



Mission Hills Church

Preschool

Parent Handbook

Version 09.2022

400 Mission Hills Court
San Marcos, CA. 92069
(760) 759-2164
www.mhcpreschool.org

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Preschool Policies and Procedures

1. Our Mission and Philosophy

Our mission is to assist parents as they raise their children by establishing a loving environment together with practical teaching in order to prepare each child for a future life of learning and serving God. Our preschool was established to fully minister to families in our church and in our community.

We are a ministry of Mission Hills Church and we believe in the true teachings of Jesus Christ as given to us in the Bible. We believe that each child is a gift from God and each one is individually and uniquely created. We accomplish our mission by incorporating teachings from the Bible in combination with an age-appropriate academic curriculum. Our program is also play-based, as we believe that children learn best by experimenting with all of their senses.

Our preschool staff is committed to providing each child ample opportunities to grow, learn and develop in a safe and nurturing environment. This environment stimulates learning and creativity by supplying a variety of ways for our students to practice problem solving and social interactions.

Our goal is to ensure that when your children move on from their time at Mission Hills Church Preschool (MHCP), they will be prepared for their next learning adventure and season of life, having been taught age-appropriate life skills and knowing the truth of God's love for them.

2. Our Values

- We value God's Word as truth and will incorporate it into your child's education.
- We value partnership and will work with you as parents to train your child for life's future adventures.

- We value clear communication and are committed to keeping you, the parent, informed of your child's progress.
- We value academic preparedness and will make sure we teach your child what they need in order to be ready for their next school experience.
- We value learning styles and will use creative and appropriate methods to help your child learn.
- We value a safe and productive learning environment and will do everything we can to provide such a place for your child.
- We value service and will teach your child what it means to serve others.
- We value a relationship with God and will model for your child what it means to know Jesus and follow Him.

3. Spiritual Development

Spiritual Development is part of our core values. Since the foundation of our church in 2007, we felt that God had called this preschool to serve in the community as a ministry to families and their children. It is our desire to teach young children about God and His Son, Jesus. Our ultimate goal is for children to know that Jesus loves them. We use the Beginner's Bible and other resource tools to teach biblical principles.

Our preschool families are part of our church and preschool family. We believe in the power of prayer and we consider it a special privilege to pray for our families and their children. We also say a prayer when we eat our snacks and meals. Prayer is often used when we deal with discipline issues.

Our preschool agrees with and abides by the Mission Hills Church Statement of Faith, and Constitution and Bylaws. MHCP teachers and administration adhere to and teach the foundational biblical principles of Mission Hills Church and submits to the authority and judgment of the Board of Elders including their accountability and restoration principles.

The church's Statement of Faith, and Constitution and Bylaws are available on our website www.mhcpreschool.org.

4. General School Information

Our school is open to all children on a non-discriminatory basis. We will not exclude any child from enrollment based on race, creed, national origin, religion or ancestry. Admission to the school will be given on a first come, first serve basis with priority given to students currently enrolled.

We offer Preschool, Pre-Kindergarten readiness and a Transitional Kindergarten (TK) program designed for children who are turning five in the fall.

We are a state licensed preschool and all of our teachers are state accredited.

We maintain a student/teacher ratio of 12/1 in our classrooms.

5. Hours of Operation

- Morning session 8:30 am – 11:30 am
- Full day hours 7:30 am – 4:30 pm
- **For half day students:** We offer Early Drop Off or Lunch Bunch each for an additional fee. Lunch Bunch hour is 11:30 am – 12:30 pm. Refer to the school website or inquire with administration for specific fees.
- **Extra Day Requests** are granted based on availability. Call at least 24 hours in advance. Refer to our website or inquire with school administration for specific fees.

6. Enrollment, Tuitions and Fees

Our preschool charges a non-refundable registration fee that is due each year at registration time. This registration fee covers the application process, insurance and supplies.

We accept children as young as two years and nine months of age through age five.

Our preschool year runs from mid-August to mid-June. Tuition for the school year is calculated for the academic school year. August and June tuition will be prorated. We also offer several weeks of summer camps. The school will be closed one week in August to prepare for the new school year – no fees are charged for that week. We also close one week during the Christmas/New Year’s holidays. **December tuition is not prorated.**

We use the Brightwheel app to manage all of our tuitions. Payments are due on the 1st of the month and will be considered late after the 10th of the month.

Through Brightwheel you will manage your payment details by adding a bank account or credit card. Choosing autopay will ensure your tuition is always paid on time.

With Brightwheel you have the flexibility to make payments, check account balances and access year-end tax receipts from the same app, in real-time and from anywhere.

In order to cover the regular ongoing costs of the school we cannot give credit or refunds during the regular school year for absences, illnesses, vacations, holidays, or school closures due to natural disasters, weather or public health emergencies/pandemics which may cause a temporary classroom closure. The only time that MHCP grants “vacation” time is during summer camps. Summer camp is charged by the week. We cannot give credit for absenteeism or holidays during summer camp.

