

# **Hillside Preschool**

## **Parent Handbook**

Hillside Preschool  
1415 Hillside Boulevard  
South San Francisco, CA 94080  
650-583-6854

August 2007

# Welcome

Hillside Church of God welcomes you and your child to a Christian atmosphere where your child can feel safe and confident in a stimulating learning environment. We define "Christian" as coming to know and love Jesus Christ as Lord. The Hillside Church of God genuinely cares about you and your family. We pray for the families of each of our students and extend to you an open invitation to attend our worship services and any of our family-oriented activities.

Hillside Preschool was established in 1959 and is fully licensed by the state of California Department of Social Services Community Care Licensing Division. (our facility numbers are 410500307 & 410517130) We are owned and operated by Hillside Church of God as an outreach ministry to families in the immediate vicinity and surrounding communities. We are dedicated to the care and education of children regardless of their ethnicity, color or creed. Hillside Preschool is a vital link in the chain of services to families who live and work in the Greater Bay Area.

This handbook provides you with information about our policies and procedures. Please read this information carefully. We suggest that you keep this handbook for future reference. We welcome your questions and also encourage you to discuss with us any concerns that you may have. Welcome to our preschool family.

# Philosophy and Mission

We believe that every child is a unique and precious gift from God. Our desire is to introduce our students to God's love through caring, compassionate teachers, personal growth and academic development. As said in Psalm 127:3, "Behold, children are a gift of the Lord". We thank God for each precious gift that He brings.

Our mission is to provide a safe and loving environment where our students can experience the opportunities for exploration and discovery that will build self-esteem and nurture development.

We want your child to ponder, explore, experiment and formulate ideas with wide-eyed enthusiasm. Since this occurs in our culturally and ethnically rich environment, your child will develop an appreciation for the wonders and diversity of God's amazing world. Here your child can thrive spiritually, intellectually, emotionally, morally, socially and physically.

Stability is a prized asset at Hillside Preschool. Our staff turn over is very low. We currently employ a number of teachers who have been with us for 10, 18 and 20+ years. They provide a wisdom and dedication that is seldom found elsewhere and a loving atmosphere that nurtures healthy learning and development.

# School Hours

Hillside Preschool is open **Monday through Friday**, from **7:00am to 6:00pm**, except holidays. (see list below )

Please call as early as possible if your child will be absent. We encourage you to leave a message if necessary, as we review them each morning.

Children must be picked up no later than **12:30pm** for **half-day** students and **6:00pm** for **full-day** students. There are no exceptions to this policy. Because we honor our dedicated teaching staff and are convinced that they need refreshment and renewal time before the next working day, we discourage the use of overtime care.

Late pick-up is defined as 12:31pm for half-day students or 6:01pm for all-day students. Late pick-up requires the implementation of an overtime format. The charge for this service is \$10.00 for each 15 minutes or fraction thereof for each child. The rate increases to \$20.00 per interval after the first 30 minutes of overtime. Payment for overtime services is due immediately at time of pick-up. Delinquent payments are subject to late penalties and loss of reserved space.

# Arrival and Pick-up

For the safety of your child, we require that each day, a responsible adult walk every child into our facility and sign in with their **full name** at the front desk. There are no exceptions to this rule and we can actually be cited by Community Care Licensing if they observe initials or first names only on these sheets. **Do not drop your child off in the parking lot or at the front door for any reason whatsoever.** Be sure that personnel are aware of your child's arrival. When your child is picked-up from our preschool, it is imperative that front-desk personnel or teachers be positively aware of pick-up. Your child must be signed out per your signature or that of your representative on file. For your child's safety, no exceptions can ever be made to this strict policy.

## Holidays

Hillside Preschool will be closed on the following holidays

**New Years Day, Martin Luther King Jr. Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Thursday/Friday and Christmas Eve/Christmas Day.**

# Financial Guidelines

The **Application Fee** is a non-refundable \$150.00 fee required of each new applicant for enrollment to Hillside Preschool.

An annual **Registration Fee** of \$75.00 is required of all new and returning students at the start of each fiscal year.

A \$10.00 **Reactivation Fee** is required of all students returning from a leave of absence. It is due with the appropriate tuition payment upon your return to Hillside Preschool.

A **Returned Check Fee** of \$25.00 will be assessed on all payments that are not honored by your bank.

