



# 2019 – 2020 Parent Handbook

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## **Table of Contents**

About Us.....	Page 2
Our Ratio.....	Page 2
General Information.....	Page 3
- Calendar	
- Withdrawal	
- Lost and Found	
- Clothing and Skin Protection	
- Food	
Policies.....	Pages 4-8
- Payments	
- Late Payments	
- Continued Enrollment	
- Attendance and Pick Up	
- Health and Safety Procedures	
- Policy on Sick Children	
- Inclement Weather	
- Discipline	
- Grievance Procedure	
Teacher Workdays and Intersession Dates.....	Page 9
Billing Cycle.....	Page 10



## **About Us**

The afterschool program is for students' kindergarten through 5<sup>th</sup> grade. Our unique program encourages outdoor play in a beautiful natural environment at New Hope Camp and Conference Center.

Our goal is to provide a quality program that is safe, fun and affordable. Our programs offer age appropriate activities under the supervision of a knowledgeable, reliable, helpful and trained staff. Our goal is for the children to be outdoors in a natural environment while building a collaborative and interactive community.

We commit to:

- Providing children a safe and secure environment
- Providing play based outdoor activities
- Providing unstructured play time to help build creativity and problem solving skills
- Providing a relaxed atmosphere where children can socialize and make new friends
- Providing a nutritional snack
- Providing time for homework assistance

## **Our Ratio**

Our camper to counselor ratio is 1:10. We aim to keep it lower, but it will not exceed that. This helps our counselors have more one on one time with our campers. Campers are divided into two age groups, kindergarten through second grade and third through fifth grade. Each group has two teachers. There is also always a fifth staff member on campus. This configuration gives us more flexibility, closer observation and supervision, and an opportunity to form closer relationships between campers and counselors.



## **General Information**

### **Calendar**

The afterschool program is closed on the following holidays: Labor Day, Thanksgiving, Christmas, New Year's Day, Good Friday, Memorial Day.

A list of Teacher Workdays and Intersession Dates is listed at the end of the handbook.

### **Withdrawal**

In order to withdraw a child from the After School Program, two weeks' written notice is required. If the two weeks' written notice is not given, the family will be charged for two weeks of tuition beginning after notice is given or the child ceases to attend.

### **Lost and Found**

All personal belongings, including jackets, lunch boxes, backpacks, etc. should be clearly labeled to help avoid loss. We cannot be responsible for any lost, damaged or stolen belongings. Lost and found will be kept in the dining hall and cleared out every 2 weeks.

### **Clothing and Skin Protection**

Please dress your child in weather appropriate clothing that you do not mind getting soiled and that is easy for your child to play in. We will spend the majority of every day outside regardless of weather.

### **Food**

One healthy snack will be provided daily for After School. Two snacks will be provided for all day care, such as Intersession or Teacher Workday camps. If your child has a food allergy, please be sure to complete the online medical form. So we can make a plan for accommodations.

## **Policies**

### **Payments**

Payment is due on the 25<sup>th</sup> of each month. Payment is always 1 month in advance.

- All payments must be made in advance prior to the start of the attendance period.
- Payments can be made online.
- Payments can be set up on automatic charge system. Please contact the office for further details.
- Payments can be made in person or at the office. Checks should be written to 'New Hope Camp and Conference Center' (NHCCC)
- Credit cards are accepted over the telephone or in person. We accept Visa or Mastercard.
- There is a charge of \$25.00 on all returned checks. If a check is returned, New Hope Camp and Conference Center must be reimbursed for all charges, including the return check fee.
- Any family unable to pay tuition by the 1st of the month that the fee is due should contact the After School Director as soon as possible to make payment arrangements. The After School Director will consider requests for payment plans from any families experiencing unforeseen financial hardships.
- A fee of \$25.00 will be charged for all returned checks. The return check fee will be due with the tuition fee of the month following e-mail notification by the After School Director that a check has been returned to the camp. New Hope Camp also must be reimbursed for all charges, including the return check fee.

### **Late Payment**

- A late payment fee of \$15 is due for all tuition payments made after the 1st of the month and should be added to the monthly tuition check or payment. If payment has not been received by the 10th of the month, your child will be suspended from the program until your account is up to date.
- Families unable to pay monthly tuition or adhere to payment plans may be requested by the After School Director in writing or by e-mail to withdraw enrollment of all children when the monthly tuition fee and late payment fee are not received by the 10th of the month. At that time, the enrollment space will be offered to the first family on a waiting list or marketed to the public.
- The family requested to withdraw enrollment may reapply for enrollment following satisfactory resolution of their financial account.

