



New Hope Preschool

Parent Handbook

2025/26 School Year

New Hope Community Church
2720 Olympic Parkway Chula Vista,
CA 91915 (619) 600-4160
www.newhopeeastlake.org/preschool

LIC # 376701082
(Revised March 2025)

Dear Parents,

Welcome to the New Hope Preschool program. We are so grateful that God has brought us together. We feel very privileged to be spending these precious few hours with your child.

Our goal is to provide a Christ-centered environment with a carefully balanced program, which will have a positive influence on the spiritual, cognitive, emotional, social, and physical development of your child.

Within certain boundaries, we will encourage your child to choose the activities that he/she would like to explore throughout the day. They may choose to pick playdough, blocks, painting, legos, books or the sensory table. The possibilities for exploring and creativity are endless. We know that children learn many social and academic skills through play and we are here to encourage that end.

Our teachers have personal commitments to Jesus Christ and believe the Bible to be the inspired Word of God. Our teachers are educated well above what is minimally required by California State Licensing.

This handbook is intended to be a guide in setting forth the purpose, goals, activities and policies of New Hope Preschool. We welcome any questions you may have and pray that you and your child will be blessed by being a part of our program.

If you do not have a church home, we welcome and encourage you to visit New Hope Community Church. We have many programs that will minister to the entire family. More information on New Hope Church can be found at www.newhopeeastlake.org or by calling our offices at (619) 600-4160.

Sincerely,



Tammy Marquez
New Hope Preschool Center Director
Tammy@go-newhope.com
619-600-4160 ext. 308

Purpose

Parent Handbook

Our Mission:

New Hope Preschool will provide:

A Christ-Centered environment with a carefully balanced program that will have a positive influence on the spiritual, cognitive, social, and physical development of each child.

Our mission is to empower young children to become confident, curious, and compassionate learners through a play based, child centered curriculum that celebrates individual strengths and fosters a lifelong love of learning.

Our Philosophy:

The purpose of our program:

The purpose of New Hope Preschool is to prepare each child for school, socially, academically, and spiritually.

We believe in the power of play as the primary vehicle for learning, and our mission is to provide a stimulating and engaging environment where children can explore, discover, and grow at their own pace.

We seek to provide a loving caring environment where children can feel secure and successful away from home, and become familiar with "school." Our goal is to help them develop wholesome attitudes about themselves and others. Children will develop self-confidence, self-expression, self-control, responsibility, and the ability to be self-directed. Our hope is to help them grow in awareness of God.

This program services children 2-5 years of age.

Hours of Operation:

We offer the following programs:

Half Day

Mondays & Wednesdays: 9:00am - 12:00pm

Tuesdays & Thursdays: 9:00am - 12:00pm

Extended Day

Mondays & Wednesdays: 9:00am – 2:00pm

Tuesdays & Thursdays: 9:00am – 2:00pm

Semester Friday Specialty Classes * Ages 3-5

Fridays: 9:00am – 11:00am & 11:00am – 1:00pm

Registration:

Enrollment is done through our registration website Sports Connect. Our classes run on a yearly basis. Registration typically begins two – three months prior to the start of the session. To ensure your spot in the program, please be sure to register as soon as possible. When classes are filled, a waiting list may be made available and will be kept in the order registrations are received. The wait list does not promise you a

spot unless someone decides the program is not a good fit or moves out of the class. All classrooms are utilized and no new classrooms can be opened. The New Hope Preschool program is open to children 2-5 years old. Children must be **FULLY** potty-trained **and** turn 3 before starting in the 3 year old class.

The following forms are **required** by the state of California and need to be completed prior to placement:

1. Signed Admissions agreement/Registration form signed by parent or guardian.
2. Hold Harmless Agreement
3. Participant Information/Authorized Pick up
4. Photo Release
5. Identification and Emergency Information
6. Consent for emergency medical treatment.
7. Child's Preadmission Health History
8. Signed parents' rights form.
9. Signed personal rights form.
10. Completed physicians report.
11. Copy of child's immunization record.

SEMESTER TUITION RATES & PAYMENT POLICIES:

This program services children 2-5 years of age. The child must be 3 and FULLY potty trained before the first day of a 3 year old class to be eligible.

