

HILL and DALE
Child Development Center

A ministry of Community Lutheran Church



Family Handbook

Dear Families,

Welcome to Hill and Dale Child Development Center! We hope this handbook will answer your questions and provide you with some basic information about our programs.

During the formation of Community Lutheran Church, a group of concerned families worked hard to establish a child care center in the church facilities. On February 3, 1975, Hill and Dale was opened to serve the residents of Paradise Valley and the Las Vegas area as well as to make use of the church building during the week. In February 1977, the infant building was opened expanding the services of Hill and Dale.

The director of Hill and Dale manage the center and is directly responsible to the Hill and Dale CDC Supervisory Board, the senior pastor and the church council. The Supervisory Board, which consists of five members of the congregation, assists the director in decision making. Hill and Dale is a non-profit, licensed, organization, serving children six weeks through 12 years of age, of any race, color, disability, national or ethnic origin, gender identification or make up of families.

Each school year, the children from the older 3's classes through pre-kindergarten attend chapel the first four Wednesdays of the month. Our Christian curriculum is "Scripture Bites", which supplements the Highscope curriculum. A blessing is always said before snacks and lunches.

Our Goal:

To do what's best for the child

Mission:

To provide quality early childhood education for our community

Values:

Love

Integrity

Purpose

Support

Philosophy- The goal of our program is to provide a safe, loving, caring, healthy and positive environment with maximum opportunity for children to reach their full potential in all areas of development. Children will learn to socialization through spiritual guidance, be presented the opportunity for emotional and physical

growth, and encouraged in the areas of language, creativity and cognitive skills. Children are accepted for their uniqueness and individuality.

The curriculum stresses development of wholesome social relationships and Christian moral and ethics that is inclusive. Stimulating opportunities are provided based on student interests and abilities. Children are guided to share, take turns, get along with others, and accept responsibility. Children learn through play in a relaxed and flexible setting, which is fun and enjoyable.

As teachers, we will arrange the environment to allow choices of active learning based on the children's interests. Children will be encouraged to explore in child-directed activities. Children will develop positive self-esteem through their accomplishments in a loving and safe environment.

We will focus on positive reinforcement to encourage appropriate behavior. Guidance is given to demonstrate the love of God through kindness, helpfulness, thankfulness, and forgiveness. We strive to be a positive supplement to you and your family.

We recognize the families to be the most important part in the child's life. We encourage your participation and involvement to help make our program successful.



Staff- The Hill and Dale staff members have been carefully selected to provide the

best quality care for children so that they are secure, confident, and happy in their learning environment. All staff members maintain certification in first aid/CPR, are trained in symptoms of illness, signs and symptoms of abuse and neglect, and SIDS, along with maintaining 24 continued education units annually.

Tamy Gates is our Center Director and licensed as well to direct the infant, toddler, and preschool areas. In addition, Jeri Seidman is our assistant director.

Admission Requirements- Hill and Dale provides care for children age six weeks through Pre-Kindergarten. Children are placed in classes according to their birth dates and/or developmental needs. Parent requests for placement in a particular class are taken into consideration but not guaranteed.

An annual \$100 non-refundable registration fee per family will secure your child's space at Hill and Dale for a maximum of two weeks (pre-registration is the exception to this) with no vacation credit given until your child establishes an attendance record of one month (30 days). Pre-registration in the spring for entry in the fall session only applies to new enrolled families and may not be used by an established family to secure enrollment during the summer months. A holding fee is designed for these cases. If you withdraw your child and return within the same school year and additional \$100 registration fee will be required.

Families are required to pay a \$100 deposit. If paid prior to new school year, we will require a two week withdraw notice for a refund. After the new school year starts we will require a two week withdraw notice for your deposit to be credited to your account.



At the time of enrollment we must have a copy of the child's current immunization records to keep in their permanent file, **we do not accept religious exemptions**. We also require updated records as shots are given so that the file is always kept current. Each child will have a child record on file with parents and escorts information available. Please update as changes occur.

The Health Department requires the evidence of your child's health be provided to the center within 30 days of their admission; a health statement sheet will be provided for this purpose. The written statement must be signed by a physician or licensed registered nurse.

A signed financial agreement is mandatory. Your financial obligation will be outlined in this agreement and a copy will remain in your child's folder.

Field trips off the property require written parental permission slips.

If your child is enrolled in our infant or toddler area, you will be asked to review and sign special forms for your child's specific needs.

Each spring you will receive information about re-enrolling your child for the following school year.

