

# Parent Handbook



License # 340303423



A Ministry of  
**NEW HOPE CHURCH**  
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New Hope Preschool Parent Handbook

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**Parent Handbook, Policies and procedures acknowledgement**



## 1.0 Introduction and Mission

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### 1.1 Welcome

We would like to welcome your child and family to New Hope Preschool. Parents, you play a vital role in your child's preschool experience since you are your child's first teacher. Thank you for trusting us to partner with you during this precious time in your child's life. Our goal, as Christian Early Educators, is to be a reflection of the love that emerges from a relationship with Jesus Christ to the young children within our community.

New Hope Preschool is a private, non-profit preschool designed to care for children ages 2 to 5 years old in a Christ-Centered environment. We are affiliated with New Hope Assembly of God, Galt California. New Hope Preschool has grown from a sincere love for God's children and a desire to teach children in the early stages of development as they prepare for Kindergarten and all that the Lord has planned.

The world around us may be changing, but the Biblical principles and values of "home" remain the same. We consider you our preschool family, and we wish to work alongside you reinforcing Christian ethics that you are teaching at home.

This handbook is intended to be an informative guide for New Hope Preschool parents and guardians. Please read it carefully, sign and return the final page to the preschool office. Please keep this handbook for future reference.

### 1.2 Mission Statement

It is the mission of New Hope Preschool to assist families in the training of their young children in a safe and Christ-Centered environment where children can advance their spiritual, academic, social, and physical self in a developmentally appropriate manner.

### 1.3 Statement of Faith

New Hope Preschool is a faith-based child care center and abides by the beliefs and tenants of New Hope Church as a member of the Assemblies of God fellowship.

- We believe the bible is inspired by God, revealing God, his Kingdom, and his love. It is accurate, authoritative and applicable to our everyday lives.
- We believe there is one true, triune God; Father, Son and Spirit.
- We believe we live in a sinful and broken world; that God desires to have a renewed relationship with humanity through our repentance and faith.
- We believe Jesus Christ is God's Son, fully divine and fully human, having lived, died and risen victorious so we may have a renewed, reconciled relationship with God.
- We believe the Holy Spirit fills, leads, gifts, and works directly in the lives of people so that our lives may look more like Christ Jesus.

- We believe the church is the followers of Jesus, who worship God, help one another in our journeys of faith, and participate in the mission of God by sharing and living the gospel in every culture.

For a more in-depth and exhaustive look at our beliefs, visit the Assemblies of God national web site. ([http://ag.org/top/Beliefs/Our\\_Core\\_Doctrines/index.cfm](http://ag.org/top/Beliefs/Our_Core_Doctrines/index.cfm)) or contact our pastor at (209) 745-9121.

#### 1.4 Philosophy

New Hope Preschool believes that the early years of life are the opportune time to plant seeds of faith, to teach life-long prayer habits and to instill the Fruits of the Spirit. We know from Proverbs 22:6 that if we “...train up a child in the way he should go, and when he is old, he will not depart from it.” Children at New Hope Preschool will be introduced to the Bible, prayer, worship and will discover that God is a real friend.

New Hope Preschool believes that God has given parents the responsibility of educating and rearing their children. We are privileged that you have chosen New Hope Preschool to come alongside you and partner with you in your child’s development; nonetheless, the Bible makes it clear that the parent-child relationship is the primary learning and training relationship (Ephesians 6:1-4 and Deuteronomy 6:7) and we take the parents’ primary child-rearing responsibility very seriously. For this reason, if your child’s behavior or actions require discipline or specialized care we will contact the parent(s) with the expectation that they will take the lead in meeting the needs of the child.

New Hope Preschool believes that all children are a gift and a heritage of the Lord (Psalm 127:3). We agree that all children are a unique and purposeful creation of God made in His image (Psalm 139:13-14). Accordingly, New Hope Preschool is open to all children from all types of families.

New Hope Preschool has a philosophy of learning through play. We provide opportunities throughout the day for your child to participate in hands-on learning, to explore and discover. We will present your child with stimulating and enriching experiences which are in preparation for later academic learning. New Hope Preschool provides a variety of daily play experiences and learning opportunities. However, these experiences are done in a manner which is developmentally appropriate for preschool aged children.

We believe that the first five years of a child’s life are crucial to their development. New Hope Preschool endeavors to make the time that your child spends with us productive towards the formation of who God has designed your child to be!

#### 1.5 Goals

New Hope Preschool’s main objective is to provide a safe and Christ-centered environment which allows children ages 2 to 5 years old to learn, play and flourish.



