



Mother's Day Out

Parent Handbook

(Operational Policies)

THE HEIGHTS 

**4512 Sherwood Way
San Angelo, TX 76901
325/224-8222**

Our Program

Mother's Day Out is a ministry of The Heights, which is a non-profit religious organization and is under the authority of the church and will be periodically reviewed by respective committees. We have provided this program as a ministry to emphasize the need to pass on our faith to the next generation.

Our mission is to provide a loving and nurturing environment where children can play, grow, and learn. We will work with children, parents and teachers to provide a quality Christ-centered environment that increases family's love and knowledge of God.

Enrollment

We accept children who are 4 months through Pre-K. Children are accepted without regard to race or religion. All registration paperwork and the registration fee must be submitted before the child shall be enrolled in the MDO program.

Attendance

Children do best within a structured routine. Therefore, we at Mother's Day Out ask that you make the best effort to have your child attend Mother's Day Out each day we are open. We recognize that there will be times when the child is ill or the family takes time to be together. We ask for the courtesy that you notify the director if there will be an extended illness or planned absence (such as vacation).

In the event that your child misses two full weeks of Mother's Day Out, every effort will be made to contact you via the provided phone number and email addresses to ensure that everything is well. However, if the director is unable to reach you, your child will be withdrawn from the program and his or her enrollment space will go to the next child on the wait list.

Calendar

Mother's Day Out is a year round program. We are open from 9:00 AM to 1:30 PM on Tuesday and Thursday each week. Children are not accepted prior to 9:00 AM as our staff is attending meetings, preparing rooms, gathering supplies for the day and participating in prayer time.

Our program will follow the SAISD calendar for holiday closings, including spring break. We will also follow SAISD's lead during inclement weather.

A "Summer Session" will begin the first Tuesday after the end of the SAISD school year and run through the last Thursday before Labor Day. All currently enrolled children are guaranteed a spot over the summer months. However, some parents may choose to keep their student home with older siblings over the summer months.

In March, all currently enrolled families will be asked to notify in writing their enrollment intentions not only for the summer but also for the upcoming “school” year. If you choose to take a break over the summer months, your child’s spot in a classroom will be given to a child who only needs summer placement. You will not be expected to pay tuition for the months of June, July or August. Your child will be able to begin back at Mother’s Day Out on the first Tuesday after Labor Day.

If you are a family that chooses to enroll in our Mother’s Day Out program for the summer months, attendance will begin the first Tuesday after the close of the SAISD school year through the last Thursday before Labor Day. An enrollment fee and tuition for the three months will be expected.

Tuition and Fees

Mother’s Day Out is established to provide a ministry. Tuition and fees are calculated to recover operational costs. Checks are to be made payable to The Heights and may be dropped in the payment box located in the hallway or left in the church office for the MDO Director.

Registration Fee: \$125.00 – One time, non-refundable fee per each child due at time of enrollment

Tuition: 1 day per week \$90 per month
2 days per week \$160 per month

Family Discount: If there is more than one child in a family enrolled, a 10% discount will be applied toward the tuition of child enrolled second.

Tuition payments are due by the 10th of each month. If payment is not made by the 10th of the month, there will be a \$20.00 late fee. Payment is expected for all children whether present or not. Space is reserved for enrolled children; thus, to hold that space, payment must be made regardless of attendance. This includes illness, holidays, vacations, etc. The Director must approve any exceptions. A statement for paid tuition will be given to each family at the end of every year for tax purposes upon request.

Returned Checks: A charge of \$25.00 will be added for a returned check. This is the fee amount charged by our bank for returned checks.

Late Pick-Up Fee: A fee of \$5.00 will be assessed for every five minutes the child remains in MDO starting at 1:35 PM (i.e. If child is picked up at 1:40, there will be a \$5 fee). You will be notified of the late pick-up fee in writing the next day your child attends and immediate payment is expected.

Arrival/Departure

Sign in/Sign out Procedure: When dropping off your child in the mornings, you must note time of arrival and include your signature. When picking up your child, you must note the time of departure and include your signature. There is a Sign In/Out sheet for each age group and will be located at the classroom entrance.

Arrival: The entrance doors for Mother's Day Out will be unlocked at 9:00 AM. For security purposes, the MDO entrance doors will be locked at 9:30 AM. For a late arrival after 9:30 AM, please enter through the church office. All children are to be taken to their room by the parent or designated adult. Please be certain the teacher is aware of the child's arrival. Please do not leave your child unattended at anytime until released to a MDO teacher.

Departure: Children will be released only to parents or persons who have been listed on the enrollment forms and have proper identification. Persons other than the parent picking up a child must provide a valid driver's license for identification purposes.

Behavior Management

Discipline should be loving, consistent and based on the individual development and understanding of each child's needs. Children need to learn to interact with one another on a consistent basis. Learning to take turns and cooperate is an ongoing process and consequently, aggressive behaviors will occur (i.e., hitting, yelling, name calling, etc). Although we will not allow this behavior to persist, we acknowledge the fact that it does take time for a child to learn more appropriate ways of expressing anger and frustration. Our desire is to communicate with parents and work together with the mutual goal of helping a child learn to interact with others in a positive way.

We will use the following rules of conduct for each classroom. To minimize inappropriate behavior, we will have age appropriate activities that provide positive guidance for the children. However, should behavior be considered inappropriate, the child will first be re-directed to a new activity.

