



**Based Christian Preschool and School-age.**

# **Parent Handbook**

**222 S. Victory  
Burbank, CA 91502**

**(818)276 9121  
[Shchildrenscenter@southhills.org](mailto:Shchildrenscenter@southhills.org)**

**South Hills Children’s Center Mission Statement and Philosophy.....**  
**Statement of Services.....**  
**Hours and Days.....**  
**State Licensing.....**  
**Admission Requirements.....**  
**Admission and Withdrawal.....**  
**Drop Off.....**  
**Pick Up and Late Fee.....**  
**Custody Situations.....**  
**Information Changes.....**  
**Health Requirements/Concerns.....**  
**Consent for Emergency Medical Treatment Form.....**  
**Immunizations.....**  
**Medications.....**  
**Illness and Continued Health.....**  
**Accident Reports.....**  
**Discipline.....**  
**Biting.....**  
**Diapers.....**  
**Toilet Learning.....**  
**Clothing.....**  
**Toys.....**  
**Curriculum.....**  
**Daily Schedule.....**  
**Class Divisions and Class Size.....**  
**Mixed-Age Grouping During our Afternoon Program.....**  
**Our Staff.....**  
**Staff and Family Relationships.....**  
**Verbal Communication.....**  
**Parental Involvement.....**  
**Children’s Birthdays.....**  
**Visiting South Hills Children’s Center.....**  
**Visitor Sign-In.....**  
**Volunteers.....**  
**Intruders.....**  
**Lunch and Snacks.....**  
**Photo Release Consent.....**  
**Registration Fee.....**  
**Monthly Tuition Fees.....**  
**Refunds.....**  
**Receipts and Statements.....**  
**Vacations, Illnesses & Leaving South Hills Children’s Center.....**

**Child Abuse Reporting Policy**.....

**Transportation Policy**.....

**Additions and Changes**.....

**Handbook Acknowledgement Receipt**.....

**SOUTH HILLS CHILDREN’S CENTER  
PARENT HANDBOOK**

**SOUTH HILLS CHILDREN’S CENTER MISSION STATEMENT:**

At South Hills Children’s Center, we believe that each child is a unique gift from God. Our approach fosters the whole child and recognizes that each one develops at his or her own rate. We are committed to providing an environment that is safe, loving, and rich in opportunities for learning and growth through age appropriate, hands-on activities. All these things combine to establish a solid Christian foundation.

**OUR PHILOSOPHY:**

We believe that every child deserves an opportunity to have a strong foundation for lifelong learning. Early learning lays this foundation when it’s meaningful, purposeful, and developmentally appropriate. Our goal is to provide a Christ-centered environment where children and their families feel safe, loved, have fun, and reflects high quality early childhood education. We are in the profession of preparing young children for a successful future in school, but most importantly we are preparing them for success in life.

**STATEMENT OF SERVICES:**

South Hills Children’s Center offers care for children aged 2 years through first grade, and our after-school program from first grade to fifth grade. Our daily activities and program consist of a flexible schedule created to provide diversity and challenges for children in all age groups.

**HOURS AND DAYS:**

South Hills Children’s Center (Preschool) is open from 8:30 am to 3:30 pm, Monday through Friday. Please see the Master Calendar for a list of Holidays and other school closure days.

**STATE LICENSING:**

We understand the importance of keeping strict compliance with the state licensing

regulations in order to ensure a quality environment for your children. South Hills Children's Center complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facility, playground, health and safety guidelines, and child/staff ratios.

### **ADMISSION REQUIREMENTS:**

Enrollment in our program is open to all families in our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child's parent or legal guardian may enroll a child. All forms must be completed and submitted to the office prior to your child's first day at South Hills Children's Center. Current immunization information must be submitted to South Hills Children's Center upon enrollment, and all immunizations must be current. Once a completed enrollment packet is received a Brightwheel notification will be sent to both parent's emails. Brightwheel is our school's database that will be used for all future correspondents as well as making monthly payments. Parents will be required to comply with all state regulations and South Hills Children's Center rules as set forth in this Parent Handbook. We are required by the state to have current and updated information on each child enrolled at South Hills Children's Center. As mentioned above, we require all forms be completed prior to attending South Hills Children's Center. If South Hills Children's Center is penalized or fined for incomplete information on any of our admissions forms or for failure to update/renew this information due to a parent's neglect, that fine will be passed on to the family.