*Spiritual Goals:*

- Identify the Bible as God's true Word
- Know that God is always present
- Identify Jesus as God's son
- Know that Jesus loves him or herself
- Know that Jesus died on the cross and rose again
- Pray and talk to God
- Understand that God made us all unique and special

*Academic Goals:*

- Communicate name verbally
- Identify name by sight
- Print name in writing
- Identify most upper and lowercase letters
- Understand that letters make sounds
- Rote count to 10 verbally
- Knows size, position and direction
- Completes simple puzzles
- Draws and colors with intent
- Identify basic colors
- Identify basic shapes
- Identify body parts
- Build with blocks
- Utilize concepts of print while looking at a book
- Recite rhymes, finger plays and songs
- Follow multi-step directions
- Engage in imaginative play
- Experience hands-on play
- Expose to technology
- Think critically

*Social Goals:*

- Engage and participate
- Play and share with other children
- Cooperate with others
- Communicate needs and desires to others
- Exercise self-control to not hit, push or grab
- Help clean-up
- Demonstrate manners
- Has empathy for others



### *Emotional Goals:*

- Identify feelings
- Recognize unspoken messages through body language
- Understand that solutions solve problems
- Demonstrate “Pause, Pray, Rewind, & Play”
- Does not tantrum or yell
- Develop self-confidence
- Experience artistic expression

### *Physical Goals:*

- Independently use the toilet
- Dress and undress self
- Develop fine motor muscles  
(cut with scissors, hold a pencil, squeeze playdough)
- Strengthen gross motor muscles  
(hop, skip, jump, dance, throw a ball)
- Identify growing foods and establishes healthy eating habits
- Speak in full sentences
- Answer open-ended questions

New Hope Preschool will assess the stage of development which your child currently aligns. We will refer parents to specialists or educational therapists if a need arises.

### **1.6 Rules**

New Hope Preschool staff teaches and models the following rules:

- Love God
- Love all others
- Love like Jesus

General preschool rules:

- No gum, candy, or soda
- No glass or other breakable containers
- Toys from home must stay at home  
(Exceptions: nap time stuffed animal and “show and tell”)
- No expensive jewelry, sunglasses, electronics
- No weapons of any kinds (including toy guns)
- Socks and closed-toed shoes are to be worn
- No physical aggression (hitting, pushing, biting, spitting)
- Use kind words



## 1.7 Non-Discriminatory Policy

New Hope Preschool enrolls children of any race, color, and national ethnic origin to all rights, privileges, programs and activities offered to children at our preschool. We do not discriminate based on color, race, national, and or ethnic origin in administration of educational policies or administered programs. The administration, however, reserves the right to dismiss or refuse admission to anyone unwilling to comply with the preschool or Church's regulations or behavioral standards.

## 1.8 Rights of California Licensing Agency

New Hope Preschool is licensed (License# 3403423) by the state of California through the Department of Social Services as a division of Community Care Licensing (DSS). DSS has the inspection authority to interview children or staff without prior consent. The department also has the authority to inspect, audit, and copy New Hope Preschool's records as well as any individual records pertaining to a child. These same records may be removed from New Hope Preschool for the purpose of copying. DSS has the authority to observe the physical condition of child(ren); including conditions that could indicate abuse, neglect, or inappropriate placement. New Hope Preschool will abide by and comply with the rights of DSS.

## 2.0 Admission and Financial Policies

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### 2.1 Admission

Authorization for admission to New Hope Preschool is made by the Director, when the child is determined to be:

- From 2 to 5 years of age
- Ready for a preschool group experience
- Socially, emotionally, and physically prepared for a classroom environment
- Able to benefit and develop in the program that we offer
- Current on all California State required immunizations

Vacancy must be available within the child's age group to not disrupt a 1:12 ratio as defined by the California Licensing Agency.

New Hope Preschool will admit children who are not yet potty trained into our program for an additional monthly fee.

### 2.2 Enrollment

Parents of children who are new to New Hope Preschool will need to complete the following before their child may attend preschool:

- Tour or interview with the Director
- Complete and sign registration packet





- Complete and sign all Licensing Forms (including LIC 701 with doctor's signature)
- Provide record of current immunizations
- Sign and return the Handbook Acknowledgement
- Pay non-refundable Registration Fee

Parents of children who are returning to New Hope Preschool will need to complete the following before their child may attend:

- Complete and sign a new Emergency Card
- Pay non-refundable Registration Fee

Children will be enrolled for the new school year on a first come, first served basis until all spaces are filled.

### **2.3 Registration**

The registration fee is payable at the time of enrollment for every academic school year. The fee is not applicable towards any tuition charge and is not refundable.

### **2.4 Tuition**

Monthly tuition charges are based upon the total preschool operational costs, (including: materials for children, supplies, snacks, licensing fees, and staff payroll) which has been divided into 12 equal monthly payments. It is for this reason, monthly tuition does not alter regardless of a child's attendance. You are responsible to pay for your child's monthly tuition despite illness, attendance, minimum days, or holidays.

