released only to parents or specified individuals who are designated on a form in the child's file.
4. If the certified teacher or teacher assistant is absent, a substitute will be assigned to that classroom. (If needed to meet ratios)
5. Children must have a physical and current immunization record upon entry to Helping Hand.
6. Funding sources for the individual child must be in place before services may be given.
7. Emergency phone numbers and emergency transportation numbers must be on file and **current**. Parents are responsible for notifying Helping Hand when their information changes.
8. Breakfast, lunch and afternoon snack are provided. Menus are planned according to Division of Child Care and Child and Adult Care Food Program (CACFP) regulations. Modified diets are available with a *Medical Statement for CACFP and SFSP Participants Requiring Meal Modifications* completed in its entirety by your child's primary physician. Otherwise, we are required by NC Law to offer your child all components of every meal.
9. The center uses behavior modification measures as a means of discipline. This would include "time out". There will be no physical punishment.

10. Profanity and mistreatment of staff will not be tolerated from parents or guardians.
11. The center is *not* to be used for visitation purposes. We will *not* allow friends and relatives visit with your child while they are in our care.
12. Due to confidentiality issues and the safety of all children, we do not allow outside agencies to provide services to our students during the day. (i.e. case management, therapy ...)

PERSONAL ITEMS

The following items should be provided by the parents/guardians and should remain at the center.

1. a change of clothing with the child's name on each item, 2 sets for children potty training
2. a small blanket to cover at naptime
3. diaper wipes - if child is in diapers

Toys and money should not be brought to the center. The center staff will not assume responsibility for such items. Also, plastic grocery bags may not be used to transport items.

MEDICAL POLICIES

1. All children must have current physical, immunization records, and completed record of medications.
2. All children must have ALL age appropriate immunizations. No child will be admitted without immunizations regardless of reason.
3. All children must have hospital and doctor preference on file.

4. All children must have signed release for emergency care.
5. No child may remain at the center if he or she has 2 or more loose stools. They must stay home for 24 hours after the last loose stool.
6. Children with vomiting may not return to school until 24 hours after last vomiting episode.
7. We must be notified upon enrollment of any type of allergies.
8. If your child shows signs of irritability, fever, persistent crying, to the point that he cannot function in a normal daily schedule, he/she will be sent home.
9. Regarding pink eye, infetigo, or other infectious diseases, the child will be allowed to return to school 24 hours after treatment with a doctor's release.
10. When a child has a fever of 100.5 degrees, the parent will be notified of the child's condition. At that point the child *may* be sent home.
11. When a child has a fever of 101.0 degrees, the parent will be asked to pick up the child. The child must remain home for 24 hours after fever breaks.
12. A child with a chronic green nose that lasts 5 days, must stay home until the child is on an antibiotic and his/her nose is clear. A doctor's note to return to school may be required.
13. Helping Hand employees will not give the first dose of any medication. The parent must do this at home.

We would appreciate your cooperation with helping us prevent the infecting and re-infecting of children by making sure your child is well when they return to the center.

COMMUNICABLE DISEASE

In order to protect the children at Helping Hand from the spread of certain diseases, we ask that you do not send your child if he/she has any of the following symptoms:

- **Chicken pox** - at least one week after onset of rash and until lesions are crusted over
- **Cold** - with thick yellow or greenish discharge from nose.
- **Conjunctivitis** - also known as "pink eye" - during the acute stage there will be redness of the eyes, tearing, and soreness. Child must have 24 hours of medication and doctor's release before returning to school.
- **Cough** - acute or persistent, making it difficult for the child to rest.
- **Diarrhea** - two or more watery stools a day.
- **Fever** - 101.0 degrees or higher.
- **Lice** - nit free and treated
- **Rash** - generalized or of unknown origin.
- **Scabies** - until treated and doctor's note to verify this.
- **Sore Throat** - fever, swollen glands.
- **Strep Throat** - keep home for 24 hours after beginning antibiotics with doctor's release. (must be free of other symptoms)
- **Vomiting** - generalized symptoms.

If your child is sent home from the center for fever, diarrhea, or vomiting he/she will not be able to return to the center for 24 hours and free of any additional symptoms. Children must be well enough to participate in regular activities. After returning, if the child is still not well or acting like they feel ill, he/she will be sent home and not allowed back without a doctor's note.

MEDICATION POLICY

Prescription Medication: all prescription medications must be in the original bottle with the child's name on it. The parent/guardian will be asked to fill out a medication form for each medicine to be given. We will not be able to give medicine without a signed medication form.

If medicine samples are given from the doctor, a prescription must accompany it with the child's name, medication name, date, frequency and dosage to be given. The prescription must be attached to the medication.

Nonprescription Medication: Nonprescription medication (or over the counter medicine) may be given with parental permission. The parent/guardian will also have to fill out a medication form with all the information listed above for prescription medicine. Medications must be in the original bottle. Please be sure

to check the expiration date on the medications to be given. We will not be able to administer medications with an expired date. If medication is not recommended for children 2 and under and you are giving it to your child who is 2 and under, we must have a note from your child's physician that says your child may take this medication and give the exact dosage required (Dr. note must specify child's exact age). This may be faxed to us (696-9722) directly from the doctor's office.

When sending medications to school, we do not recommend sending them in diaper bags or book bags. Medication must be handed directly to your child's teacher, not placed on counter or in cubby.

If your child is on any type of medication, please notify your child's teacher. We will keep it documented in your child's file. (In case of allergic reactions, etc.) Also, please be sure to keep all medical information updated.