### **ADMISSION AND WITHDRAWAL:**

Parents wishing to enroll their children are encouraged to come and tour South Hills Children's Center and meet our staff. We encourage tours to be scheduled, contact the main office to schedule your tour.

The purpose of the informal tour is to answer any questions you might have concerning our policies and procedures and make you aware of the flexible schedule of your child's average day.

If you wish to withdraw your child from South Hills Children's Center 30 days written notice is required. Tuition will only be prorated if the 30 days notice falls mid-month.

### **DROP-OFF:**

Drop off time is 8:30 am for the first section (Preschool)

Drop off time is 12:30 pm for the second section (Preschool)

Drop off time is 12:45 pm for the after-school program

Your account will be charged if you drop off your child(ren) before the time you have been schedule

Parents must accompany their child onto the property of South Hills Children's Center. Parents should go to the office to check-in their child. Children need to be escorted by their parents to the playground area or their child's classroom. Parents are required to make contact with a staff member before leaving their child. Children will not be permitted in the building prior to opening hours. Children are not allowed to come into South Hills Children's Center alone or to sign themselves in/out. Children must be escorted by an adult of at least 18 years of age. This is for their protection.

***We require that all children have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. If any of these things are determined, the Office will be notified, and the child must go home immediately.***

**PICK-UP AND LATE PICK-UP FEE:**

Pick up time is 11:30 am for the first section (Preschool)

Pick up time is 3:30 pm for the second section (Preschool)

Pick up time is 6:00 pm for the after-school program

Late fees will begin to apply right after picking up time finish. However, an Initial \$25 per 15 minutes or portion thereof for children picked up after the center closing time.

South Hills Children's Center closes at 6:00 pm. This fee is non-negotiable.

All persons authorized to pick-up a child from South Hills Children's Center must be at least 18 years of age and listed on the **Enrollment Application or the Identification and Emergency Information Form (LIC 700)**. Children must be checked-out before being picked-up from their classroom/playground. Anyone, including all parents, who are allowed to pick the child up, ***must*** be listed on the form or be approved in writing by a parent. The Office reserves the right to request photo ID of any individual at any time.

In emergency type situations parents may call South Hills Children's Center and give verbal approval to an alternate individual to pick-up/drop off. Photo ID will be required at time of pick-up/drop off. South Hills Children's Center reserves the right to not allow any individual onto South Hills Children's Center property for drop-off or pick-up if they have created a problem. Anyone not recognized by sight will be asked for a photo ID. It is the parent's responsibility to notify the office and make necessary informational changes.

An attempt will be made to contact individuals on the emergency contact list after children have been left 5 minutes past closing.

**Children left at the South Hills Children's Center later than 60 minutes past closing will be considered abandoned, Child Protective Services and Burbank Police Department will be informed.**

Parents, or those picking up children, are required to call ahead if they are going to be more than 5 minutes late.

## **CUSTODY SITUATIONS:**

In a custody situation the parent signing the child into South Hills Children's Center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be included in the child(ren)s enrollment file.

If a parent who is not listed, or who believes the information given to us was inaccurate, or contests the authorization details, first must offer proof that they are indeed the legal parent or guardian and have legal rights to pick up the child. South Hills Children's Center will require that documents be provided to the school by the parent's attorney for clarification.

South Hills Children's Center reserves the right to not allow any individual onto our property for drop-off or pick-up if they have created a disturbance.