Tuition is due in advance on the 1<sup>st</sup> of every month. We accept cash, money order, or check (please make payable to: New Hope). Tuition is paid by placing payment in a properly marked envelope and depositing the envelope in the locked drop box located in the preschool office.

### **2.5 Delinquent Fees**

Tuition is due and to be paid in full on the first week day of the month. A late fee will be applied to accounts that have not been paid by the 15<sup>th</sup> of the month. Any balance carried forward will be considered delinquent and a late fee will be assessed. Accounts that are past due for 4 weeks will be cause for suspension of the account holder's child until the balance is paid in full. Continual delinquency of an account for more than 4 weeks past due may result in the permanent withdrawal of the account holder's child, at the discretion of the Director. New Hope Preschool reserves the right to turn a delinquent account over to a professional agency for collection purposes.

### **2.6 Returned Check Fee**

A service fee will be assessed on all returned checks. Repayment of the check and the service fee must be made by cash or money order.

## **2.7 Additional Child(ren) Discount**

Additional children enrolled from the same family are eligible for a monthly tuition discount.

## **2.8 Additional Day(s) of Attendance**

New Hope Preschool is licensed and staffed for one adult per 12 children. Due to this limitation, children may not attend preschool on days that are not on their schedule. Trading or switching of days is not allowed.

You may call the preschool office in advance to request approval for an additional day of care or to extend your child's day of care. The decision to approve your request will depend on an opening in your child's classroom to maintain a 1:12 ratio. If a request for an additional or extended day of care has been approved, then the prorated amount will be added to the account regardless of attendance on the requested date.

## **2.9 Change in Schedule**

New Hope Preschool offers a variety of schedules to accommodate the needs of busy families and working parents: alternating days of care, half or full days of care. However, to maintain consistency for your child and for the staffing needs of our program; we cannot continually change children's schedules. Any change to your child's schedule will be dependent upon openings and availability and are at the discretion of the Director.

- New Hope Preschool offers one free schedule change per academic school year provided that we receive a two week notice.
- Changes in schedule require a \$10 service fee and two week notice

## **2.10 Minimum and Closure Days**

New Hope Preschool closes for major holidays, one week during Christmas, and one week for Teacher In-Service. There is no reduction in tuition for these dates or minimum days. These holidays and dates are listed on our preschool calendar and again on monthly parent calendars.

## **2.11 Absence or Vacation**

Staff salaries and operational costs continue if your child is absent, full tuition and fees are to be paid. If your child will be absent for several days or is leaving on vacation, please call the preschool office to notify your child's teacher.

For a prolonged absence, parents may elect to withdraw their child. Children who are withdrawn are not guaranteed their spot upon return and a re-enrollment fee may apply.

## 2.12 Late Pick-up Fee

Our preschool teachers and staff are contracted for specific hours. Consequently, all children must be picked up by the time of closing. Late fees will be assessed with no exception.

- Children who attend half-day preschool must be picked up by noon. 1 to 15 minutes after 12:00 pm will result in a \$25.00 fee. A \$50.00 fee will be assessed to those who pick-up more than 15 minutes late.
- Children who attend full-day preschool must be picked up by 6:00 pm. 1 to 15 minutes after 6:00 pm will result in a \$25.00 fee. A \$50.00 fee will be assessed to those who pick-up more than 15 minutes late.
- The Galt Police Department will be contacted if a child is left at preschool for more than one hour after closing.

## 2.13 Withdrawal by Parent

**A minimum of two week advance notice is required for withdrawal from New Hope Preschool.** If we do not receive notice, you will be charged two weeks of care from your child's actual last day of attendance.

## 2.14 Withdrawal by Director

Enrollment at New Hope Preschool is at the discretion of the Director. New Hope Preschool will no longer serve a child when any of the following occurs:

- Parent fails to provide a current immunization record or a signed Physician's Report
- Parent fails to pay account balance for more than 4 weeks
- Parent repeatedly brings the child to preschool while sick or contagious
- Parent conducts him or herself in a manner which is inappropriate or aggressive while on campus
- Child's behavior is disruptive to the learning environment
- Child is jeopardizing the safety standards for self or others
- Child's needs or specialized care cannot be met by New Hope Preschool

## 2.15 Willful Destruction

Parents will be billed for damages and or replacement for any willful damages to the property of New Hope teachers or staff, or other children. Children who continually cause damage may be asked to withdraw from our program.

# 3.0 Preschool Program Information

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## 3.1 Teachers

New Hope Preschool prayerfully selects teachers to provide the best possible care for children. Each staff member meets the state of California's qualifications and is thoroughly background checked and fingerprinted.