Due to our non-profit status, Hillside Preschool depends on tuition payments for operation and maintenance expenses. Thus, tuition payments are due in advance, by the first day of each month. Payments submitted after the third day of the month will be assessed a **Late Fee** that is equal to 10% of monthly tuition.

Since a **reserved space** means that we have provided appropriate staffing and materials for your child on contracted days, we regret that **no credits or financial adjustments** can be made for student absences.

# Vacations

Hillside Preschool does not close during the summer. Therefore, arrangements should be made with the Director regarding any family vacations. **An annual, one week vacation** can be arranged provided your child has been attending Hillside Preschool for 12 months, your tuition status is current and you have submitted a two-week notice. Your reserved space is guaranteed, provided all fees are submitted on the scheduled date of return.

A **Leave of Absence** can be requested when your child will be gone for a longer period of time, **not to exceed three months**. It can be utilized for family emergencies, or for extended travel, if you wish. The same procedures must be followed that apply when you are arranging annual vacation time for your child.

# Withdrawal

We also require that a **two week, written notice** be submitted when you wish to withdraw your child from Hillside Preschool. Tuition that has been paid in excess of your **submitted date of withdrawal** will be available for refund if all of your accounts are up-to-date.

# Health and Safety

You child's health and safety is of great importance to us. According to California Licensing codes, your child must be screened for contagious diseases daily upon entering our program. Our teachers will screen for the following:

- watery, inflamed or crusty eyes/eyelids
- glazed eyes
- deep cough
- inflamed nostrils
- heavy nasal discharge
- skin rash
- flushed or clammy skin
- unusual irritability
- contagious diseases

## **Please keep your child at home if he/she**

- 1.** has had a **fever, vomiting** or **diarrhea** within the last **24 hours**
- 2.** is being treated with **antibiotics**, when treatment has been administered for **less than 24 hours**

These precautions protect our students, our families and our staff, but only if **everyone** follows them.

Should your child become ill during the day or show any of the above symptoms, he/she will be isolated and you will be contacted. For the physical and emotional comfort of your child, please arrange for prompt pick-up.

# Medication

Administering medication to children requires close observation and strict attention to the following procedures:

**Medication must be submitted to the teacher.**

Your **child's name**, the **doctor's name** and his **specific instructions** must be **imprinted** on the container. Never leave medications in your child's backpack or cubby.

Complete the medication form required by Licensing.

We can also administer over-the-counter medications (including sunscreen) as long as the instructions are clearly imprinted on the container.

The form required by Licensing must also be completed by you and submitted with the medication.

# Injuries/Insurance

Minor injuries will be handled by the staff at Hillside Preschool in a respectful and calm manner. A report of the incident will be completed and put on file. A copy of this report will be sent home with your child.

In the event of more serious injury, the director will contact you. If we are unable to reach you, we will contact the person designated by you on your child's emergency forms. Therefore **it is very important for you to keep the names and contact numbers on these forms up-to-date.**

Parents/Guardians are solely responsible for all medical, dental and accident insurance coverage, including any deductibles. Hillside Preschool does not provide insurance coverage. In sending children to Hillside Preschool, parents/guardians agree to accept full financial responsibility for all such insurance coverage.

# “Disaster” Procedures

An emergency could happen at any time. Therefore, Hillside Preschool has prepared for this with designated provisions of food, water, bedding and medical supplies.

In the event of a disaster during school hours, Hillside Preschool's “School Wide” disaster plan will go into effect to protect everyone on site. Our teachers will accompany children to designated areas where they will be cared for while they await release to parents or other persons who are authorized on their emergency form.

Injured children will be transferred to an emergency care facility, if possible.

All parents or designated parties who come for children are to **calmly check-in with the administrative office. All children must be signed out. There will be absolutely no exceptions to this rule!** Please make every effort to remain calm as children look to adults for guidance and comfort in a strange or frightening situation.

# Clothing/Personal Items

Parents are asked to dress their child in clothing that is

**simple**

**sturdy**

**washable**

**easy to open/close, with no difficult fasteners**

**labeled clearly with your child's name**

Filly or fancy garments are not appropriate in a preschool setting where activities often involve the healthy rumble and tumble and stretching of little muscles. Sandals and cowboy boots are not good footwear for the playground. Athletic shoes with proper support and non-slip soles allow for safe climbing, jumping and running. Hillside Preschool accepts no responsibility for damaged or soiled clothing.

Dress your child appropriately for the weather on a day-to-day basis. It is wise to always bring a jacket as our weather changes frequently throughout the day.