## **INFORMATION CHANGES:**

**Parents are to notify South Hills Children's Center of any change in home or work phone numbers and addresses. This is for your child's safety so that we may reach you in an emergency or if your child is sick.**

## **HEALTH REQUIREMENTS/CONCERNS:**

South Hills Children's Center must be notified of any food, non-food or medication allergies that affect your child. All allergies must be listed on the **Consent for Emergency Medical Treatment (LIC 627)** and the **Child's Preadmission Health History—Parent Report (LIC 702)**. The required forms must be provided to the office as soon as an allergy has been identified. This form must be updated annually or as needed. If your child is in need of an Epi-pen and/or any other form of treatment due to allergies, it is the parent's responsible to provide such treatment to South Hills Children's Center along with appropriate signed consent forms.

### **Allergy Protocol:**

If a MILD reaction is determined: Office is informed immediately, Benadryl is administered as directed on the **Parent Consent for Administration of Medications & Medication Chart (LIC 9221)** and parents are called. Office staff to determine if additional treatment is needed or if students need to be sent home.

If a SEVERE reaction is determined: Office is informed immediately, Benadryl and/or EpiPen is administered as directed on the **Parent Consent for Administration of Medications & Medication Chart (LIC 9221)** and parents are called. If a student is having difficulty breathing, unresponsive and/or lethargic, emergency services (911) is initiated first.

***Because of the increasing number of children enrolling into South Hills Children's Center with food allergies, South Hills Children's Center requires that parents not send bags of nuts, granola and/or Trail Mix type snacks in student's lunches/backpacks. These types of snacks will be sent home unopened.***

## **CONSENT FOR EMERGENCY MEDICAL TREATMENT FORM:**

The **Consent for Emergency Medical Treatment Form (LIC 627)** gives South Hills Children's Center authority to obtain all emergency medical and dental care deemed necessary by South Hills Children's Center staff. Please provide your child's doctor, dentist and hospital of choice. Also, please list phone numbers, addresses, and additional emergency numbers of all contacts. It is required that all emergency contacts be listed in your child's enrollment file.

## **IMMUNIZATIONS:**

All children enrolled at South Hills Child Care must have their immunization records up-to-date or provide an exemption affidavit. The child's immunization record must be provided by the parent and all information must be current. The **Physician's Report (LIC 701)** is also required to be completed and signed by a health care provider. This form will state that the child has received all current, age-appropriate immunizations. Parents wishing to take exemption to immunizations must complete the appropriate documents. If South Hills Child Care is penalized or fined for non-compliance of immunization cards due to a parent's neglect, that fine will be passed on to the parents including an additional \$50.00 administration fee.

## **MEDICATIONS:**

If your child is taking or is prescribed medications, this information must be listed on the **Consent for Emergency Medical Treatment form (LIC 627)** as well as on the **Child's Preadmission Health History - Parent Report (LIC 702)**.

**Prescribed medications** must be stored in a locked cabinet in the Office only. Medications are not to be sent with children in backpacks. All medications must be in their original bottle/box with the child's name, instructions and dosage requirements clearly printed on the bottle. Medications must be current and not expired. A **Parent Consent for Administration of Medications and Medication Chart (LIC 9221)** form must be completed prior to any medication being administered by South Hills Children's Center staff. South Hills Children's Center reserves the right not to give medication if the dosage is questionable or not according to the label.

**Over-the-counter medications** will not be administered without a doctor's note.

## **ILLNESS, CONTINUED HEALTH, AND POLICY FOR ILL CHILDREN:**

These guidelines are for the welfare of all of our children. In order to provide a safe and healthy environment we rely on our parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child's development. We feel that if your child is too sick to play outdoors then they are too sick for school.

**A child that is vomiting, has diarrhea or a temperature of 100 degrees or above, should be kept home.**

All children shall have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior, see the Drop-Off section above. A child that is too ill to remain at South Hills Children's Center shall be supervised and cared for until the child can be cared for elsewhere.

**The child will be sent home if he/she is running a temperature of over 100 degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious condition. The child cannot return to school until they have been symptom free for 24 hours or have a doctor's note clearing the child to return to school. South Hills Children's Center reserves the right to request a return to school notice from a Health Care Provider.**

In the event you are called to come pick up an ill child, South Hills Children's Center requires that someone listed on the **Enrollment Application or Identification and Emergency Information Form (LIC 700)** be available to pick-up your sick child.