- There is a \$175 non-refundable supply/registration fee, due at time of registration.

Semester Tuition Rates 3-5 year olds:

HALF-DAY TUITION RATES PER SEMESTER (not monthly)

HOURS: M-TH 9AM - 12PM, F 9AM-1PM

- 2 Days M/W or T/TH \$1,076.00
- 3 Days M/W/F or T/TH/F \$1,796.00
- 5 Days M through F \$2,872.00

FULL-DAY TUITION RATES PER SEMESTER (not monthly)

HOURS: M-TH 9AM-2PM, F 9AM-1PM

- 2 Days M/W or T/TH \$1,795.00
- 3 Days M/W/F or T/TH/F \$2,515.00
- 5 Days M through F \$4,310.00

Semester Tuition Rates for 2's:

HALF-DAY TUITION RATES PER SEMESTER (not monthly)

HOURS: M-TH 9AM - 12PM, F 9AM-1PM

- 2 Days M/W or T/TH \$1,680.00
- 3 Days M/W/F or T/TH/F \$2,400.00
- 5 Days M through F \$4,080.00

FULL-DAY TUITION RATES PER SEMESTER (not monthly)

HOURS: M-TH 9AM-2PM, F 9AM-1PM

- 2 Days M/W or T/TH \$2,790.00
- 3 Days M/W/F or T/TH/F \$3,510.00
- 5 Days M through F \$6,300.00

PAYMENT OPTIONS:

- Full-year payment
- Vacation Time/Illness: Parents agree to pay during vacation time or extended leave due to illness. You pay per semester, not time used.
- 2 scheduled semester payment*\$25.00 per transaction fee
- 4 scheduled quarter payments*\$25.00 per transaction fee
- Payment options are selected at checkout
- The first payment being due at time of registration: 2nd due September 1st, 3rd due November 1st, and 4th due by March 1st, 2026.

Dual Language Spanish class is offered to Pre-k students (students who will be entering Kindergarten July of 2025). The Dual Language Spanish class is offered 9-2 pm with an added fee (to the above prices) of \$150 per year.

2 year old class is offered to students who are 2 on their first day of school.

Parents are responsible for:

Diapers, baby wipes, extra set of clothes and water bottle, insulated or plastic (please not bottles or sippy cups).

ADDITIONAL FEES:

- **Late pickup** fees are due on the date of the infraction. (\$5 for the first 10 minutes, with an additional \$1 per minute afterward.)
- Parent/Guardian agrees to pay \$25 and any additional costs incurred if a check is returned to the provider. Thereafter, the payment will need to be made in cash or money order.
- Parent/Guardian agrees to pay a \$25 nonrefundable **transfer fee** if changing registration days and/or transferring from one class to another.
- All registration is done through Sports Connect, our online registration system.

Refund Policy

Refunds for classes/events held at New Hope are as follows: After you have attended the first class, if you decide it is not a good fit for whatever reason, we will refund you 100% of what you have paid, less registration fee. After you have attended more than one class, we do not offer refunds. For New Hope preschool, if you register annually, you are not obligated for the second semester if you have not yet attended the first week of that semester. If after the 1st week of the 2nd semester you do not feel it is a good fit for whatever reason, we will refund in full for that 2nd semester.

Arrival & Dismissal:

The classrooms open at 9:00am. Please do not have your child arrive earlier as the teachers use this time to prepare for class. Dismissal time is 12:00pm for half day classes and 2:00pm for extended day classes, Monday-Thursday. On Fridays, dismissal is at 1:00 pm. At this time, teachers will open their classroom doors and release students to their parents (or anyone listed on the authorized pick up list).

It is important and necessary for you to pick up your child on time. A child whose ride is late experiences great anxiety and worry. It is difficult for the child/children and for the teacher who often needs to prepare for the next class or attend to duties outside of our program. We understand that emergencies do happen. If an emergency occurs, please take the time to give us a call. *There is a \$5.00 fee per child for the first 1-10 minutes you are late, and an additional \$1.00 per minute afterward which is due when you pick up your child.*

The following steps will be taken if you are more than 15 minutes late in picking up your child:

- Continue trying to contact the parents at the numbers listed on the emergency card.
- Call the alternate emergency numbers listed on the emergency cards.
- If after 30 minutes there still has been no contact with a parent or an emergency contact person, the Chula Vista Police Department will be notified.