Parents are requested to maintain a change of clothing for their child in his/her cubby. Please provide clean and simple clothing for this "spare" that will be used in case of accidental soiling or tearing.

**Toys should not be brought to school unless a special "sharing" day has been designated by your child's teacher. Toys associated with violence are forbidden.**

# Nutrition

All food served at Hillside Preschool is prepared and served from our own modern kitchen facility. Included in our tuition rates are a mid-morning snack, a hot lunch and a mid-afternoon snack. Our nutritious meals and snacks are freshly prepared each day by our very capable and experienced kitchen staff. In this way, we are able to avoid the high salt and fat content found in most processed foods. We adhere to specific nutritional guidelines while appealing to the appetites and taste buds of the preschoolers in our care.

Please let us know if you would like to provide a snack for your child's birthday. We will be happy to advise you and to make the necessary arrangements.

If your child has food allergies, restrictions or special dietary requirements, we will try to accommodate all documented requests.

# Naptime

Young growing bodies that have enjoyed a rigorous or busy morning need rest in the afternoon. We set aside time after lunch for rest and napping. Simple cots are available and we ask you to supply a favorite blanket, which will be sent home each week for laundering.

# Discipline

Respecting oneself, respecting others and respecting the preschool environment are important lessons for young children. Much effort is put into maintaining a fair and consistent approach to discipline by our staff members. The physical environment and schedules have been planned to limit the necessity for teacher intervention. Realistically, however, situations requiring adult intervention do arise and the following steps are taken by our staff in an effort to make our **limits** and **consequences** clear to every child.

Should a child misuse equipment or treat another child or a teacher inappropriately, he/she will be addressed by the teacher at eye-level in a respectful manner and tone of voice.

If a child is so angry that he/she "loses control", he/she will be allowed the opportunity to regain control.

The teacher will then afford each individual involved the opportunity to explain his/her actions and feelings.

The teacher will next suggest and elicit ideas about different ways to handle the situation. This is a crucial element in successful conflict resolution.

Should a child continue to be uncooperative, he/she will be directed to a different area and activity.

# Unacceptable Behavior

**Unacceptable behavior** of a **persistent** or **dangerous nature** will be addressed by the Director with the parents. By doing so, we hope to avoid expulsion. It is our intention to work with parents to formulate the appropriate steps that will eliminate these behaviors.

These unacceptable behaviors are:

**assault**

**threats**

**verbal abuse**

**kicking**

**foul language**

**hitting**

**bullying**

**temper tantrums**

# Annual Events

At **7 o'clock on the second Thursday evening in December**, our preschoolers perform a selection of favorite songs in celebration of this most special season. It is a much anticipated occasion each year, enjoyed as much by the preschoolers as by their families and friends! At the conclusion of this annual performance, everyone gathers in the Fireside Room to share some Christmas punch and handmade "Angel Cookies". Cameras are welcome, but arrive early for the best seats!

At **7 o'clock on the third Thursday evening in May**, we hold our annual **Hillside Preschool Open House**. We begin the evening in the Chapel with a slideshow. It includes a photo of every child currently enrolled in our program and attempts to show all of the activities that may occur during an average day at Hillside Preschool.

We follow this with a trip to your child's classroom for an opportunity to meet other families, as well as your child's classmates. There will be wall to wall handwork on display and the opportunity to informally touch base with your child's teacher.

The evening concludes with the traditional refreshments shared in our gymnasium.

# Communication

**Communication between the home and school is crucial!** We want parents to feel free to discuss any aspect of the program with us. Our director is available regularly, but if you must leave her a message, she will make every effort to return your call before going home for the day.

We strive to maintain a loving home-away-from-home environment for your child. It is very important that we be aware of disruptions or changes at home that could manifest themselves at preschool through changes in your child's attitude or behavior. It is not our intention to be intrusive. However, we serve the best interests of your child when we cooperate and work together in His name.

In addition, if the need should arise, our Pastor is ready (by appointment) to counsel or assist you with any spiritual challenges.

# Table of Contents

Philosophy and Mission Statement	1
School Hours	2
Arrival and Pick-up	3
Financial Guidelines/Holidays	4
Vacations/Leaves of Absence/Withdrawal	5
Health and Safety	6
Medications	7
Injuries/Insurance	8
Disaster Procedures	9
Clothing/Personal Items	10
Nutrition/Naptime	11
Annual Events	12
Discipline Procedures	13
Unacceptable Behaviors	14