\*\* Please note if your child is out **THREE** days or more, a doctor's note will be required to return to school. \*\*

### **ACCIDENT REPORTS:**

Safety is a top priority of South Hills Children's Center. There are times when a child will have an accident/incident with another child. If the accident/incident requires "more than a hug", our teachers will complete an **Ouch Report** for you detailing what happened and the nature of the injuries. If any first aid is administered, the treatment will be described to you. A copy of the **Ouch Report**, signed by the staff member that witnessed the accident/incident, will be provided to you and a copy filed in your child's file. If your child happens to be injured by another child, we ask you to please respect the child's privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation but could cause a confrontation between our families. We will handle any and all behavior problems in a professional and appropriate way.

### **DISCIPLINE:**

It is vital to the well-being and successful development of young children that they have clear consistent and appropriate limits on behavior, based on their age and maturity level. Behavioral expectations and classroom limits are made clear to the children and are reinforced in a firm, positive, and loving manner.

We are committed to developing an independent, responsible, and caring behavior on the part of the children; therefore, we approach "setting limits" (discipline) in a predictable, clear and sensitive manner. We do not believe discipline is a form of punishment. The limits we set arise from two areas of importance: 1) not hurting oneself or others, and 2) respecting everything in the physical environment. We also set up the environment to minimize the necessity of limits and share control with the children in the decision-making process. In "disciplining" a child, our primary goal is to support the child in developing awareness in these two areas and then establishing effective "inner discipline" or self-control. This reduces their dependence on adult-imposed control.



Since developing “inner disciple” is our primary objective, setting limits is treated as a learning process. If a child’s behavior is inappropriate, a natural consequence appropriate to the behavior is applied. Our first course of action is generally positive redirection (for instance a child may be simply redirected to another activity) and facilitation of what we call “win-win” problem solving. If neither of these two methods proves effective, he/she may have to be removed from the situation. Time away is not “time out”. It is not punishment and never humiliating. It is used as a mechanism to assist the child in inner control. It provides the teacher and child an opportunity to talk. Ideally the child determines the length of the time away by letting the teacher know when he/she is ready to participate again in an appropriate manner. If the child has created a physical mess, he/she will be responsible for its clean up. **At no time will a child be struck, roughly handled, or verbally abused as a disciplinary measure.**

### **BITING:**

Biting is a common and developmentally appropriate behavior in young children, especially from 9-30 months. Generally children over the age of 3 years of age have developed more appropriate ways to communicate. Experts in the field of child development report that biting occurs as a result of a child’s inability to communicate. Children may become upset by a new experience, and may bite as a response. While biting during the toddler years is developmentally appropriate, it is upsetting to parents and caregivers when it occurs. The goal of our policy is to replace the child’s undesirable behavior with a more effective way of communication and to ensure the health and safety of everyone in our program.

- When children bite out of frustration or anger, behavior will be redirected to some other activities and/or will be shown an alternate way to communicate what they want. We will encourage the use of language to express wants and needs.
- Parents will be notified if their child is bitten at school. However, in order to protect the privacy of all families, parents will not be informed of the child who bit.
- Biting incidents will be communicated to the parents of the child who bit to ensure staff and parents are working together to understand and prevent this behavior.
- At the discretion of the Director your child may be required to be picked-up.
- In order to ensure the safety of all children, if all attempts to stop chronic biting fail we reserve the right to remove the biting child from the program.

### **DIAPERS:**

Diapers, wipes and rash ointment (if needed) are to be provided by the families of non-potty-trained children. All items must be labeled with the child’s first and last name. We encourage parents to bring a package of diapers/wipes to leave in your child’s classroom. You will be notified when your child is running low on supplies.

### **TOILET LEARNING:**

Toilet learning is best accomplished with the cooperation of teachers, parents and children.

Children learn toileting skills through consistent positive encouragement from adults at home and at South Hills Children's Center Toilet learning usually begins around 2 years of age. When a child shows an interest in toilet learning, the parents and teachers will work with the child in a consistent manner.