LATE PICK-UP POLICY

For the first tardy (up to 5 minutes), the parent will receive a warning. For the second tardy the parent will be charged a late fee of \$1.00 per minute to be paid to the teacher who stayed with your child. Late fees are accrued starting promptly at 5:00pm regardless if you are only a "little late".

If you have an emergency, such as car trouble or medical problems, please call us so that arrangements for your child may be made. Tardy fees will still accrue.

ATTENDANCE POLICY

If your child is absent, please notify the center by phone the day or days of absence. If your child is out 10 consecutive days and we have not heard from parent/guardian, we will assume you have withdrawn your child from the program. Please note parent pay fees are still due during the 2 week notice.

TERMS FOR DISMISSIAL

1. Not Attending / No notification
2. Failure to pay

3. Behavioral problems or adjustment problems or any harmful acts or threats from either the parents/guardian or child will be grounds for immediate dismissal.

CHILD ABUSE AND NEGLECT

Center staff is legally obligated to report any SUSPECTED cases of child abuse and neglect. Staff will comply with the provisions of the Child Abuse Reporting Act by bringing suspected cases to the attention of the Center Director. The director will evaluate the situation and if further action is necessary, report the suspected case to the local Department of Social Services.

DISCIPLINE

"Good discipline is not just punishing or enforcing rules. It is liking children and letting them see that they are liked. It is caring enough about them to provide good, clear rules for their protection."

J. Galambos

Much time is spent in careful planning of daily activities and the physical environment and clearly defining the center "rules" in order to minimize discipline problems. Time out, as a last resort, is used for the child who is having continuing difficulty within a given situation.

Neither corporal nor psychological punishment (such as humiliation or ridicule) will be used.

FOOD SERVICE

The center participates in the Child/Adult Care Food Program sponsored by the state of NC. Nutritionally balanced meals and snacks are provided daily. Breakfast is served at 8:30 a.m., lunch at 11:30 a.m., and the afternoon snack at 2:30 p.m. Please do not expect your child to be served if he/she is not present at the regular serving time. DO NOT send food with your child unless there is a special dietary need and we have talked about this with your child's teacher. Breakfast, lunch and snack menus will be posted at the center.

Often parents/guardians like to give a birthday party for their child at the center. This requires advance approval from your child's teacher. All baked goods must

be purchased from a facility that is regulated by the Department of Environmental Health. No home-baked goods will be served at the center. Beverages served can be milk, 100% fruit juice or water. **No balloons** will be allowed due to choking hazard. Please do not bring them or have them sent to your child. Other details should be worked out between the parent/guardian and the classroom teacher.

PARENT RESPONSIBILITY AND PARTICIPATION

Your child should be dressed in comfortable clothes that can be washed and that he/she can manage easily. (Example: snapping, zipping, etc.) Shoes should fit properly and be comfortable to play in. Children may not go barefoot at the Center. Please dress your child appropriately for the weather, keeping in mind weather changes during the day.

Each child will have a cubby with his/her name on it for his personal belongings. Please check the cubby every day and take home all items that do not need to stay at the Center. Written messages of importance will also be placed in the cubby, so please read them carefully and respond if necessary.

The teacher must know who has permission to pick up your child. In the case of separated parents, proof of legal custody must be supplied. If at any time there is a change in who will pick up the child, the teacher must be notified. Therefore, it is absolutely necessary that the Center be notified if the information on the application changes.

In the event that you are called to pick up your child due to sickness or inclement weather the parents will be expected to do so within 30 minutes. After 30 minutes a late pick up fee will be charged.

Parents should feel free to ask questions, making suggestions, or contact the Center Director or the child's teacher about anything concerning the child. You are welcome at the Center any time and are urged to visit and observe your child at intervals. Individual conferences will be scheduled upon request, and can be requested by the parent and/or the Center Director and/or the child's teacher.

In the case of separated parents, we will **not** allow visitation to take place in the center. Visitation needs to be handled outside of the center.

Helping Hand is a 501 C-3 Not for Profit Educational Institution. **Fundraising is a critical part of our program.** We expect that each family actively participate in our fundraising efforts. All donations are tax deductible. Please see any administrative staff for details.

Helping Hand Developmental Center Discipline & Behavior Management Policy

Praise and positive reinforcement are effective method of managing children's behavior. When Children receive positive, non-violent and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy:

We:

1. DO praise, reward and encourage the children.
 2. DO reason with and set limits for the children.
 3. DO model appropriate behavior for the children
 4. DO modify the classroom environment to attempt to prevent problems before they occur.
 5. DO listen to the children.
 6. DO provide alternatives for inappropriate behaviors to the children.
 7. DO provide the children with natural and logical consequences of their behaviors.
 8. DO treat the children as people and respect their needs, desires, and feelings.
 9. DO ignore minor misbehaviors.
 10. DO explain things to children on their levels.
 11. DO use short supervised periods of "time out".
 12. DO stay consistent in our behavior management program.
1. DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
 2. DO NOT make fun of, yell at, threaten, make sarcastic remarks, use profanity, or otherwise verbally abuse the children.
 3. DO NOT shame or punish the children when bathroom accidents occur.
 4. DO NOT deny food or rest as punishment.
 5. DO NOT relate discipline to eating, resting, or sleeping
 6. DO NOT leave the children alone, unattended, or without supervision.
 7. DO NOT place the children in locked rooms, closets, or boxes as punishment.
 8. DO NOT allow discipline of children by children.
 9. DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic group.