For specific tuition rates, go to the preschool website at www.mhcpreschool.org or check your tuition rate handout that was included with your Registration packet.

6.1 Delinquent Tuition Payments

Payments received after the 10th will be considered delinquent and will incur a \$25 late fee, unless other arrangements have been made with administration in advance. If fees are not paid within 15 days from the

first of every month, MHCP reserves the right to withhold services until the debt is paid or to terminate services.

6.2 Tuition Fee Changes

The school usually adjusts tuition fees each year due to cost of operation increases. We endeavor to keep our fees affordable.

6.3 Late Pick Up Fees

We ask that you be prompt in picking up your child from school. It is the school's policy to charge a late pick-up fee of \$1.00 per minute starting at 11:35 am for half day students, 12:35 pm for students staying for Lunch Bunch, and 4:40 pm for full day students. After the third late pick-up, we will discuss the issue with the parents. **Please call if there is a problem that prevents you from being here on time.**

6.4 Bedding Fee

For full-day students we ask our parents to provide a crib-sized sheet and small blanket for your child's naptime. The bedding needs to be brought home and washed on a weekly basis. If you have not provided bedding, the preschool will supply a sheet and blanket for your child; however there will be a **\$10.00 per day** fee added to your monthly tuition.

7. Restroom Policy

All children must be fully potty trained and independent in bathroom hygiene to enter our program. The following is our definition or standard by which we define fully potty trained and independent:

- The child is able to identify when he/she needs to use the potty.
- The child is able to maneuver their clothes on and off independently. Teachers will verbally assist children with toileting needs.
- The child is able to control both his/her bowel and bladder thereby making the trip to the restroom without soiling his/her clothing.
- The child does not wear pull-ups or any other specialty garments.
- The child experiences less than two incidents of soiling himself/herself per month.
- The child can clean him/herself after a bowel movement.

- The child can successfully go to the bathroom in a standard size toilet without the use of a potty chair.

8. Arrival and Dismissal of Children

Each child must be officially signed in at the front counter by the person dropping off the child. Child's full name and adult's full signature to **sign in** and **sign out** is mandatory. Log the accurate time of arrival and departure.

Only the persons listed on the Identification and Emergency Information Form under "Names of Persons Authorized to Take Child From the Facility" may pick up the child and they must be at least 18 years of age. They will be required to show proper identification if not recognized by staff members. The child will not be allowed to leave with any other person without written authorization from parent or authorized representative.

Each parent plays a part in ensuring the safety of our school. At the beginning of the school year, each family chooses a five digit access code to enter our facility. The code is only effective during school operating hours. The code may not be given to anyone who is not approved to drop off or pick up the child. Additionally, we ask that you do not allow others to follow you in the door during drop off or pick up and do not allow children to use the key pad. If a parent has forgotten their code, they can ring the doorbell and a school administrator will assist them.

In the rare cases where there is a question of custody of the child, MHCP will abide by official court documentation when it comes to releasing of the child to a custodial parent. Requests to deny a parent access to the child cannot be accommodated without an official court order.

9. Lunches and Snacks - Peanut Free Facility

Parents provide lunch and snacks (one snack for half day and two snacks for full day) for their children each day they attend.

We are a peanut free facility, please do not include peanut products in lunches or snacks.

10. Illness or Injury Occurrences

If illness or injury occurs while attending our preschool, parents will be notified immediately and, if required, asked to pick up the child as soon as possible. If unable to reach parents, we will call the emergency contact person(s) on the list. In case of a serious injury, 911 will be called immediately and we will make every attempt to reach the family. If your child must go to the hospital and parents or emergency contact cannot be reached, a MHCP staff member will accompany the child.

11. Good Health Guidelines

We want to provide a safe and healthy environment for all children and our staff. In order to do this, we ask that sick children do not attend school. We would appreciate being notified when your child is ill. Our preschool follows the same policy with our staff members. **Children will not be admitted if any of the following symptoms are observed:**

- Fever over 99 degrees
- Vomiting or diarrhea
- Green or yellow runny nose
- Any communicable disease
- Lice, including eggs and nits
- Rashes
- Eye infections
- Any other condition the school administration feels is contagious

If a child displays any of these symptoms, the child must be symptom free without any medication for 24 hours before returning to school.

Children will be evaluated daily by their teachers for these symptoms. If the child is determined to be contagious, we cannot allow the student to attend school that day. While these actions may be inconvenient for one family, they ensure the health and safety of the entire school.

12. Medications

MHCP will not administer any medications unless it is absolutely necessary. All medications must have specific instructions from the student's physician and must be in the original package.

13. Inspection of Authority

MHCP is licensed by Community Care Licensing, a division of the California Department of Social Services. It is their responsibility to insure that child care centers provide a safe and healthy environment for children, and to investigate any complaints or questionable practices.