Children will always be helped when/if needed. We ask that parents notify teachers of their child's progress of toilet learning so we can support that level and provide consistent encouragement.

### **CLOTHING:**

We encourage the children to dress for play and comfort as the weather changes. Because our program is based on play and exploration your child WILL get dirty!! Children will have opportunities for outdoor play twice a day, weather permitting. Children will go outside if the temperature is below 100 degrees with the heat index taken into consideration.

It is required that you bring one set of extra clothes for your child in case of a spill or accident. We have some extra clothes available, but we may not have the item your child needs in his/her size. If your child comes home in South Hills Children's Center clothes, please wash the clothes and return them within one week. **It is strongly suggested that all clothing brought or worn to South Hills Children's Center have the child's name on it.**

For the safety of our students, students are not permitted to come to school in flip-flop type sandals unless a strap is present around the heel. No hats or clothing with offensive logos and/or designs will be permitted.

### **TOYS:**

South Hills Children's Center has a wide variety of toys, games and other resources to offer children. **Personal toys are not permitted** as they can cause disputes and can be broken or lost. If toys are brought to school, they will be placed in the child's backpack to be sent home. The exception to this is show-and-tell or sleep-toys which should be labeled with the child's name and left in backpacks.

South Hills Children's Center is not responsible for stolen, lost or broken toys or clothing. ***Do not bring toy guns, war toys or other toys of destruction.***

### **CURRICULUM:**

#### **Emergent Curriculum**

Emergent curriculum is defined as a process where teachers plan activities and projects based on the specific group of children they are working with, taking into account their skills, needs, and interests. In an emergent curriculum program, what happens in side by side classrooms will look different because of the varying skills, interests, and needs of the children within those classrooms. A teacher takes into account all that she knows about individuals and the particular group of children she teaches and plans accordingly.

Emergent curriculum is a developmentally appropriate approach to planning for children's learning in early childhood settings. Through this approach, teachers gain greater

understanding of each child's individual needs, allowing for thoughtful and individualized programming.

### **How an Emergent Curriculum Works**

A successful emergent curriculum approach means that teachers thoughtfully plan the environment, offering many visible choices, based on the children's skills and needs. Teachers conduct observations and plan based on their observations of children. Teachers practicing emergent curriculum also utilize reflective practice, taking time to reflect and act on their observations of children.

Project work is often another component of programs that successfully practice emergent curriculum. Projects allow children to study a topic in more depth over a period of days or weeks and can involve a small group or the whole class. Projects in an emergent curriculum classroom often focus on answering children's questions such as "Where does water go when you water plants?" or "Why are things different colors?" or "What kinds of homes do animals have? And what about people's homes?" Attentive teachers take note of children's questions (for example, while helping to water the flowers) and where appropriate, build project work to help answer those questions.

Our curriculum, although it will vary depending on age and we are introducing **STEAM** concepts in early childhood, South Hills Children's Center prepares today's children to become tomorrow's innovators, thinkers, entrepreneurs, and stewards of global well-being.

STEAM = Science, Technology, Engineering, Art and Math

Our focuses are on science, technology, engineering, and math (**STEAM**). We believe God created children with a natural curiosity to explore their world and allowing children to do just that is the best way they learn. Children learn by interacting with their environment through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience.

### **DAILY SCHEDULE:**

Although your child's schedule varies somewhat day to day, a typical flow of a day's activities is below:

Centers: Activities specific to the curriculum focus that address all areas of development.

Group Time: Group times are child-centered participative sessions. The planned group activities include reading, music, movement, finger plays, and discussion.

Outdoor time: The playground is an extension of the classroom. Children can participate in an activity of their own choosing. Inclement weather, special events, or celebrations will occasionally affect the scheduling of outdoor time.

Snacks and Lunchtime: Staff sits with children while they are eating, encouraging and participating in quiet conversation.

Rest Time: Children are given the opportunity to nap or rest each day.

### **MIXED-AGE GROUPING DURING OUR AFTERNOON PROGRAM:**

Our program encourages times for mixed-age grouping of children to provide a rich learning environment that recognizes that all children are unique and develop at their own pace and according to their individual interests and abilities. In times of the day where mixed-age grouping is implemented, children who are at least one year apart in age are sometimes placed in the same classroom.