Our teachers are given opportunities annually for professional growth in the area of Early Childhood Education through seminars, workshops, conferences, CPR Training, continued education and through our affiliation with the Association of Christian Schools International.

New Hope Preschool's teaching staff all maintain a Christian faith and attend a variety of local churches.

### 3.2 Teacher In-Service

It is required by the state of California that licensed programs provide on-going training and development for staff members. New Hope Preschool has a minimum of 5 Teacher In-Service days per school year that children do not attend preschool. These dates are designated on the yearly calendar.

### 3.3 Chapel and Bible Lessons

New Hope Preschool offers Christ-Centered early education.

A Christian emphasis is infused throughout our program so that children will learn of God's character and love. Spiritual truths and Bible parables will be taught in a manner which is developmentally appropriate and meaningful to young children. These lessons will be presented during chapels on Monday and in the classrooms using children's Bibles, puppets, felt story boards, music and movement, short videos, fingerplays, and memory verses. We provide a variety of activities to share the Lord and His Word with children so they may experience God and His creations!

Please have your child bring their BGMC Buddy Barrel filled with coins or cash to the last chapel of every month. BGMC is an acronym that stands for Boys and Girls Missionary Challenge. BGMC is the Assemblies of God compassion and missions program for children. We have two goals for participating in this program 1) We want to financially assist needy families around the world. 2) We want to begin to instill awareness and compassion in our preschoolers.



### 3.4 Curriculum

New Hope Preschool uses an assortment of curriculums, books, and a variety of resources to teach weekly themes and monthly concepts. Our intent is to reach the individual learning styles of all the children who are in our care.

We maintain our philosophy of learning through play by providing "centers" which are purposeful and academic based. Children exercise their independence by choosing which centers they want to engage in. Our classroom learning experiences bridge the gap between preschool and kindergarten. School readiness is a focus of preschool "circle times," following directions, and other teacher-directed activities. Additionally, we teach a traditional version, a man and a woman, as our model for family.

The majority of our structured learning times are offered during the morning hours to ensure that children who attend preschool for half-day do not miss these opportunities. To help your child benefit from our program, please have your preschooler here for the first circle time of the day at 8:30 am.

### 3.5 Assessments

New Hope Preschool conducts “Ages and Stages,” a state recommended assessment tool, to ensure that your child is successfully reaching developmental milestones. Additionally, your child’s teacher will monitor his or her progress throughout the school year and provide you with feedback during conference time.

### 3.6 Events

New Hope Preschool invites your family to attend as many preschool events and programs as your schedule allows. These moments in your child’s life are precious and memorable. We encourage at least one family member to be at each event for the sake of your child.

Some of our annual family events include:

- Grandparent’s Day (or special guest)
- Pumpkin Patch Field Trip
- Thanksgiving Luncheon
- Christmas Program
- Muffins with Mom (or special guest)
- Donuts with Dad (or special guest)
- Open House
- Graduation (PreK students only)



Holiday parties (Valentine’s Day, Easter, Birthdays) are intended for the children in the classroom; however, offering your help at these events is always appreciated. Children may attend parties and other preschool events on the days that they are not scheduled to attend when 1) an additional day of care is authorized by the preschool office and rates apply 2) a parent or family member is present with the child at all times during the event and takes the child home immediately after the event.

New Hope Preschool focuses on Jesus and His glory during all holidays; including Easter and Christmas.

**Back-to-School Night** and **Parent-Teacher Conferences** are our only preschool events that we ask for **children to not attend**. These occasions are intended for adults only and the material discussed is not appropriate for children.

### 3.7 Field Trips

We rely on parent support to make field trips possible. Our adult to child ratio is even more critical when we are off site. If supervision of the children is at risk or ratios are in question, the field trip will be canceled for the protection of our preschoolers.

A permission slip must be filled out and signed prior to the day of the field trip. All fees associated with the field trip must be paid in cash and in full prior to the day of the field trip.

Parents may drive their own children on field trips. Parents who intend on helping transport children other than their own must be 21 years of age or older, are required to provide proof of a valid California Driver's License and also current Auto Insurance. Vehicles used to transport children must be in good operational condition and have one seat belt per child. To grant permission for your child to be transported on a field trip, parents must sign a Release of Liability form and provide a car seat for your child's height and weight.

New Hope Preschool reserves the right to request that a parent accompany their child in order for the child to attend the field trip. Alternative activities will not be provided on field trip days. Children who are not authorized to attend the field trip must stay home on the date of the field trip.

### 3.8 Pictures

New Hope Preschool will contract a professional photographer to take annual preschool portraits. Additionally, preschool graduation portraits will also be taken once a year. The purchase of these portraits is optional.