Sign In/Out Procedures: **REQUIRED BY LICENSING (VERY IMPORTANT!!!!)**

Parents or authorized representative (18 years or older) must accompany the child to the classroom each morning. Our sign in books are located outside each classroom. Please sign your child in and out each day they attend New Hope Preschool. The person signing in and out shall use his/her **full legal signature** and shall record the time of drop off and pick up. If your child is absent

on any given day, please write ABSENT on the days they were not in school. Children will not be released to anyone other than their parent/guardian, unless other arrangements have been made and the alternate pick up person is made known to New Hope Preschool Staff at drop off time. IDs will be needed to show teachers for anyone who does not normally pick the child up.

Absence/Illness:

PLEASE DO NOT BRING A CHILD TO SCHOOL WHO SHOWS ANY SIGNS OF ILLNESS AND/OR INFECTION.

Children should not attend class if any of the following symptoms are present:

- Fever over 99.9 degrees
- Nausea, Vomiting or Diarrhea
- Undiagnosed rashes
- Red or running nose and eyes
- Swollen glands
- Head lice
- Pink eye
- Sore throat

Your child must be symptom free, without use of medication, for 24 hours before returning to class.

Should a child become sick during class, he or she will be sent home. The parents will be contacted. The child will be separated from the group and made comfortable until the parent arrives.

If your child will be absent from class, please contact your child's teacher on ClassDojo or via email or the Program Director by email or by phone at (619) 600-4160 ext.308, to report your child's specific symptoms and intended absence. Should your child be exposed to a communicable disease while at school, all parents will be notified of the disease and its symptoms, without disclosing any names.

Medication:

Whenever possible, the parent/guardian should make arrangements for **prescribed** medications to be administered before or after the program hours. Non-prescribed medications shall not be administered by New Hope Preschool staff. No medication shall be administered before school to reduce a fever or sickness.

Allergy Action Plan:

If your child has a serious allergy, please be sure to disclose this to the program Director prior to the first day of school to discuss your child's medical condition and emergency requirements.

To prepare for the unlikely event of an allergic reaction, we at New Hope Preschool take the following precautionary measures.

1. The New Hope Preschool Director will review all student medical information during registration. Child having been identified with an allergy will have their picture taken to aid in identification.
2. An Allergy Action Plan will be on file in the program office detailing the nature of the allergy to and actions to be taken should treatment be required.
3. If medication needs to be dispensed in the event of a reaction, (i.e.: EpiPen, Inhaler etc.) a letter from a doctor with detailed dosing instructions will be part of the Allergy Action Plan on file in the office.
4. A picture of each child that has an allergy, as well as a list of those things that the child is allergic to, will be displayed discretely in each classroom so that the staff can easily identify the student.
5. The staff will be made aware of those children that are enrolled during the given session and will review the action required in the Allergy Action Plan.
6. Staff members will be given instruction on how to properly use an EpiPen, as well as partake in a simulation to familiarize themselves with the procedures that we have in place to respond in the event that a reaction should take place.

Confidentiality:

All participant records maintained by the New Hope Preschool program will be kept confidential. Parents have the right to inspect their child's records by presenting a written request to the Director. Records, medical forms and all other information on participants will be released by photocopy or transferred only upon written request of the parent, except in evidence of abuse. The program maintains all original documents in the children's files for three years after they have been discharged.

Emergency Information:

UP TO DATE information is required for all children. This information will include phone numbers of where parents can be reached during program hours, phone numbers for your doctor and phone numbers for alternate emergency contacts. Should your child require immediate medical care, all staff is trained in both CPR and First Aid. Should the injury appear to be serious, 911 will be called. You will then be contacted. If you cannot be reached, we will contact the people you listed on the emergency card to handle any and all emergency care decisions concerning the child.

Should any parent request exemption from medical care for their child based on any reason, it is imperative that the New Hope Preschool program be notified at time of registration. The name, phone number and address of a certified practitioner shall be part of such child's emergency information, along with specific written guidelines as to how the parent wishes the program to handle an emergency. This document will become part of that child's records.