Our teachers and staff are educated in mixed-age grouping to help ensure it is implemented with the utmost focus on the child's development and safety. Mixed-age grouping is an effective tool in child development providing many benefits including:

- Older children learn to be helpful, patient and tolerant, while developing increased confidence in their own skills and abilities.
- Younger children have the opportunity to learn more advanced cognitive and socialization skills from the older children.
- Individual differences in development are better accommodated.
- Children are challenged to think about problems in a more creative and flexible way as they observe children of different ages approaching problems differently than they do.

### **OUR STAFF:**

At South Hills Children's Center we strive to provide nurturing, quality care in a highly interactive learning environment. Our friendly qualified staff are an integral part of providing this environment. Our current staff has had:

- A detailed interview and screening process.
- Approval by the state of California through a background analysis that cross references state and federal criminal records as well as child abuse reporting records to ensure that each employee has a background that is clear.

We believe firmly in training and continued education for all our employees and staff. We emphasize training and encourage all of our employees to exceed the state minimum training requirements to be qualified to continue to work in an early education setting.

### **STAFF AND FAMILY RELATIONSHIPS:**

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day and overall development through several written means.

- Email updates from the Director.
- Written communication in the form “Incident/Ouch” forms, and classroom memos will be placed in the child’s “Communication Folder” from time to time.
- Parent/Teacher meetings
- Parents have the option of requesting specific parent/teacher interaction to aid in the child’s development.

In order to protect the relationships of teachers and children in the classroom environment it is against our policy that our teachers babysit any children attending our school.

### **VERBAL COMMUNICATION:**

We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since staff members and teachers have responsibilities to the children. Furthermore, the person caring for your child at pick-up time may not be your child’s teacher and may not have current information regarding your child’s development. We suggest that you contact your child’s lead teacher to obtain detailed information on your child’s general growth and development either by scheduling a parent/teacher conference, calling the teacher or Director. You may e-mail us at [maria.martinez@southhills.org](mailto:maria.martinez@southhills.org)

### **PARENTAL INVOLVEMENT:**

We encourage all parents and or guardians to be involved in the activities. We believe that parental participation is key to any successful Children’s Center program. We have an open-door policy that allows parents access to South Hills Children’s Center during operating hours. We have enclosed a sample list of some of the opportunities for involvement in our program. Parents are in no way limited to the involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact our office with their suggestions.

1. Emergency Drills
2. Supply and handout snacks
3. Read stories
4. Playground fun
5. Have lunch with your child
6. South Hills Children’s Center fundraisers

### **CHILDREN’S BIRTHDAYS:**

If you wish to celebrate your child’s birthday at South Hills Children’s Center, please make arrangements with your child’s teacher and notify the office.

### **VISITING SOUTH HILLS CHILDREN’S CENTER:**

You are welcome to visit your child at South Hills Children's Center at any time. We do require that you check-in/sign-in with the office before going to your child's room. Persons not listed on the **Enrollment Application** or **Identification and Emergency Information form (LIC 700)** without being accompanied by a parent will not be allowed to visit. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section.

### **VISITOR SIGN-IN:**

Due to strict licensing guidelines and safety issues, we require that all individuals on our property sign in at the office upon entering our school grounds.

### **VOLUNTEERS:**

Any parent wishing to help chaperone an event must be approved by the Director. Volunteers are also welcome at South Hills Children's Center. Anyone visiting or volunteering for more than one day per month must go through a screening process. Our screening process includes, but is not limited to, 1) a signed statement indicating whether or not they have had a conviction of any law in any state, or any record of founded child or dependent abuse in any state; 2) a signed statement indicating whether or not they have a communicable disease or other health concern that could pose a threat to the health, safety or well-being of the children; 3) undergoing a fingerprinting and background check 4) a signed statement regarding child abuse.

### **INTRUDERS:**

The safety of the children is our first concern. Although we have an open door policy and welcome parents to visit their children we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process we also cannot allow parents to spend extended periods of time in our facility without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies.