## 4.0 Preschool and Home Partnership

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### 4.1 Acclimation

It is normal for your child to have some anxiety about being away from you. All children, like adults, need time to adjust to new people and acclimate to new environments.

Prepare your child by discussing these changes as far in advance as possible. Talk about the new and exciting teachers and toys that your child will encounter at preschool. It is equally important to discuss any concerns that your child may be feeling.

- Preschool aged children adjust well to visuals and concrete ideas. Go over the New Hope Preschool schedule with your child and help them to visualize their day. Your child is welcomed to visit our preschool before his or her first day if under parental supervision.
- Please keep in mind that children absorb their parents tone, words and emotions. Present the preschool experience in positive terms.

- On the first day of preschool, all you need to do is: give your child a cheerful hug and kiss goodbye. Show your child a smile and reassure him or her that you will be back. Then, it is critical that you leave the classroom. Lingering more than required can create additional struggles and emotions. Please do not sneak out when your child is not looking because this will create distrust and confusion in your child. Please trust our loving staff to comfort your child. Do not hesitate to call the preschool office (209) 745-9122 when you arrive at work because the chances are high that your child is already happily playing.
- In rare cases children may suffer from separation anxiety. You may notice symptoms of: clinging, tantruming, regression, or not eating. These behaviors are temporary and if you are consistent and enthusiastic, your child soon will be too.

#### 4.2 Parent Involvement

Parents or guardians are encouraged to help in the classroom, attend field trips and events, attend conferences, contribute to parties and donate materials. Parents are welcome to visit their child's classroom and to attend Chapel on Mondays. We require that all visitors, including parents, sign-in at the preschool office and obtain a Visitor's Badge.

#### 4.3 Visiting and Observing

Parents or guardians are welcome at New Hope Preschool. We do request that parents first stop by the preschool office to obtain a Visitor's Badge. Parents may visit their child's classroom or observe through windows at any time. Please consider that some children act differently when their parent(s) are present. If your presence causes a disruption to staff or children, you will be asked to stay for only short periods. If your visit causes your child to tantrum, not comply or engage, you will be asked to take your child home for the day.

#### 4.4 Parent and Teacher Communication

Several methods of communication between parents and teachers are available at New Hope Preschool. If there is a serious change at home, please let us know so that we may help your child adjust.

- Your child's teacher will use the Parent File Box as the main source of communication with you. Please check your file daily to ensure that you receive monthly invoices, injury reports, daily reports, art work, notices, etc.
- Daily Reports are completed for each child and are available in the Parent File Box
- The preschool office and classrooms have Parent Info Boards which display preschool information, current notices and flyers
- A monthly snack menu and calendar are distributed to parents in advance
- You may email your child's teacher but may not receive a same day response
- For more critical or urgent matters, you may leave a message for your child's teacher by calling the preschool office (209) 745-9122
- Parent-Teacher conferences will be held annually to discuss your child's progress. If an issue arises before this time, please contact the preschool office to schedule a conference with your child's teacher.

During pick-up and drop off of your child, limit your conversations with teachers.

Our staff's attention belongs to the children.



Thank you for understanding that New Hope Preschool does not permit teachers to use cell phones or text. Supervision of children is our main focus.



#### 4.5 Parent-Teacher Conferences

New Hope Preschool offers a minimum of one parent-teacher conference per academic school year. If you have specific questions or concerns, you may call the preschool office to arrange a time to meet with your child's teacher. Please keep in mind that conferences are for adults only.

#### 4.6 Forms and Records

Your child's Emergency Card is the most important document that you will fill out. The information provided on the Emergency Card will be used if we need to contact you in the event of a true emergency. The individuals listed on your child's Emergency Card will have permission to sign your child out of preschool. It is vital that you update your child's Emergency Card in the preschool office if there is a change in address, phone number, change of doctor or hospital plans, or person(s) you have listed to contact in case of an emergency. All families will be required to provide New Hope Preschool with a new Emergency Card upon annual registration.

New Hope Preschool is required by California law to have all immunization records current for every child who is enrolled. Please ensure that you provide the preschool office with updated immunization records. Children without these records will not be able to attend preschool.

Forms for parents are available in the preschool office:

- Allergy Statement (requires a doctor's signature)
- Change of Schedule (2 week notice required)
- Classroom Schedules & Curriculum
- Hand Soap Allergy (requires a doctor's signature)
- Fee Schedule
- Field Trip Permission Slips
- Field Trip Vehicle
- Medication Dispensing Form
- Monthly Snack Menu & Calendar
- Nebulizer Consent
- Sunscreen Permission Slip
- Withdrawal





Forms that parents may receive:

- Accident Report
- Behavior Log
- Behavior Report
- Daily Report
- Illness Report
- Incident Report

## 4.7 Calendars

Parents will receive an annual preschool calendar as well as a monthly calendar. New Hope Preschool is closed on major holidays, in-service days, and minimum days. No discounts or refunds will be given for illness, vacation or closed dates since tuition is a monthly flat fee.