In case of minor accident during class, the staff will administer first aid and an incident report will be filed, which the parent will sign upon pick up. If further medical attention is required, the parent will be notified as quickly as possible and the staff will call 911. Every effort would be made to contact the child's own physician.

Discipline:

The environment at New Hope Preschool is designed to be positive, promoting self-esteem, self worth and an awareness and respect for others. Each child is treated with dignity and respect. We model the kinds of Christian behavior that we value and promote. Discipline is done through gentle, positive redirection and values. Teachers establish firm, clear expectations consistent with children's development and they help children learn problem-solving skills and self control. We will **not** use the following methods of discipline:

- Hitting, spanking, shaking, biting, pinching or inflicting other forms of corporal punishment.
- Restricting a child's movement by binding or tying him or her.
- Inflicting mental or emotional punishment, such as humiliation, shaming or threatening.
- Depriving a child of meals, snacks, rest or necessary toilet use.
- Confining a child in an enclosed area such as a closet, locked room, box, or cubicle.

Developmentally appropriate discipline or restraint may be used when reasonably necessary to prevent a child from harming itself or to prevent the child from harming other persons or property.

Communication with Parents:

This handbook has been supplied in an effort to answer many of your questions and to provide clear policies in order to prevent any future problems or misunderstandings. Please contact the New Hope Preschool Director or staff if you have further concerns.

Parents will be informed of program activities through emails and through notes sent home, or ClassDojo App from the teachers.

Parents are asked to refrain from discussing a child's negative behavior in front of any child. While it important for teachers and parents to communicate, we ask that all communications occur following class time or during scheduled conference. Please contact the program Director to address any other concerns.

Termination of service

New Hope Preschool makes every effort to provide a program that meets the needs of both child and family. If, however, after working with the child and family, we do not believe it is in the child's best interest to remain in the classroom, we will ask the family to remove the child from the program. The Director may require a parent to take their child out of New Hope Preschool if the parent fails to follow the policies as described in this handbook.

Dress Code:

Parents are asked to label all sweaters, jackets, coats, school bags, backpacks, etc. with the child's name. Dress your child in comfortable, practical clothing. We take play very serious and the children WILL get down and dirty. Please remember this and dress your child in good old play clothes so that they feel free to participate in our many activities. Shorts under girls' dresses are strongly recommended. Closed toed shoes are required. Dress shoes may have slick soles and sandals or flip-flops are inappropriate for active play. Children's clothing should be uncomplicated so that they can easily use the bathroom by themselves.

Parents must supply a complete change of clothing-shirt, pants, underwear and socks. Please put these items in a zip-lock plastic bag labeled with your child's name and bring them to school every day in your child's backpack. If your child has soiled clothing, the dirty clothes will be put in a plastic bag and placed back into your child's backpack.

Snack/Lunch:

The New Hope Preschool Program does not provide a snack or lunch. Parents may decide to allow their child to bring a well-balanced snack or lunch. Refrigeration and/or microwave for heating are not available. Please insure your child's food is non-perishable and kept in a thermal sealed lunch box. Please do not allow your child to bring soda, candy or gum. Please label all containers, utensils, etc. If your child attends 9-12 M-TH or 9-11 Friday, please pack a snack. If they attend the extended day 9-2 M-TH and/or 9-1 on Friday, we ask that you please provide a snack AND lunch as they will be given two separate opportunities to eat.

NO NUTS please.

Helpful Hints:

It is our desire that your child's first school experience be pleasant and fulfilling. Sometimes, the first few days will be hard for your child and/or for you. Here are few ideas on how you can help:

1. Have a plan before the first day of school. Explain to your child what to expect. Explain that you will be leaving him/her at school and what time you will be picking him/her up.
2. On the first day of school, bring your child directly to the teacher, who will show the child around the room and help him/her to feel welcome.
3. During the first days, it is important that you leave and not linger too long (even if your child cries). Often, staying during a difficult separation only makes the separation more difficult. We promise to give lots of hugs.
4. Parents are welcome to call to check to see how their child is doing. If a child continues to cry for a prolonged period of time, the parent will be notified. Please be assured your child will be comforted.
5. Never leave without telling him/her good-bye.