Concerns and Conflict Resolution- If you have any questions or concerns regarding your child we ask that you speak to their teacher first. You may also speak with the supervisor on duty. Tamy Gates, the center director, is also available to help with unaddressed complaints and can be reached at (702) 458-2243. You have the right to request and review any complaints the facility has received within the last 12 months of your child's enrollment. You may also address the board of directors concerning policies and procedures or complaints by submitting it in writing to the director or by mailing to the Community Lutheran Church, Attn: Hill and Dale Board of Directors 3270 E. Tropicana Ave. Las Vegas, NV. 89121

Notice of Nondiscriminatory policy as to students- Hill and Dale Child Development Center admits students of any race, color, national, or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national, and ethnic origin, gender identification or family make up in administration of its education policies, administration policies, scholarship programs, and other school administered programs.

We reserve the right to assess each situation on an individual basis to ensure that we can properly meet all of the child's needs.

Payments Due- Tuition is due upon arrival the first day the child attends of the week owed. Late fees of \$5.00 each day will be assessed if payment is not received at the time of arrival. Families who have not paid

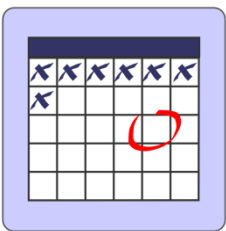
will be locked out of the computer check-in system until payment arrangements have been made. After five days, without notice, your child(ren) will be excluded from Hill and Dale.

Withdrawal Policy- You are required, to notify Hill and Dale in writing, two weeks in advance of withdrawal. If you are non-compliant with this policy, two weeks tuition will be billed to your account with collection measures taken if necessary. A one week lapse in attendance without notification and without tuition payment is considered withdrawal from Hill and Dale.

Arrival and Departure- Please do not leave any children and /or valuable in your car, locked or unlocked, while you are bringing or picking up your child. Vandals target childcare centers where families tend to leave purses in their cars. There is absolutely no parking along the red zone in front of Hill and Dale. This is for the safety of the children.

When bringing your child to Hill and Dale, please walk them from the parking lot to their classroom(s). Parents, the state requires that you check your child in each morning and check your child out at the end of the day. No children are to use the entrance computer. You and the escorts that you have designated will be assigned codes for checking your child in/out. Please note that if you will be having an authorized escort picking up or dropping off your child, they will have their own code. We will be happy to assist you in issuing these codes as needed. This way, the computer tracks exactly who has been responsible for dropping off and picking up your child.

Notice- We use air sanitizers daily and employ a pest control company to spray monthly and as needed



Hours and Holidays- Hill and Dale is open Monday through Friday from 6:30a.m. to 6:00 p.m. We are closed for 10 holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, July Fourth, Labor Day, Thanksgiving and the day after, Christmas Day, and President's Day. Nevada Day will be a teacher in-services day. If Christmas Eve or New Year's Eve falls on a day of operation, we close at 4:00 p.m. In the event of an unforeseen situation we reserve the right to close up to 2 days per incident without financial credit being given

Vacation and Sick Policy- Hill and Dale offer two weeks of tuition-free time each year beginning one month (30 days) after the effective day of your contract until it expires or is terminated. The time may be utilized for either vacations or sick time. It must be used in one week increments only (i.e.: Monday thru Friday) and may not be divided up to equal a five day period. You are required to give 1 weeks' notice to the office, in writing, so that we can credit your account accordingly. We realize that there is no way to pre-plan a sick week but in order to receive credit for such a week we do need a doctor's note and to be notified as soon a possible.

The two tuition-free weeks that are offered to you may NOT be used towards the two week period prior to your withdrawal and may not be carried over to the following school year.

Holding Fee- All families will be given an opportunity to use three sets of 3 week blocks during the contract year. Holding fees will be assessed in lieu of full tuition based on 25% of the weekly contracted amount times 3 weeks. **Hold fees are based on the majority of the previous 6 months of your contract prior to using a 3 week hold.** This fee is not applicable towards any tuition, drop-in fee, or registration. Upon the child's return, tuition will be charged at full price. All holding fees must be paid prior to leaving. You may choose to withdraw your child(ren) for summer months rather than pay the holding fee. In this case, the registration guidelines and the withdrawal policy will apply. You can register your child up to 2 weeks before your need care.

Late Pick-Up Fees- Hill and Dale does close promptly at 6:00 p.m. A \$1.00 per minute fee per family will be charged at 6:01 p.m. and thereafter. In addition, at 6:10 p.m. an additional \$10.00 late fee per family will be added. Families who are consistently late will be asked to make other child care arrangements. If you will be later than usual picking up your child, please call us so we can reassure your child that you are coming soon.