If behavior continues and could become harmful to the child, harmful to another child or become destructive, further disciplinary actions will be used. A "time-out" will be used if the child continues the inappropriate behavior. Time-outs are limited to one minute per the child's age (i.e., a 3 year old will be in time-out for 3 minutes). We will always try to work as a team with parents to make a child successful in the classroom. Corporal punishment or threats of corporal punishment, and abusive or profane language are prohibited on our campus.

We reserve the right to dismiss a child for serious behavior problems and/or aggressive behavior. All necessary means will be pursued to resolve behavioral issues before any child is dismissed from our program.

Withdrawal/Dismissal

If a parent needs to withdraw their child from our program, a two week written notice is requested prior to the date of withdrawal. Withdrawal without notification will result in being billed for tuition that month. All balances are also considered due upon withdrawal. Monthly tuition is not refundable.

Mother's Day Out reserves the right to dismiss a child for serious behavior problems, non-compliance with our policies, or non-payment of fees. Written and verbal communication will be given before dismissal is issued. All necessary means will be pursued to resolve a problem before any child is dismissed from the program.

Nutrition

We will provide a daily snack for your child. All snacks will be healthy in nature and we will refrain from nut products. **Parents must provide a nutritional lunch and drink** to be served at lunchtime. MDO is not responsible for its nutritional value or for meeting your child's daily food need. All lunches must be ready to eat. Please do not send sodas and candy as they may cause problems with other children or hyperactivity in your child.

Before snack/lunch time, each class says a prayer. We are proud to instill in the children a love for God and awareness of His blessings on us.

Personal Belongings

Please dress your child in comfortable clothes, remembering that children may experience messy activities. A complete change of clothing needs to be provided each day and must be clearly labeled. If a child soils their clothing, they will be changed and the soiled clothing will be sent home for washing. We do go outside during cool weather, so a coat/jacket is a necessity during cool weather days.

Younger children need to bring a diaper bag stocked with disposable diapers, wipes, an extra change of clothing, bibs, pacifiers (if needed) for the day.

For those children who are wearing diapers or pull ups, a supply of these should be provided for daily needs of the child. Diaper rash ointment and lotion must be provided, if necessary.

Toilet Training

A child learns to use the toilet when he or she exhibits physical and intellectual readiness. Parents and teachers will work together during this significant stage of development. Please bring a supply of underwear as well as a change of clothing, including socks. Children will not be forced to use the toilet at any time.

Health and Medical Information

A complete and up-to-date Immunization Record along with a Health Statement from your health care professional must be provided. The Health Statement should state that your child has been examined within the past year and is able to participate in the Mother's Day Out program. This must be on file in our office. Immunization records must also be kept current. Please provide this information on a timely basis.

All names and phone numbers of parents, emergency contacts and the child's doctor must be kept current by the parents. In the event of an accident or emergency, the child's parents will be notified immediately after attending to the welfare of the child.

Medication

No medicine will be administered to your child unless a "Medication Form" is completed. This form may be obtained from the MDO Director. All medications must be in the original container and labeled with the child's name and date, directions for administering the medication and name of the prescribing physician. Instructions about storage must be clear. Please bring your own dropper or dosage cup. Prescription medications will be the only medication given. Tylenol can only be given after immunizations. If your child is sick, they must remain home.

Medicine may not be kept in your child's bag, lunch box, etc. For safety reasons, the medicine must be kept in a locked cabinet or refrigerator. You are responsible for bringing it to us and picking it up every day. Please do not include medications in juice cups, bottles, etc.

Illness

Your child's health is of major importance to us. For the protection of your child, as well as others, children must not be brought to Mother's Day Out if they are ill. Please keep your child at home if any of the following symptoms/conditions exist or have existed in the past **24 hours**:

- Fever of 100 degrees or more
- Vomiting or diarrhea
- Any symptoms of usual childhood disease
- Common cold, with excessive cough or nasal discharge
- Sore throat
- Any unexplained rashes or skin infections (ringworm, etc)
- Pink eye or matted eyes – requires doctor's note for readmission.

If your child develops a fever or any other symptoms while at Mother's Day Out, you will be notified to pick up your child immediately. Please notify the director if your child is ill with a communicable disease (i.e., chicken pox, etc). We reserve the right to request a written permission slip from the child's physician before your child can return to our program.

Please let your judgment err on the side of caution, as we know you would like other parents to be as considerate of your child. We hope these precautions will help Mother's Day Out have a healthy environment for all the children.

Birthdays & Other Celebrations

Children love celebrating their birthdays. We want them to feel special here as well. If you are planning to bring a special snack for your child's birthday, please inform the teacher at least one day prior so she can make arrangements for snack time. Teachers can also make you aware of any allergies of the students in her care.

We will have class parties to observe special events/holidays (Christmas, Valentine's, etc). Parents will be asked to "sign up" to bring party favors, snack items, etc. Parents are not required to be in attendance for the party. As always, you are welcome to visit a classroom at anytime; however, please know that we do not want to impose on your free time by requiring you to be involved in a class party.

Ministry

Our church staff would love to minister to your family. If you have a need or prayer request, please call the church office at 325.224.8222. Our office hours are from 9:00 AM-4:00 PM Monday through Thursday.

James A. Miller, Pastor
Alexis Blair, Education Minister
Linda Russell, Financial Coordinator
Julie Shar, MDO Director