



Family Handbook  
Policies and Procedures

**2016-2017**

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*“Train up a child in the way he should go,  
and when he is old he will not depart from it.”  
~Proverbs 22:6*

Welcome to Henderson Christian Academy. We are elated that you have enrolled your child in our program. The administration and staff look forward to working with you as a team; therefore, we ask that you read the handbook carefully so that you understand our policies and procedures. Please sign the Agreement Form at the end of the handbook and return it to the front office.

Children are accepted without regard to ethnicity religion, gender or national origin. Under the IDEA Act, children are accepted regardless of disabilities pending accommodations. Religious doctrine is taught at the school. We honor American celebrations, values and customs.

**What to expect in an early childhood education environment:**

**\*Children’s immune systems** are still weak, we clean and sanitize daily and thoroughly however illnesses will happen. It is common for children who have never been in a group setting to be sick for several months before they begin to fight off viruses etc. (please refer to our illness policy)

**\*Biting/hitting etc...** Please be aware that children under 3 are not able to communicate their needs to their peers. This often results in children becoming frustrated and it is common for them to bite as a result. We see this as an opportunity to teach the children in our care to use their words instead of using physical contact. We will work with each child individually and the parents to stop the behavior. Please refer to our biting policy.

**\*Dropping off:** It is very common for children to experience separation anxiety until they are 6 years of age, as caregivers/teachers we understand that it will take time for your child to become comfortable and trust that you will return. This takes time some children need 2-3 days and others do not become fully adjusted for weeks. Our approach is to reassure your child that you will be returning and that we will take care of whatever they need. We give lots of kind words, soft voices and hugs until your child is calm and happy. Please help us with this transition by talking to your child on the way to school, let them know you will be coming back and when you drop off please give a hug/kiss and say goodbye, lingering in the classroom only makes this transition harder on your child and the teacher.

**\*Before/afterschool expectations:** please be aware that we are a PRESCHOOL meaning during the hours of 9-3:30 we are conducting curriculum. If children are dropped off before 9 and picked up after 3:30 they will be in free play as this is considered before and afterschool care.

**\*Staff:** It is our goal to have consistency and structure in all areas of our program. Your child’s teacher may change throughout the year as turn over is very common in this field. It is not our desire for this to happen however there are a few things that contribute to this such as; we live in Las Vegas and people move in and out of this city very frequently. Teachers are going to school for education, some have the desire to move into school-age therefore if an opportunity comes up we understand. Sometimes it’s just not a good fit and we feel it is in the best interest of the children to make sure our teachers are here for them. Overall the administration does everything to maintain a happy, healthy and positive work environment.

. Aca follows the “Whole Child” philosophy:

\* Each student enters school **healthy** and learns about and practices a healthy lifestyle.

- Each student learns in an environment that is physically and emotionally **safe** for students and adults.
- Each student is actively **engaged** in learning and is connected to the school and broader community.
- Each student has access to personalized learning and is **supported** by qualified, caring adults.
- Each student is **challenged** academically and prepared for success in college or further study and for employment and participation in a global environment.



**Henderson Christian Academy accepts all children and families. If your child has a special need or request please take a moment to let the office know as soon as possible so we can make appropriate accommodations.**

## School Hours

Henderson Christian Academy is open Monday-Friday from 6:30 a.m. to 6:30 p.m. The phone number is **(702) 270-2595** and the fax number is **(702) 270-3186**. We are a 12-month school. We are closed for all legal holidays. Please see the office for a list of closures and events.

## Registration

All students must have the following forms completed, signed and submitted before their first day of school:

- Application for Enrollment (**It is extremely IMPORTANT that you keep us updated throughout the school year with new phone numbers, a new address, or the names of additional authorized escorts you wish to add**)
- Admission Form
- Tuition Agreement
- Release Forms
- Consent for Emergency Transport/Insurance Verification
- Medical Report/Updated Immunization Records
- Consent for Treatment
- Copies of parent's or guardian's drivers license
- Registration Fee (non-refundable) and first week's tuition
- Handbook Policy Agreement

## Tuition Schedule and Payments

Tuition is billed the Friday before of the scheduled school week. Tuition can be paid **weekly, bi-weekly or every four weeks**. Payment is due by the end of the business day, Monday. A late fee of \$25 will be assessed on your account if not paid by Tuesday, 6pm. Please be advised that students with delinquent accounts may not return to school until the balance is cleared—**NO EXCEPTIONS**.

If you will be paying tuition six-twelve months in advance you will receive a 5% discount. If you have paid in advance, you forfeit the remaining credit balance in the unfortunate event of early disenrollment.