Illness Guidelines- Please keep your child home if they are ill. A sick child doesn't perform well at school, requires extra attention from the staff, and exposes other children and staff to the illness. Any staff member may refuse to admit your child to school when they arrive if they are obviously ill. If your child becomes ill while at school, we will call and ask you to pick them up. The following guidelines are provided by the Clark County Child Welfare Department for us to use at Hill and Dale. They are excerpts from Care of Mildly Sick Children in a Child Care Facility, Developed by Beverly Gail, R.N., and Beverly Neyland, M.D. The guidelines are:

1. Children who vomit or have acute diarrhea will be sent home. The child must be diarrhea free for at least 24 hours.
2. Even in the absence of any other symptoms, children who act very sick, who are extremely listless or complain of feeling very sick will be sent home.
3. Children with a fever of 100.4 degrees or above will be sent home and must remain out of the center until they have been fever free for 24 hours without fever reducing medicine. If your child's fever is 104 degrees or higher, we reserve the right to call 911.
4. For purpose of isolation and prevention of further illness, a child with contagious sickness may be considered non-contagious 24 hours after they begin taking antibiotics. Hill and Dale require all children on antibiotics to be out of the center for 24 hours after their first dose, including preventative antibiotics.

Medication- Southern Nevada Health Regulations for child care do not require centers administer medications. Hill and Dale Child Development Center may, at its discretion, administer medication that cannot be administered by the parents. Parents will be expected to make every effort to avoid requesting medication be administered. Every situation will be dealt with on a case by case basis and must be pre-approved by the

administrative staff. We reserve the right to request that a parent return during the day if necessary to administer medication or we may determine that the medication regimen indicates that the child is not healthy enough to attend.

- **We do not** administer cold medication or pain relievers; typically if a child requires these they should not be admitted into the center
- **We do** apply diaper creams or ointments that are free of antibiotic, anti-fungal or steroidal components that do not require a doctor's note and do not need to be signed in.

If medication is to be administered- Parents must sign-in the medication authorizing Hill and Dale staff to administer.

- Parents will need to provide the correct measuring device
- Prescriptions must be in the original container which must have a child-proof lid, and labeled clearly and prominently with the child's first and last name.
- All prescribed medication shall have a medical information sheet on file for the duration of the treatment.

If the medication is over the counter, in addition to the above information, a doctor's note will be required stating:

- The symptoms that would indicate the medication should be given
- The specific medication name
- The amount of medication to be administered
- The times the medication is to be administered-"as needed" must be defined as to length of time between doses and maximum doses in a 24 hour period
- And the length of time to be administered

When the duration of treatment is completed, the medication must be removed from the center.

Breathing Treatments- Parents shall provide specific training to staff responsible for administration of treatments/medications and must provide all of the equipment. Parents will be expected to set schedules to limit treatments to a maximum of one treatment while the child is in the center. We will not administer 3.5 hours after the child arrives or departs.



Sack Lunch Guidelines and Snack Information- Hill and Dale participates in the Special Milk Program and provides milk for all children. Hill and Dale assures the Nevada Department of Education that all children enrolled are served milk at no separate charge and that there is no discrimination in milk program operations.

To file a complaint of discrimination you may, write the USDA, Director, Office of Civil Rights, Room 326-W, Whitten Bldg., 14000 Independence Ave; WS, Washington, DC 20250-9410 or call (202) 720-5962 (voice & TDD).

If your child does not drink the milk we serve, you must bring a substitute milk product such as rice milk, almond milk, or soy milk to be served in place of cow's milk.

Suggestions on what to include for sack lunches:

- Healthy, non-perishable main course
- Fruits or vegetables, both fresh and canned
- Crackers or bread
- Fruit snacks (100% fruit)

Items to be excluded:

- Candy
- Drinks (all children are served milk)
- Sugary Desserts

If any of the excluded items are brought in, they will be sent home. There will be no heating or refrigeration of food. We suggest using a thermos or ice pack if needed. The teachers will assist with opening items.

There will be a regular \$5 daily charge for forgotten sack lunches and we will try and contact you first if we are aware of it ahead of time.

Please do not allow your child to bring breakfast items into the center in the morning. Breakfast must be finished before entering the center.

Food Substitution for Medical Reasons- For children receiving snacks that have a medical reason for substitution of foods, parents must get an authorization form from the office to be filled out by the pediatrician. We may be able to provide medically necessary food substitutions authorized by a pediatrician or we may ask the parents to provide the snacks if the allergy is in many of the foods we serve, except for milk substitutes, parents will provide that.