## 5.0 Health and Safety

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### 5.1 Health Care Summary

The state of California requires that each child enrolled has a Physician's Report completed and signed by a doctor. Children without this form are not able to attend preschool.

### 5.2 Allergies

Parents must notify the preschool office of any medical allergies and document the allergy on an Allergy Statement Form. Parents are to communicate any developing or changing allergies to the preschool office and to instruct New Hope Preschool staff on procedures to follow in case of a severe reaction. New Hope Preschool will only provide alternative snack items if a food allergy is present and we receive a signed Allergy Statement from your child's doctor.

New Hope Preschool is *not a nut free environment*; however, we do our best to avoid peanuts and peanut butter.

### 5.3 Medication

Medication of any kind requires the parent to complete a Parent Consent for Administration of Medication and Dispensing Log. Over-the-counter medication cannot be administered to your child without a doctor's note which also contains dosing information. Both over-the-counter and prescription medication must be in their original containers, in a Ziploc bag with your child's name and medication's expiration date clearly written on the bag. If the medication requires a measuring spoon or dosing cup, this item must be provided in the Ziploc bag. Medication will be refrigerated as necessary. Medications should be taken home after the time period prescribed by the doctor; if left at preschool, the medication will be discarded. Medications must be stored in a secure location by law; please do not ever send medication in your child's lunchbox, backpack or pocket.

## 5.4 Illness and Communicable Disease

Parents will be notified when a child becomes ill and must pick up their child within one hour. If the parent(s) cannot be reached, we will notify the next individual listed on your child's Emergency Card. *New Hope Preschool cannot provide care for ill or contagious children.*

Children may not return to preschool until they are free from symptoms of illness for a *minimum of 24-hours*; a wellness period.

Upon arrival, New Hope Preschool staff have the right to not accept a child who they observe to be sick, who demonstrates symptoms of illness, who has a rash, or who have returned to preschool before the 24-hour wellness period has been completed.

New Hope Preschool follows the guidelines for illness and disease from the American Academy of Pediatrics Managing Infectious Disease in Child Care and Schools manual. If there is any indication that your child is ill or presents a symptom which could be contagious, you will be notified and expected to pick-up your child within one hour. Your child may not return to preschool until the wellness period is complete and the child appears symptom free or a doctor's note authorizes preschool attendance. If your child has been diagnosed with a contagious disease, please notify the preschool office immediately. When a communicable disease has been reported, an Exposure Notice will be posted in your child's classroom.

Please, keep your child home if (s)he shows any signs or symptoms of illness. Children who are recently recovered from illness or who are excessively tired are susceptible to viruses. New Hope Preschool is a close community and our health and well-being depend on you.

## 5.5 Injury

Scrapes, bumps and bruises happen to all children. New Hope Preschool staff members are CPR and First Aid Certified. We will contact you if we believe that your child requires medical attention. If we believe that the injury is of an emergency nature then the paramedics will be called before we contact the parent.

## 5.6 Emotional Health

We care about your whole child and your entire family. Experiences such as death, divorce or other traumatic change can be devastating for a young child. Please, inform your child's teacher or the preschool office when any event happens that could affect your child's behavior at preschool. We are here to partner with you and to pray with you. New Hope Preschool has referral and resource information for many different situations or needs.

“Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, present your requests to God.” ~ *Philippians 4:6*

If there is anything that you would like prayer for, write us a note and place it in the Prayer Request Box in the office. If your request is private, please write “CONFIDENTIAL” on it.

## 5.7 Mandatory Reporting

The staff of New Hope Preschool is bound by law, as Mandated Reporters, to report any type of *suspected* child abuse to Child Protective Services. Child abuse is the mistreatment of a child that results in harm or injury. It includes physical abuse, sexual abuse, emotional abuse, and neglect.

## 5.8 Emergency Planning

New Hope Preschool has a plan in place for an emergency. Our staff is trained in emergency procedures and we frequently practice these skills with drills. An Emergency Plan and Evacuation Map are posted in your child's classroom and the preschool office.

We have an open campus and must retain this status due to our church ministry. For this reason, New Hope Preschool locks classroom doors. This practice limits access of potential threats and strangers. Parents will never be refused entry and are asked to ring the electronic bell for access to their child's classroom.

In the case of a true emergency, parents will be contacted as soon as possible. You will be given information on the situation and instructions on how to respond. Should we have to evacuate the preschool, we will move to the Golden Living Center at 144 F Street, Galt, CA. 95632.