Tuition is prorated to 52 weeks per year. **There will be no tuition reductions granted for sick days, absences, Staff Development days, or holidays.**

## Schedule Changes and Withdrawal

Changes in your child's schedule are subject to approval and availability. If you are anticipating a change in your child's schedule that will take place for a period of **four weeks** or more, you must submit the change in writing to the director. For example, if your child attends the academy for five full days, and your child will only be attending school for three full days for a period of **four consecutive weeks** or longer, we will apply the changes to the tuition agreement.

**Please note** if your child's scheduled day happens to fall on a day that the academy is closed, **he/she cannot substitute attendance** for a different day that week additionally, you are still required to pay your tuition in full. We often do not have the space to accommodate students on unscheduled days due to student/teacher ratio, availability, and scheduling.

Student's withdrawal notification must be **in writing** and done **two weeks** prior to your child's last day. You will be responsible for tuition fees two weeks from the receipt of your written notice. If your child has been dis-enrolled for any reason, a registration fee of \$150.00 will be applied upon returning to HCA.

### **Vacations**

We understand how important family time is and there may be times when your child will be out of school due to family vacations, events etc. Please inform your child's teacher and the administration at least two weeks in advance. Tuition will be discounted for vacation at 50% off the full amount. For example: If you pay \$185 weekly you would owe \$92.50 for the week you are on vacation. Vacation discounts will be applied twice a year to use at your discretion. The discounted week must be taken Monday-Friday as per our billing cycle to receive the full 50% off discount. To be eligible to use the discount your child will need to be enrolled for a minimum of three months after the start date and it is to be used before the anniversary of the following year. ***Please note that any additional time taken will not be discounted and you will be responsible for the full tuition regardless of your child's attendance.***

### **Drop Off Procedures**

**All classes begin promptly at 8:45 am** during the academic school year. All preschool & prekindergarten students should be at school by that time. If your child will be arriving at school after eight thirty due to a doctor's appt, etc... please make arrangements with the office to ensure an easy transition into the class that's already in progress. **PLEASE** be on time. We are a private school and your child will miss out on valuable teaching time and exciting events. When children consistently arrive at the same time everyday, it not only places the children on a similar schedule but it also helps them develop a sense of predictability and they will know what to expect upon arrival each day thus making their home to school transition easier. Tardiness not only affects your child, it also affects the teachers' ability to deliver their planned day for the other students. **9:00 a.m. is the last drop off time. Children arriving after 9:00 a.m. will not be permitted to school until after 2:30 p.m. that day. Infants last drop off time is 10:00 a.m.**

Parents/Guardians need to bring the student into the building and into their classroom when dropping off in the morning. **Children may not be left at the front office in the morning or in an unsupervised classroom.**

### **Drop off procedures are as follows:**

1. Use your code on the key pad to enter both sets of doors.
2. Clock your child in on the office computer using your pin received from the office.

3. Escort your child to his/her classroom and put away lunch bag, backpack, etc.
4. **Wash your child's hands before they enter the classroom/area.** –per licensing
5. Escort your child to the designated area (if not in classroom) and sign in with the teacher on the clipboard. **(This is required by NV State licensing).**

**As required by NV State Licensing**, parents/guardians must sign in/out each day on the classroom attendance sheet. These are legal documents and are needed daily for student counts, fire drills, emergencies or other legal matters.

#### **Pick up procedure:**

1. Use your code on the key pad to enter both sets of door.
2. Clock your child out on the office computer using your pin.
3. Sign your child out on the clipboard that is with your child's teacher.
4. Check your child's file folder and parent boards for important information, announcements and daily activities.

#### **Authorized Representatives**

**Please inform your child's teacher and the front office if someone different will be picking up your child. Also, make sure they are on the list of authorized persons to pick up your child. Anyone picking up your child must have written authorization by the parent/guardian, must be 18 years of age or older, and must be able to show a photo ID. No exceptions. Verbal authorizations cannot be accepted. This is for the safety of your child. We will not release any child to an adult that is not on the authorized list. This applies to siblings, as well.**

#### **Pick Up Times**

##### **Half-Day**

Children must be picked up promptly between 11:45 am and 12:00 pm Full-day students go down for their naps by 12:00 pm. A full-day fee will be charged to your account for children picked up after 12 noon.