Please note that while it is our goal to always partner with parents, by law, Community Care Licensing is **not** required to obtain parental permission to interview a child in our facility. The Licensing Agency has the authority to do the following:

- Inspect facilities that provide care and supervision of children
- Interview children
- Interview staff
- Review records

14. Child Abuse Reporting Procedure

Employees of MHCP are legally mandated to report suspicion of child abuse or neglect to Child Protective Services. In addition, preschool administration must be informed in order to report the incident to California Child Care Licensing.

15. Behavior Guidance

Staff shall provide each child with guidance that helps the child acquire positive self-concept and self-control. Behavior guidance used by each

teacher will be constructive, positive and suited to the age of the child at all times.

The following guidelines and standards apply:

14.1 To prevent unacceptable behavior from occurring the staff will:

- a. Model appropriate behavior.
- b. Arrange the classroom environment to enhance the learning of acceptable behaviors.
- c. Use positive reinforcement and descriptive praise whenever possible.

14.2 When unacceptable behavior occurs or is about to occur, teacher will use:

- a. Redirection – substitute a positive activity for a negative one
- b. Distraction – change the focus of the activity or behavior
- c. Active listening to determine the underlying cause of the behavior
- d. Time-out (separation from the group) is used as a last resort, and only when less intrusive methods have been tried and/or behavior of the child is dangerous to himself and others. In the event a time-out is used, a child will be separated from the group for a time that is appropriate for the age of the child.

Our preschool administration and staff comply with all Federal, State and Local laws prohibiting corporal or abusive punishment in child care settings.

Staff is expressly prohibited from using unproductive or shaming methods of punishment.

Parents and preschool staff should always work together to deal with persistent behavioral issues such as biting, or unusual or dangerous aggression to self or others. If a child appears uncharacteristically stressed or anxious, or otherwise motivated to engage in negative behaviors, it is the duty of the preschool staff to consult with the parents.

Mission Hills Church Preschool hopes that the preschool experience is a pleasant experience for the child, families and staff. Sometimes, however, conflicts can arise between the staff and a parent. We have found that through open communication, most conflict can be resolved promptly and to everyone's satisfaction. We encourage open dialogue and respectful sharing of concerns and issues. The administration and church leadership are available and willing to assist with any conflict so that a resolution may be obtained.

Director (760) 759-2164
Lead Pastor (760) 759-2168

16. Discipline Policy

We recognize that part of our mission is to train children in appropriate ways to handle conflicts. We work on this by empowering children with tools and words to help them resolve conflicts as they arise. We use conflict resolution and empathy learning tools to address the behavior. We believe in equipping children to use their words to communicate with other children, and to inform teachers if something is not right.

We believe in respecting the integrity of each child. We believe that any response of belittling or anger towards a child or uses of corporal punishment are violations of the child's personal rights.

At times, a child's behavior may endanger others. We want to ensure parents that we will address such behavior immediately following these guidelines:

15.1 When a **first incident** occurs, the child's teacher will inform school administration of the situation and both teacher and administration will respond and deal with the situation immediately for the proper safety of all the children. Administration will report the incident to the parents to have them discuss and handle the issue with the child.

15.2 Should a **second incident** occur, parents will be contacted and asked to pick-up the child immediately. A conference will be

scheduled with parents, teacher and school administration to discuss what might be causing the problem and to finalize a plan of action for behavior modification. A referral for outside Behavioral Specialist to assess the behavior and give the child coping tools may be given to parents if the situation warrants. MHCP reserves the right to extend a temporary probationary period to allow parents time to seek outside advice and gather necessary resources to formulate a plan for the child so that no further incidents may occur.

15.3 Should a **third incident** occur, the parents will be asked to pick up the child immediately. A meeting will be scheduled with the school administration and Mission Hills Church Senior Pastor. MHCP reserves the right to terminate the child's enrollment should any of the following conditions exist:

- a. Our preschool is unable to meet the student's emotional or academic needs.
- b. The parents are unwilling or unable to work with the preschool to find acceptable solution to student's behavior.
- c. The student's continuing behavior endangers the well-being of other children, staff and/or the child engaging in the behavior.

17. Termination of Services

The following reasons may result in the immediate termination of specific care arrangements or enrollment in MHCP:

- Tuition payment past due in excess of one month (without prior arrangement with administration) and/or lack of adherence to our tuition payment policies.
- Lack of cooperation by the parents with the preschool's efforts to resolve differences and/or to meet the child's needs through parent/staff/administration meetings or conferences.
- Abusive language, behavior or threats by parents towards MHCP staff.
- Preschool's inability to meet child's educational or emotional needs.

Mission Hills Church Preschool

Acknowledgement of Receipt Parent Handbook of Policies and Procedures Version 09.2022

This is to acknowledge that I have received a copy of the Mission Hills Church Preschool Parent Handbook, Version 9.2022. I have read, understand and agree to comply with the policies and procedures that have been established and outlined in the Parent Handbook.

Parent/Legal Guardian

SIGNATURE

Parent/Legal Guardian Name

PRINTED

Student/Child's Name

PRINTED

Date

**Please sign and return this Acknowledgement of Receipt page
with your Admission Packet.**