

SOUTHBROOK
preschool

Parent Handbook
2023-2024

"We exist to provide a developmentally appropriate education in a Christian environment to prepare young children for success."

Policies and Parent Guidelines

Registration

*The registration fee is non-refundable and is not applied towards tuition.

The registration fee is \$125.00 for the first child, \$100.00 for the second child, and \$80.00 for the third child.

This fee will be paid at the time of registration to ensure the space for your child during a session. Registration is not complete and your spot will not be secured until your application is complete, registration fee and a copy of your child's current immunizations is received.

Fall session runs after Labor Day weekend and ends prior to Memorial Day weekend.

If it becomes necessary to withdraw your student(s), please inform the Director with a 30 day written notice. The full tuition for the month in which your student is withdrawn will be due. If we are not notified of the withdrawal within the 30 days, full tuition will be expected for the next month as well.

Please be aware that Southbrook Preschool may not be able to accept students within certain limitations. Accommodations needed for individual students must not be such that they limit other students from receiving adequate time and attention.

**School Schedule

Southbrook Preschool operates Monday - Thursday from 9:00 a.m. – 1:00 p.m.

Tuition

Tuition is due on the first day of each month. Tuition is past due after the 15th of the month, if payment is not made by the 15th of the month, a \$20 additional late fee will be charged. If payment is not paid or payment arrangements have not been made with the business office by the 25th of the month, your child's place on the roster may be forfeited.

First month's tuition is due on August 1st for September. The payment schedule is as follows:

- Payment #1: Due on or before August 1, 2023 (September tuition)
- Payment #2: Due on or before October 1, 2023
- Payment #3: Due on or before November 1, 2023
- Payment #4: Due on or before December 1, 2023
- Payment #5: Due on or before January 1, 2024
- Payment #6: Due on or before February 1, 2024
- Payment #7: Due on or before March 1, 2024
- Payment #8: Due on or before April 1, 2024
- Payment #9: Due on or before May 1, 2024

Payments can be made by check or ACH only. Payments that are not set up through ACH may be made in the business office by check. The business office is located in the main church building. You may enter at the main entrance (by awning) between the hours 8:45 a.m - 9:15 a.m. or 12:45 p.m. - 1:15 p.m. and place your check in the box in the lobby designated for preschool tuition payments. You are always welcome to send in a check via mail to: Southbrook Church, 5607 Monroe-Weddington Rd. Matthews, NC 28104.

If writing a check please make checks payable to "Southbrook Church". Write your child's name on the "memo" line. For returned checks due to insufficient funds, a \$30 returned check fee will apply in addition to the \$20 late charge. Please note that if two checks are returned during a school year you will be required to pay by ACH for the remainder of that year.

Also, any payments unrelated to tuition, ie. in-house field trips and photos, we will be using an online payment platform.

For any questions in regards to tuition payments please contact Jami Oppold at joppold@southbrookchurch.com.

The fees are based on an annual number of school days each year. There is no extra charge for months having five weeks nor is there a reduction in fees during a holiday month, a child is absent from school because of illness, or if the school is closed due to inclement weather.

If your child is absent (holiday, illness, out of town, etc.) tuition is still required. If your child is not in attendance for three days without notice of intent, your reservation can be eliminated and given to a child on the waiting list. If your child will be absent from school for a full month, your child's position may not be held, and may be filled while the child is away.

Tuition Rates

2 year old – 2 day - Mon/Wed or Tu/Th - \$244/month

3 year old – 3 day – Mon/Tues/Thurs or Tues/Wed/Thurs.- \$285/month

3 year old – 4 day – Mon – Thurs - \$307/month

4 year old – 3 day – Mon/Tues/Thurs - \$290/month

4 year old – 4 day – Mon-Thurs - \$319/month

TK - 4 day – Mon–Thurs - \$355/month

Southbrook Church Member Discounts

Members of Southbrook Church will receive a discount of 5% on their monthly tuition. This discount will not apply to registration fees and no other discounts will apply.

Sibling Discounts

When two or more children in the same family are enrolled for the same school year, a 5% discount is made for the second child and each additional child's tuition per month. Discounts will not apply towards registration fees.