##### **Full-Day**

The academy closes promptly at 6:30 pm. A late fee of one dollar per minute will be charged to your account for children left at the school after 6:30 pm. This fee must be paid that evening when picking up your child. We realize that you may have long days at your job, but please be aware of the time you drop off and pick up your child. Children also have long days at school and begin to yearn for their families after a lengthy time period. *Per licensing children are not to be left at school for more than 10 hours daily.*

## Absences

We look forward to seeing your child when they are scheduled. Please call the school in the morning and let us know if your child will be absent that day. ***You are still required to pay for your scheduled days in the event of an absence.***

## Lunch

Lunch food/drink and snacks that can be easily eaten and enjoyed should be sent for your child. The Health Department does not allow us to heat, cut/slice, or refrigerate items (excludes nursery). All lunch boxes should have ice packs if needed and have the child's name written clearly on them. **We are a NUT, SODA, and, CANDY free zone!!!** We ask that you send lunches that **DO NOT** contain any **nut** products, especially **peanut butter**, as some of our students have **severe** allergies. Please send a healthy snack with your child for mid-morning and afternoon. The school will not be providing snacks. Please provide a few extra healthy choices in case your child is extra hungry that day. ***If you forget to pack a lunch we will make one phone call to the parent, if there is no response and the school is required to provide a lunch a \$10 fee will be added to your account.***

## Rest Time

NV State Licensing requires a rest period of 2 hours for all young children who stay more than 5 hours in a school. Children are not required to sleep however we do encourage they relax and rest their bodies. Bedding is also required in the form of a CRIB SHEET and BLANKET. All items must fit in a zipped BACK PACK clearly marked with the child's name. They must be brought home at the end of each week and laundered.

## Uniforms

**All students** (with the exception of infants and toddlers) must wear the **mandated** Henderson Christian Academy uniform daily. Parent/guardian will be called to bring in their child's uniform if the student is not in uniform with the approved HCA logo. To complete the required uniform pants, shorts, or skirts must be navy blue or Khaki. On Friday's students may wear the "Spirit Shirt" and Jeans. For your child's safety, students should wear rubber soled closed toe shoes.

## Clothing and Belongings

Please make sure that your child has a change of clothing in case of an accident. The clothes must be in a bag with their **name** on it. Please remember that as the weather changes extra clothes must also be changed. In addition, we ask that children who are potty training have at least two changes of clothes; our goal is for them to have a positive potty training experience. **Please label EVERYTHING—this helps us to return items back to your child.** Please do not send toys from home unless they are for Show-and-Tell or otherwise permitted by the teacher.

## Birthdays

Celebrating your child's birthday at school is a very special time. In consideration of our school day, we ask that a one week advance notice to celebrate your child's birthday be given to your child's teacher this will also help to notify students who have allergies to bring a supplement. To keep our students with food allergies safe, parents may bring only

commercially prepared foods or snacks. Invitations can be handed out and put in the cubbies *only if all the children are being invited to the party.*

Also, please keep in mind that your child's teacher, on occasion, likes to give out treats. If you wish your child not to receive a treat, please let your child's teacher be made aware of this.

HCA does have parties for occasions through out the year. The teacher will notify you in advance.

## **Health Policies**

We need the cooperation of all of our families to keep our school environment as healthy as possible. Please make sure that immunization records are kept up to date and be advised that the Health Department will require your child to leave the facility if the records are not current. In consideration of our other students as well as your child, please keep your child home and symptom free for at least 24 hours if he/she:

- Has a temperature of over 100 degrees
- Is vomiting (two or more episodes)
- Has an eye or ear infection\*
- Has had three bouts of diarrhea
- Has an unexplained rash\*
- Has a runny nose with yellow or green discharge or a cold
- Is not well enough to participate in class activities
- Has an infectious disease (must inform the school)\*

As per the Southern NV's Health District Guidelines, children must be **FEVER FREE** for 24 hours before returning to school. Children with the above symptoms will not be allowed to stay at the academy. If symptoms begin after the child has been dropped off, the parent/guardian will be called and the child must be picked up within the hour.

**\*A doctor's note is required in order to return to school.**

**\*Note: HCA is a non-smoking environment.**

## **TOILET TRAINING** Is your child ready?

1. Expresses interest in coming into the bathroom with you to find out what goes on there and perhaps even sits on the toilet her/himself.
2. Understands what the toilet is for and what it means to have a wet or dirty diaper. If he/she also shows a preference for being clean and dry, fussing when he or she is wet, pulling off a dirty diaper, or asking to be changed, all the better!
3. Knows the words for urinating and having a bowel movement (such as "going potty" or whatever words your family chooses).
4. Can stay dry for at least two hours at a time.
5. Has regular bowel movements with soft, formed stools.