Typical Daily Schedule**Arrival/Free Choice Activity**

Each child will have the opportunity to freely choose a variety of activities. They may include music and movement, story time, books, puzzles, unstructured art, dramatic play, table toys, sensory tubs and blocks.

Circle Time

(calendar, weather, introduce theme, song, thinking and talking)

Learning By Doing

Our program will provide a safe and nurturing environment that will promote the development of the whole child. We will provide developmentally appropriate curriculum. This will include language, fine and large motor skills, mathematical, social emotional, cognitive & self-help skills.

Arts & Creations

Teachers will be facilitators in preparing an environment, which will offer stimulating, materials and activities for the children.

Learning & Group Activities

We will continue provide developmentally age appropriate activities that correlate with the weekly theme. Group activities may include organized games, music & movement, stories, or singing songs.

Storytime

Bible Story/Song/Memory Verse
Review/Music and Movement/Closing Prayer/Dismissal

Home and School Connections

Some activities that parents participate in to support our New Hope Preschool teachers, school and students include:

Support at home:

The way that parents communicate with their children and support their children at home greatly impacts a student's success at school. Parents can support their student's learning through:

- Role modeling
- Reading with their children
- Talking with their students about school
- Encouragement

Communication with the teachers and school:

On-going communication with the school and teachers is vital to children being successful at school. Our teachers will use ClassDojo and email for ways of communicating. Please remember that the children are our first priority and teachers may not be able to respond quickly to messages or emails. If you need immediate attention, please contact the front office at 619-600-4160 ext. 308.

Please let us know if you have any special concerns regarding your child. An illness, changes in the family, a move, etc., can affect your child's outlook. The more informed we are, the better equipped we are to understand and support your child. Parents are encouraged to:

- Stay informed through director emails, posted information on bulletin board, Class DojoApp and/or notes sent home.

Volunteering:

Parents can actively support the education of children by supporting the school and teachers in education with classroom activity prep and during special events. Some volunteering options include:

- Volunteer in the classroom supporting instruction or preparing materials. Please note that to volunteer, you do need FBI and DOJ background checks, physical and shot record on file, as well as a negative TB test result.
- Help in the office or during special events
- This may not be available due to Covid. Please see your child's teacher.

(Photo Day, Teacher Appreciation Week, Special programs, etc.)

Classroom Parent Volunteer Guidelines
Every Day Tasks:

1. Always check in with the office and get approval and badge before volunteering.
2. Place your personal belongings in a safe, locked place out of the children's reach.
3. Cell phones should be on vibrate or off and put away during your time in the classroom.
4. Possible ways to assist teaching staff:
 - Sit with children on rug during circle time to set an example of focus and attention
 - Help wipe down/disinfect tables or hard surface toys
 - Set up an activity/Clean up an activity
 - Manage a small group activity (usually art activity)
 - Read to one child or small group of children
 - Assist children with cleanup time/organizing materials
 - Place children's work in their cubbies
 - Comfort a child who needs it

Handling Inappropriate Behaviors:

1. Redirect inappropriate behavior to an acceptable behavior:
 - "We do not throw blocks. Blocks are for building. Can you build a bridge for the toy dinosaurs?"
 - "Running inside is not safe. We can run when we go outside. Would you like to do some jumping jacks?"
 - "Keep your hands to yourself. Hitting is not OK. You can say, "please stop" to your friend, or get help from an adult."

2. Very challenging behaviors:
 - Stop any behaviors that could result in damage or injury, i.e., you see a child about to hit another child with a wood block. Child is trying to climb or jump off a bookshelf. Child is about to run out of the door, in the parking lot, etc.
 - Move other children away from a child that may hit, kick, bite or throw objects. Give very upset child some space.
 - Never grab or restrain a child unless extremely dangerous situations (i.e., child is running directly into the parking lot).
3. When in doubt, always ask the teacher what to do.

Child Care Licensing Requirements:

- Teachers directly supervise volunteer at all times.
- Volunteer is not left alone with children in care.
- Volunteers in classrooms can only volunteer if FBI and DOJ background checks have been submitted and cleared. You must get a titer blood panel to show proof of immunity to measles, mumps, and rubella. You must bring your shot records and show immunizations for pertussis (DTaP or Tdap). Also you must show proof of negative TB test. Please take all of this to the office so they can make a copy of it for their files before you volunteer.