### **Continued Enrollment**

Monthly tuition must be paid to secure a child's continued enrollment during a school year, regardless of sickness, prolonged leave of absence, suspension, or vacation/holiday.

## **Attendance and Pick Up**

- **If a child is registered to attend the after school program and is on the bus list we require prior notification by the parent regarding any changes. Contact the Director by noon at 919-321-7820 or [info@newhopeccc.org](mailto:info@newhopeccc.org).**
- Your child must be signed out by the parent, guardian, or emergency contact or the Afterschool Director. Only persons authorized in writing by you, the parent(s) and/or guardian(s), may remove your child from the program. Staff members will request photo identification if the person picking up the child is unfamiliar and check the authorization form.
- The after school program closes promptly each evening at 6pm. All parents and/or guardians are expected to pick up their children on time. If you are unable to do so, it is your responsibility to notify the Director that you will be late or are sending an alternate to pick up your child. This individual will need to bring photo identification with them. After the site closes, a staff member will attempt to contact the parent, guardian or emergency contact person by telephone.
- A \$5.00 late fee will be charged for each child for each 15 minutes or portion thereof after closing, if the parent/guardian is late picking up their child. This fee is due upon picking up your child or the next day.

## **Health and Safety Procedures**

### **Emergency Procedures for an Injured Child**

- Every site is equipped with a first aid kit. There are at least 2 staff members at each site that are CPR/First Aid Certified. The director will notify parents if there is evidence of serious injury or illness. A written record will be kept of all injuries and accidents requiring first aid. A copy of the incident report will be sent home to the parent/guardian with the child, and a copy will be kept on file.
- In case of emergency, illness, or injury to a child, the parent or guardian will be notified immediately. If the parents/guardian cannot be reached immediately, the emergency numbers on the registration form will be called.
- In the event of an emergency warranting medical attention or considered life threatening, the Director will call 911 or take other necessary emergency procedures. Parents/guardians and/or emergency contacts will be contacted as well.
- If your child must take a prescription medication of any kind, you must notify the Afterschool Director and complete a Medical Authorization Form. Per the online registration we will administer over-the-counter medication that you have approved. If this is an oral medication you will receive a telephone call prior to your child receiving this. All medication should be given to the Director to ensure proper usage. Children are not permitted to have medication in their possession to take on their own. The exception to this is epipens and inhalers which will be kept with children at all times.
- Health forms are to be completed as part of the registration process. Immunizations are required. ***All children at our afterschool program must be up to date on their immunizations***

## **Policy on Sick Children**

### **Children should be kept at home if:**

- They have been exposed to contagious diseases
- They have had a fever within 24 hours preceding the day at camp
- They have experienced vomiting or diarrhea within 24 hours preceding the day at camp
- They clearly do not feel well (lethargy, glazed eyes, etc)
- There is discharge from the eye(s)
- They demonstrate symptoms of illness including but not limited to fever above 100 degrees;
- conjunctivitis (pink eye) or "cold in the eye"; flu; unusual rash; severe cough; rapid breathing or
- labored breathing; severe cold; vomiting; yellowish skin or eyes; diarrhea; head lice; intestinal
- parasites; or contagious illness of any sort which results in child being too ill to participate in
- daily activities.

### **In case of contraction of contagious disease or infestation (e.g. lice, intestinal worms):**

- Immediately notify the After School Director. Your child's identity will be protected. This can be done either via email or by phone
- Once the child has contracted the disease or parasites, keep the child at home for the maximum number of days required. The child should return to camp only when the contagion is gone and a physician deems them well enough to return to school.
- Return your child to camp when she or he has been naturally free of fever, vomiting, and/or diarrhea for 24 hours.
- At the discretion of the lead counselor or After School Director, a child may be deemed too sick to remain at camp. Parents will be contacted and are expected to pick up the child within 20 minutes. If the parents cannot be contacted, the emergency contact will be called and expected to pick up the child as soon as possible

## **Inclement Weather**

Please know that when we make the decision to close New Hope Camp After School and Intersession programs we are balancing multiple factors of safety and staffing. This decision is not made lightly. We consider road conditions to ensure staff arrive at work and home safely. We understand the responsibility to our working families while also balancing our staff's safety.

- As a general rule, if Orange County Schools (OCS) are dismissed early or closed New Hope Camp will be closed. There are times, however, when New Hope Camp does NOT follow the public schools' inclement weather policy. In this case, New Hope Camp may decide to reopen its doors sooner than OCS. Families are encouraged to make their own driving decisions in adverse weather conditions.
- The decision to close New Hope Camp for the day will be made as soon as possible. Closures will be posted on Facebook, and families will be notified by e-mail no later than 5 pm.
- If widespread power outages occur, getting closure information out regarding New Hope Camp may be difficult. Under those conditions, in all likelihood, New Hope Camp will be closed.
- If inclement weather begins suddenly while campers are on campus, the After School Director will make a decision regarding canceling the remainder of the day and will notify families to pick up children accordingly. In this case, families or their emergency contact must return to New Hope Camp to pick up their children.