## 6.0 Operational Policies

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### 6.1 Dress Code

Vigorous play and a variety of art and outdoor experiences require that your child be dressed in durable, washable clothing. Although we provide paint smocks, accidents do happen. Children should be able to play and learn without having to worry about their attire.

- If your daughter prefers to wear dresses; please put shorts underneath to retain her modesty.
- Please provide a sweater or coat during cold weather.
- Send your child in clothes that help him or her be independent; no difficult clasps, buttons, back zippers, etc.
- Closed-toed shoes and socks are to be worn at all times; except nap time. Flip-flops, open-toed, plastic shoes, jellies, sandals, high-heeled or dress-up shoes are NOT permitted.
- Pull-Ups or underwear must be worn at all times; NO diapers.
- Jewelry is not recommended for safety reasons.
- No scary, inappropriate or offensive articles of clothing are to be worn.
- Please do not send your child to preschool in a costume or pajamas; except PJ Day and special events.

A set of seasonally appropriate clothing should be left in your child's classroom. Place the clothing in a Ziploc bag and clearly label your child's name on it. Soiled clothes or linens must be taken home and replaced with a fresh set the next day.

New Hope Preschool is not responsible to replace lost or damaged clothing.

## 6.2 Arrival and Departure

State Law requires that your child is signed in and out of preschool every day by an individual who is 18 years of age or older. Your child's teacher has a clipboard for you to sign-in your child upon arrival and to sign-out at your child's departure. CA Licensing demands that you write your first and last name legibly; signatures and initials are not acceptable.

Once your child is signed in then (s)he must stay with his or her class. Conversely, children must stay with their parent once they are signed out. Please ensure that you make contact with your child's teacher at both drop off and pick-up to help keep an accurate headcount at all times.

For your child's safety, New Hope Preschool will only release your child to a person who is listed on your child's Emergency Card AND presents proper identification confirming that the individual is the person who is listed.

In case of an emergency, a parent may call the preschool office to give consent for a legal adult to take their child from our facility providing the individual can present identification. Verbal consent is only possible over the phone if the preschool office can identify the caller, without question, as the child's parent.

## 6.3 Lunch and Snacks

New Hope Preschool does not provide a breakfast program; children should eat breakfast before they arrive at preschool.

Lunch is served at 11:30 am and we ask that children who attend half-day preschool stay for lunch. Lunch is an important time for children to learn manners and practice social skills. Please send healthy foods for your child's busy day. We do not allow sodas, gum, candy, or breakable containers. We encourage children to eat their "growing foods" first to help establish healthy eating habits. We do not force children to eat and we do not spoon feed preschoolers.

New Hope Preschool provides both a morning and afternoon snack for your child. A monthly menu will be provided to you in advance. We do not offer or prepare substitutes unless it is medically necessary.

Water is always available to your child; however, parents may choose to provide a water bottle daily.

## 6.4 Nap Time

A daily nap time is a part of our preschool schedule from 12:30 am to 2:30 pm. Children are not required to sleep but are expected to be quiet and on their mat as to not disrupt those who are sleeping. We ask that parents also respect the children who are resting by NOT picking up or dropping off their child during our daily nap hours.

Your child will require a small blanket, a crib sized sheet, a small pillow or pillow pet, and one small stuffed animal (no lights or sounds). Please put all of these items in a pillowcase and label all items with your child's name. These nap items will have to fit into one cubby for storage. At the end of the week, please take your child's bedding home to wash and return the following week. It is the parent's responsibility to provide clean bedding.

## 6.5 Potty Training

A monthly fee is charged to all children who the Director considers to be potty training. This includes children who require assistance in the bathroom, wear Pull-Ups, have frequent accidents, or cannot communicate when (s)he has to use the bathroom.

Parents of potty trainers must provide:

- Pull-Ups (no diapers)
- Wipes
- Extra Clothing  
(Soiled clothing must be taken home and replaced with fresh clothing the following day)

New Hope Preschool teaches healthy potty habits with the help of Potty Panda, Potty Tots, and Once Upon a Potty. We also teach gender identity is the same as a child's physical body. Children will be taken to the bathroom every 2 hours and their progress will be logged daily. Potty successes will be celebrated!

Children are considered fully potty trained by the Director when the following are complete:

- Does not wear diapers, pull-ups, or any type of training pants throughout the entire day (including nap time)
- Knows and communicates when (s)he has to go to the bathroom
- Takes initiative independently to go to the bathroom
- Manipulates and manages his or her own clothing
- Self-sufficient in the bathroom
- Washes hands independently
- Does not have potty accidents in clothes or bedding
- Requirements have been successfully maintained for a minimum of 30 days

## 6.6 Birthdays

Parents are welcomed to provide treats for their child's birthday. Please notify your child's teacher in advance. Anything more than a treat, such as a party, has to be requested in advance to the preschool office.