6. Can and will follow simple directions, such as those for washing hands.
7. Seems to recognize at least a few seconds ahead of time that he/she's about to go, and can tell you before it happens.
8. (Many youngsters will squat, leave the room, or get "the look" before having a bowel movement.)
9. Is in a willing, receptive mood and isn't going through any major Transitions (like adjusting to a new sibling or school).
10. Demonstrates a desire for independence (for example, wants to be a "big girl/boy" and do things "myself"); or, better yet, shows a specific desire to use the toilet like mommy and daddy do!

If your child meets most of these criteria, he/she is ready to try. If not, wait a month or two and reevaluate. Potty-Training should begin at home over a long weekend or holiday. Once you have had success at home for at least a week, your child may begin wearing CLOTH training pants with rubber pants to cover them at school. You must still provide the teacher with 1-2 pull ups for nap or other extended periods. You MUST send at least two complete changes of clothing for your child. Under no circumstances will your child be allowed to potty-train in regular underwear. This is for sanitary reasons! Regular underwear cannot contain urine/feces to prevent the spread of germs in school and to other children in the class. Please cooperate on this matter. Also, if you begin training, please notify the teachers so they can continue with all the work you have accomplished. Further, if within 2-3 weeks, your child shows no signs of progress, we reserve the right to put your child back in diapers and try again in a few weeks.

### **Biting**

We realize that biting is a stage that some children experience. If this is the case, we will work closely with the child and parent/guardian. Our goal is to change the behavior and keep all children safe in the classroom. Biting is common in any group setting where children are learning boundaries, communication and self-control, as educators we understand this is a phase and desire to work diligently with the child who is exhibiting these behaviors. If a child is showing a tendency to bite and we feel this is becoming a safety issue HCA will schedule a conference with the family and teacher(s) we will set a plan that will take effect immediately and if there is no improvement the child will be subject to dis-enrollment. This is a last resort as we understand children under the age of 5 are not capable of biting out of malice or to be intentionally harmful.

### **Allergens**

Please notify the front office and your child's teacher in writing if your child has any food/drink allergies or has allergic reactions to any medications. Also, if your child requires an epi-pen, please notify your child's teacher and the front office. Allergy lists are posted in all classrooms. In addition, please be aware that non-toxic pesticides and air fresheners (i.e. Febreze, Glade, & Lysol) are used on the school premises.

## **Medication**

Per Licensing, prescription can be given to the student at school. The parent/guardian **must** complete a medication authorization form and leave the medication at the front office. We cannot administer the meds without the signed form. The medicine must be in its ORIGINAL CONTAINER with the prescription on it.

In order to administer over-the-counter medication, the following is needed per NV State Licensing:

- Doctor's permission on a physician letterhead or prescription pad
- Beginning and ending date for medication clearly stated
- When and how to administer medicine
- Signed and dated by the physician
- Medication Authorization form must be filled out by parent

## **Guidance/Discipline**

We take a positive approach to discipline. We teach self-discipline to our students while they are learning to respect the rights of their classmates.

- We reinforce Christian values and morals.
- We teach kindness through modeling desired behavior and redirecting undesired behaviors.
- We encourage and praise the child making good choices.
- We work cooperatively with parents daily.

## **Mandate Reporter**

Child care providers are one of many groups of professionals required to report known or reasonable suspicion of abuse and/or neglect of children in their care. According to [Nevada Revised Statute 432B.220](#), reports of suspected abuse must be made within 24 hours of becoming aware of such a concern.

## **Probation/Dismissal**

We have the right to discontinue or decline the enrollment of a student if:

- A student engages in physical or disruptive behavior which hurts other children or prevents the classroom environment to work for the other students
- A parent/legal guardian displays inappropriate behavior to another child, staff member, or administration
- The parent/guardian is still not satisfied by our best effort
- We feel as a school that we are not meeting your needs

## **Communication**

As we work together as a team with your child throughout the school year, communication is very important. Please inform your child's teacher and Administration if something unusual is happening at home or in the life of your child that may affect them emotionally. This knowledge can help the teacher be more sensitive to your child's needs.

If you have any concerns about your child at school, please do not hesitate to speak with the teacher and Administration.

Thank you for taking the time to read the ACA Student Handbook. ***Henderson Christian Academy reserves the right to change the policies without notice. Please keep the handbook for your records and submit the signed and dated Handbook Policies Agreement to the front office by your child's first day of enrollment.***

## **Parent Involvement**

Henderson Christian Academy welcomes and encourages parent involvement throughout the year. This includes volunteering in the classroom as well as participating in special events. If you have any special talents, hobbies, or interests that you would like to share with us, please let know.