We often ask parents to help provide snacks for special holiday parties. This information will be made available to you prior to each party in your child's room. If you are intending to bring snacks to celebrate your child's birthday, please coordinate this with your child's teacher. Items brought in must be **store bought** and in **sealed containers**.



Clothing and Personal Belongings- Please dress your child in play clothes.

Many of our activities can become messy. Appropriate dress for your child is important, as we are required to provide outside play each day. Shoes that protect feet are also necessary.

Hill and Dale is not responsible for any personal belongings brought into the center. Children may not bring toys to school. Children may not bring guns, knives, or other weapons to school at any time. Please do not send gum, candy or money to school with your child. Please refrain from bringing in expensive items, as they may get lost or broken.

Inappropriate Behavior Guidelines- Any physical punishment is strictly forbidden and cause for immediate employee dismissal. The teachers explain the rules, and the reasons for the rules, to the children. Positive reinforcement and positive guidance techniques are used to ensure good behavior. Redirection and conflict resolution procedures will be utilized. Parents are called in for a conference if a behavior persists, is disruptive to the class or is a danger to others. These rules are set for the safety of all.



Emergency Procedure Policy- In case of an emergency that requires medical attention, the parent will be notified. Please list all numbers where you can be reached at all times. In the event the parent cannot be reached, we will contact the names given by the parent to be reached in case of an emergency. We will contact the person in the order given. If deemed necessary, 911 will be called and a staff member will accompany your child to the hospital.

Transportation Policy- Hill and Dale does not own vehicles to transport children. In the event that we do coordinate transportation, all State of Nevada Child Care Licensing Unit regulation and DMV laws will be strictly adhered.



Fire Drills, Disaster Drills and Evacuations- Each month, at least one fire drill will be conducted at Hill and Dale as required by law. This can be a frightening experience for small children. The teachers will discuss with your child(ren) what will happen during a fire drill and why we have fire drills. Disaster drills are done quarterly and may require practice evacuations to the church building. If we are directed to leave the property, we will relocate the children to the closest Red Cross center at either Woodbury Jr. High at 3875 E. Harmon or Green Valley Christian Preschool/Church at 711 Valle Verde Ct. in Henderson.

Smoking Policy- There is no smoking in the building of Hill and Dale. Smoking is permitted in the open-air courtyard area of the church only. This area is out of the children's view.

Liability Insurance- Hill and Dale Child Development Center meets all liability insurance requirements of the state.



Parent Participation and Observation- We welcome and encourage all parents to participate in our Center's programs. All responsible persons have the right to observe the program before and at any time after enrollment of the child. We expect all responsible persons to demonstrate appropriate behavior, reporting any concerns to staff, allowing staff to enforce rules and discipline. A close connection with the family and home is a sincere goal of ours. Classes occasionally take field trips within the community and parents are often needed to help supervise the children during these excursions. We also require a \$20 quarterly fundraiser payment. You will acknowledge this commitment to meet this fundraiser when signing your financial agreement. We also appreciate any donations of good used toys, books, crib sheets, high chair, etc. We will be happy to supply you with donation letter for tax purposes for these contributions upon request.

Policy on Divorce and Child Custody Cases- Hill and Dale maintains a neutral position on divorce and child custody cases. It is very important that we strive for a positive rapport with both parents for the welfare of the child(ren).

We will be happy to provide attendance records showing who picks up and drop off the child and payment records. Please know that the payment records only indicate when payment was posted and the check number or that it was paid in cash. Our cash receipt lists the child's name only and does not indicate who pays. We provide

these records to both parents upon request. This method will save you time and money, as a subpoena from an attorney is not necessary.

We ask that one weeks' notice be given to prepare these documents to you. We reserve the right to charge an hourly rate for this service as well as a fee for copies.

Case studies show that children do best with as much consistency in their daily lives as possible, noting that day care is big part of their lives. It would be helpful for the teachers to know any changes going on in your child's lives as they may act out in anger or be very sad, although we also respect your privacy.

Babysitting Policy- Because Hill and Dale hires highly capable and responsible people, it is natural for parents to seek out our employees to babysit for/or socialize with their families. We strongly discourage this. We find that it crosses a professional boundary and can sometimes create an atmosphere of favoritism for one child or family over another. Any babysitting/transportation arrangements made between parent and teachers are totally outside of the scope of the employment and enrollment at the center. And Hill and Dale accepts no responsibility or liability for this.

Closing- This handbook has been prepared to familiarize you with our center, our policies and our procedures. We are dedicated to providing your child(ren) with a "home away from home".