## **Discipline**

- Camp rules are designed to enhance the happiness and safety of all campers. Campers who exhibit negative behavior cause our staff's attention to be diverted to dealing with the individual camper, instead of focusing on the fun, care and well-being of the entire group. Inappropriate behavior can include but is not limited to, repeated non-cooperation, biting, vandalism, or repeated bad language.
- There are certain instances which will be determined as grounds for immediate dismissal. These include but are not limited to choking, fighting or violent behavior, running away from camp, stealing, possession or use of drugs/controlled substances/alcohol/weapons, or any action that could threaten or pose a direct threat to the physical or emotional safety of the camper, other campers, or staff.
- The Program Director will contact parents to discuss any ongoing behavioral problems. If a camper consistently demonstrates inappropriate behavior he/she will be sent home from camp at the discretion of the Executive Director and/or Program Director. Early dismissal from camp will not warrant the refund of fees.

## **Behavior Policy**

Please go over the behavior policy with your camper, sign and return to Afterschool Director.





## **Grievance Procedures**

Should an individual have a grievance, the following procedure should be followed:

- Any concerns regarding your child's after school care should be brought to the attention of the Afterschool Program Director.
- If, after discussing the matter with the Director, you are not satisfied with their decision, please contact the Program Director and/or the Executive Director of New Hope Camp and Conference Center.

At New Hope Camp and Conference Center we are committed to ensuring that every student has a successful afterschool experience. The Afterschool Director will contact parents to discuss any ongoing behavioral problems. We appreciate the trust you invest in our staff and programs to care for your students.



## **2019/2020 Teacher Workdays and Intersession Dates**

Children will enjoy all that New Hope Camp has to offer – outdoor fun can include hiking, exploring the world around us, and perhaps some fishing. The day includes a variety of activities coordinated by our well trained staff. Registration is required in advance.

Teacher Workday and Intersession Programs are open to K-6<sup>th</sup> Grade programs begin at 8am and end at 5pm. Early drop off at 7:30am and late pick up by 6pm are offered at no additional fee. We provide 2 nutritional snacks during the day.

### **Fees:**

Weekly Fee is - \$185/week – 2 snacks provided each day

Daily options available

Teacher Workday - \$42/day

Registration is required 1 week prior to the start date of an Intersession Camp or a Teacher Workday.

Teacher Workdays

- **August 23<sup>rd</sup>**
- **September 3<sup>rd</sup> and September 27<sup>th</sup>**
- **October 14<sup>th</sup> and October 31<sup>st</sup>**
- **November 1<sup>st</sup>**
- **January 6<sup>th</sup>, January 20<sup>th</sup>, January 24<sup>th</sup> and January 27<sup>th</sup>**
- **February 7<sup>th</sup> and Feb 21<sup>st</sup>**
- **April 6<sup>th</sup>**

Intersession/Spring Break Dates

- **September 16<sup>th</sup> – 20<sup>th</sup>**
- **September 23<sup>rd</sup> – 27<sup>th</sup>**
- **September 30<sup>th</sup> – October 4<sup>th</sup>**
- **October 7<sup>th</sup> – October 11<sup>th</sup>**
- **March 16<sup>th</sup> – 20<sup>th</sup>**
- **March 23<sup>rd</sup> – March 27<sup>th</sup>**
- **March 30<sup>th</sup> – April 3<sup>rd</sup>**



## **Billing Cycle**

### ***Full time students***

Over the course of 12 months there are 36 weeks of full school days. The annual cost is \$2,360. Based on which school your student attends will determine monthly fees:

**Hillsborough Elementary:** 12 month billing cycle. \$196.50 per month. *First payment due June 25th 2019*

**The Expedition School and Eno River Academy:** 10 month billing cycle. \$236.00 per month. *First payment due July 25th 2019*

**Traditional Schools:** 9 month billing cycle. \$262 per month. *First payment due August 25th 2019*

### **PART TIME STUDENTS:**

There are limited part time spaces available during the 2019-2020 academic year for students who ride the New Hope Camp and Conference Center Bus.

There are only 2 options available:

- Monday-Wednesday-Friday
- Tuesday and Thursday

Part time fees are charged at a rate of \$16.50 per day.

Charges are based on days enrolled and not days attended.

*If there are changes made 4 weeks in advance we will make every effort to accommodate. (Subject to availability on buses)*