## **Fundraisers**

- Through out the year we will have family engagement events, promotions and activities that will help to supplement the materials and costs of keeping our program running at the highest standard we can. We aim to provide the best for our students. With your participation and involvement we can strive for excellence.
- ***Examples:*** Harvest festival, Catalog sales, Bake sales, Art Auction etc...

# Biters: Why They Do It and What to Do About It

From the National Association for the Education of Young Children

Although biting isn't "abnormal" in the sense that one out of ten toddlers and two-year-olds does it, it is a disturbing and potentially harmful behavior that parents and educators must discourage from the very first episode. If a child bites, remain calm and think about what the child experienced just before the incident. Understanding why young children bite can help you deter this aggressive behavior and teach them positive ways to handle their feelings.

Young children may bite for different reasons, and not all will respond to the same types of intervention. Identifying the kind of biter you're dealing with will help you develop an appropriate discipline technique.

- **The experimental biter.** An infant or young child may take an experimental bite out of a mother's breast or a caregiver's shoulder. When this occurs, adults should use prompt, clear signals to communicate that children must not bite people. "No," said sharply, would be an appropriate response.

These experimental biters may simply want to touch, smell and taste other people in order to learn more about their world. Their muscles are developing, and they need to experiment. Provide them with a variety of surfaces to play on and a colorful selection of toys to stimulate children during this stage of exploration.

This type of biter may also be motivated by teething pain. Offer children appropriate things to chew on for relief: frozen bagels, very cold, large carrots, teething biscuits, or a safe teething ring.

- **The frustrated biter.** Some biters lack the skills to cope with situations such as the desire for an adult's attention or another child's toy. Even though the child may not have intended to harm another person, adults must react with disapproval. First, tend to the victim immediately. Then explain to the biter that biting hurts others and is not allowed -- the caregiver's job is to keep all children safe.

You may help frustrated biters by teaching them appropriate language to show their feelings or get what they need. Give positive reinforcement when children communicate effectively. Also, watch for signs of rising frustration. Spotting potential conflict may help you intercept a potentially harmful incident.

- **The threatened biter.** Some children, feeling they are endangered, bite in self-defense. They may be overwhelmed by their surroundings, and bite as a means of regaining control. In this case, use the intervention techniques already mentioned, and assure the child that his rights and possessions are safe.

Children may become threatened by situations such as newly separated parents, the death of a grandparent, or a mother returning to the work force. The threatened biter may require additional nurturing, particularly if the danger is along the lines of physical violence at home or in the immediate neighborhood. In any case, the bond between child and caregiver should be as warm and reassuring as possible.

- **The power biter.** Some children experience a strong need for autonomy and control. As soon as they see the response they get from biting, the behavior is strongly reinforced. Give the biter choices throughout the day and reinforce positive social behavior (like sharing and saying thanks). If the biter gets attention when she is not biting, she will not have to resort to aggressive behavior to feel a sense of personal power.

Never hit or "bite back" a child for biting. This communicates that violence is an appropriate way to handle emotion. The approach should be calm and educational. A child should not experience any reward for biting -- not even the "reward" of negative attention.

Parents and caregivers must cooperate to prevent children from biting. If children are permitted to demonstrate such behavior at home, there will be no chance of eliminating it in the center, program, or family child care home. Working as a team, educators and parents may identify possible reasons for a child's biting and respond accordingly. While early childhood professionals may be more familiar with positive discipline techniques, parents are experts on their own children's behavior.

Take the time to look for patterns in the biter's environment and emotional state at each episode. Does the child always bite the same individual? Is the biter simply exhausted, or hungry? Be ready to intervene immediately, but carefully. Teaching children age-appropriate ways to control themselves encourages the development of confidence and self-esteem. We can guide children towards self-control and away from biting. The key is understanding -- for adults and children alike.

## **HCA HANDBOOK POLICIES AGREEMENT**

I have received and read a current copy of the Student Handbook. In doing so, I acknowledge and agree to all the policies and procedures.

I also realize that during my child's enrollment at Henderson Christian Academy I will be informed from time to time of various changes in school policies. I understand that Henderson Christian Academy reserves the right to change policies at any time.

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**Child's Name**

**Date**

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**Parent/Guardian Signature**

**Date**

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*Please return this form to the front office prior to your child's first day and keep a copy for your records. Thank you!*