### **SNACKS:**

Our school provides a morning snack and an afternoon snack. All food served will be nutritious and healthy. Each child will be encouraged to eat "growing food" before treats. Please alert our staff of any food allergies or food restrictions as we want to accommodate and respect individual preferences.

***Because of the increasing number of children enrolling into South Hills Children's Center with food allergies, South Hills Children's Center requires that parents not send bags of nuts, granola and/or Trail Mix type snacks in student's lunches/backpacks. These types of snacks will be sent home unopened.***

### **PHOTO RELEASE CONSENT**

We may take pictures of the children for use in their classrooms, for use with a project and or

for promotional use. There is a **“Photo Release Consent”** on the enrollment application, giving us permission to take your child’s picture or include them in short video footage, on Facebook, and/or our website. If you do not want pictures of your children to be used in any of the above-mentioned ways, please notify the office immediately.

### **REGISTRATION FEE:**

There is a non-refundable registration fee of \$100.00 per child/\$200.00 per family fee that is due prior to the child’s first day at South Hills Children’s Center and every year they will attend. No students are exempt from this fee.

### **MONTHLY TUITION FEES:**

It is our philosophy that families are paying for the spot their child will take at South Hills Child Care. This is not based upon attendance but rather on a set monthly fee that is due regardless of the attendance habits of the child who has the spot.

Our fee structure is based upon a school-year fee that is divided into 12 monthly payments set by the contract which is signed by the parents upon enrolling their child in the program. These contracts may be adjusted from time to time as needed with a two week notice of intent to change services. This is at the discretion of the Director based on space availability.

### **REFUNDS:**

In the event you overpay the credit will be applied to your next month’s tuition. In the event you have a balance after your child’s last day, all applicable fees will be subtracted from any balance prior to a final refund being issued. Refund checks will be mailed unless otherwise advised.

### **RECIEPTS AND STATEMENTS:**

Receipts are available upon request. Annual statements for tax and accounting purposes will be provided no later than January 31st of the following year.

### **VACATIONS, ILLNESSESS & LEAVING SOUTH HILLS CHILDREN’S CENTER:**

Time away from school is always permitted. However, monthly tuition remains the same regardless of your child’s attendance. As a courtesy, please notify the office of vacation/absences. SHCC requires a 30-day written notice prior to your child’s withdrawal from South Hills Children’s Center. Failure to notify South Hills Children’s Center will cause all fees to continue until written notification is given.

South Hills Children’s Center reserves the right to require the disenrollment of a child due to disciplinary reasons and/or behavioral issues. South Hills Children’s Center reserves the right to require the disenrollment of any child whose parent and or guardian have developed an uncooperative, aggressive, dissatisfied, or angry demeanor toward South Hills Children’s Center, or its staff.

### **CHILD ABUSE REPORTING POLICY:**

The State of California requires that South Hills Children's Center and all members of child care institutions be on the lookout for, and report to the State and appropriate authorities any and all suspected cases of abuse to a child.

All South Hills Children's Center staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that parents make the staff aware of any lingering bruising or other visible injury to minimize suspicion of child abuse or endangerment.

### **TRANSPORTATION POLICY:**

Parents are responsible for their child's transportation to South Hills Children's Center and for arranging their own carpools.

### **ADDITIONS AND CHANGES:**

South Hills Children's Center reserves the right to edit or adapt the policies in this handbook as the needs arise. South Hills Children's Center will make all changes and additions available at the time changes are made. Families will be notified of changes through the normal written communication policy of South Hills Children's Center when changes become effective.

We are so excited to have your family as part of South Hills Children's Center. If any additional information is needed that has not been addressed in this Parent Handbook, please notify the office at (818) 276 9121.



## Parent Handbook Acknowledgement Receipt

I \_\_\_\_\_, parent(s) of \_\_\_\_\_

Acknowledge that I have received and read the South Hills Children's Center

Parent Handbook and agree to abide by all policies and procedures while my children are enrolled in the preschool.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date