## 6.7 Toys from Home

Please leave all toys at home with the exception of a stuffed animal for nap time and a possible "Show and Tell" item. We do not want children to be disappointed if a toy gets lost or broken and we want to prevent a possible issue from arising. The toys which we provide at preschool are developmentally appropriate and we supply enough for sharing.

## 6.8 Lost Items

New Hope Preschool staff tries to care for children's belongings. Please put your child's name on ALL items that come to preschool (lunch boxes, cups, stuffed animals, bedding, clothes, etc.). We cannot be responsible for lost or damaged personal property.

## 6.9 Movies

Occasionally a movie is shown at preschool to enhance a learning topic or to present a Bible Story. All movies shown are planned in advance and approved by the Director.

## 6.10 Behavior and Discipline

Romans 13:1 tells us that "every soul be subject to the governing authorities. For there is no authority except from God, and the authorities that exist are appointed by God." It is important to us at New Hope Preschool that we teach children to be kind, respectful, and to obey safe authority figures.

New Hope Preschool staff wants to help young children learn to live and grow in relationship with one another and with God. This requires that skills be taught such as: sharing, taking turns, cooperation with teachers and classmates, communication, and identifying feelings and solutions. Our objective, relative to discipline, is to help your child learn both self-control and appropriate expression in socially acceptable ways. At preschool, we encourage choices, natural consequences, positive reinforcements, positive practice, and consistent and clear limits.

Preschool teachers use different types of classroom management techniques, such as: sticker charts, clips, incentives, and treasure box rewards. If a child is not responding to these techniques or is choosing negative behaviors regardless, the following may result:

- Redirection
- Conversation and Prayer with Child
- Time Out and Follow-Up with Child
- Parent Notification (Note on Daily Report, Phone Call, etc)
- Time Out with Director or Pastor



- Behavior Log
- Behavior Report
- Conference for Behavior Plan
- Child Sent Home or Parent Present at Preschool
- Suspension (No tuition refunds or discounts are given for suspension periods)
- Withdrawal

If every reasonable effort has been made and a child does not comply or creates an unsafe environment for self or other children, the parent(s) will be asked to withdraw their child from New Hope Preschool.

We believe that challenges can be worked through with the aid of the Holy Spirit. It is important that preschool and home partner together to create clear guidelines and consequences for your child. Many behavioral issues can be resolved with prayer, communication and cooperation.

## **7.0 Resolution of Dispute**

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### **7.1 Matthew 18 Principle**

It is our hope that all matters can be resolved between differing parties. However, because of human nature, at times resolution can be difficult to achieve. In Matthew 18:15-17, Jesus gives us the model for resolving difficult misunderstandings. Should a concern or dispute arise, you should deal directly with the person with whom you have the grievance.

The Matthew 18 principal demonstrates to us that parents should communicate with their child's teacher before contacting the Preschool Director regarding a concern. Should the matter not be resolved to your satisfaction, then a conference with the Director would be the next appropriate step.

### **7.2 Mediation/Arbitration Agreement**

As Christians, we believe and are in agreement that the Bible commands us to make every effort to live in peace and to resolve disputes among each other in private or within the Christian community to support our Biblical world view. Therefore, the parties of this agreement agree that any claim or dispute arising out of, related to, this agreement or to any aspect of the preschool relationship, including statutory claims, shall be settled by Biblically-based mediation.

If the resolution of the dispute does not result from mediation, the matter shall then be submitted for arbitration. The mediation and arbitration process shall be conducted in accordance with the Rules of Procedures for Christian Conciliation contained in the Peacemaker Ministries booklet, Guidelines for Christian Conciliation. Each party, regardless of the outcome of the matter, agrees to bear the cost of her or her own arbitrator and one-half of the fees and costs of the neutral arbitrator.

The parties agree that these methods shall be the sole remedy for any controversy or claim arising out of the preschool relationship or this agreement and expressly waive their right to file a lawsuit against one another in any civil court for such disputes, except to enforce a legally binding arbitration decision.







Licensed Facility# 340303423  
200 New Hope Road Galt, CA. 95632  
(209) 745-9122 www.newhopegalt.org

## Parent Handbook, Policies and Procedures Acknowledgement

I (we) the parent(s) or legal guardian(s) of \_\_\_\_\_ hereby acknowledge that I (we) have received the New Hope Preschool Parent Handbook.

I (we) agree to comply and cooperate with the policies and procedures as stated in the Parent Handbook and also the Enrollment and Financial Agreement.

I (we) agree to support New Hope Preschool in enforcing its policies and procedures.

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Parent/Guardian

\_\_\_\_\_  
Relationship to Student