Child Protection Policy - General Purpose Statement

Southbrook Church takes seriously the obligations to its children and asks volunteers/workers/weekday preschool staff to abide by the following guidelines. We believe each volunteer/worker/weekday preschool staff is a leader and all are held to high standards.

Please read the Southbrook Church "Child Protection Policy" for all policies related to the following:

- Selection of volunteers/workers/weekday preschool staff
- Child Abuse and Protection Policy
- Supervisor Procedures
- Safety and Security
- Emergency Procedures

****What to Bring to School - General list - Individual classes may request additional items - Also, posted online.**

- Backpack - Regular size for a lunch box and folder
- Lunchbox with a healthy lunch and beverage (labeled)
- Labeled water bottle
- We will supply a plastic folder with prongs and a clear front pocket
- A complete change of seasonally appropriate clothing, which should include socks, underwear and a Ziploc bag to place dirty clothes in. Please label the Ziploc bag with your child's name.
- Additionally for 2's: Diapers/wipes and a long sleeve art smock.
- A coat every day during the colder months as we do go outside daily.
- PLEASE LABEL EVERYTHING THAT YOUR CHILD BRINGS TO SCHOOL INCLUDING THEIR BACKPACK!

Optional items that are useful for the class:

- Kinetic Sand
- Dry Erase Markers
- Plastic dry erase sleeves
- Playdough
- Gift cards for Amazon
- Shaving cream
- Elmer's jumbo glue sticks
- Washi Tape/Painters Tape
- Teacher's will request some donations at the beginning of the year

****School Closings**

A published calendar of closing dates will be given to each student at the beginning of the year in their BEE Binder and be posted online. The preschool will be closed for various holidays and teacher workdays. Southbrook Preschool follows the Union County Public School Calendar for ½ days and days off. Please refer to the calendar given at the beginning of the year and published on the web page.

Inclement Weather

In the event of inclement weather we follow UCPS lead on closings. We will update the Southbrook Preschool Facebook page to reflect any change in schedule. We will also email you if we need to close school.

Should there be a delay of 2 hours, we will also have a delay of 2 hours. This means we will begin school at 11:00 a.m. and end at our normal time. Should there be a delay of more than 2 hours, we will be closed. Credit will not be issued on tuition and we will not observe any “make-up” days for inclement weather.

Communication

The main source of communication between parents and teachers/the Director will be via email. Mass emails from the Director will come through from Realm, including a newsletter at the first of the month. If parents opt out of this, you may miss important information. Monthly newsletters will be sent home via email at the beginning of each month from your teacher. Important upcoming reminders will be sent via email. Please check your child’s folder on a daily basis in case any reminders go home in the folder. If your child is absent, it is your responsibility to check with his/her teacher about notices and what your child may have missed. We will also use Secret Facebook pages for each class to keep parents updated on activities your children are engaged in during the day.

If you need to reach your child's teacher via phone, please call the office and we will make arrangements for you to speak. Your primary source of communication with the teacher will be through email. Teachers are required to respond within 24 hours during the week M-TH. If you email your teacher after hours please do not expect an immediate response. Please respect teachers' time off Friday - Sunday. If you need any immediate assistance please do not hesitate to contact the director.

****Visitation**

Parents are welcome to visit and observe at any time. Close communication between parent and teacher is essential in order to provide quality care for your child. We would ask that you refrain from excessive visits during the first month to allow your child to make the necessary adjustments. Please schedule conferences with the teacher in advance when possible.

When coming into the preschool during the hours of 9:00 a.m. – 1:00 p.m., parents and visitors will need to sign in at the office and will be given a “Visitor” sticker to wear. This does not apply if you are dropping off your child between the hours of 8:50 a.m. – 9:05 a.m. All other situations do apply.

Child Custody - Per our "Child Protection Policy"

It is the parent's responsibility to share with the Student Pastor/Kids' Director/Preschool Director any changes in their marital or living arrangement status, protection orders, or court ordered documents regarding child custody.

The Student Pastor/Kids' Director/Preschool Director will then document and notify the Directional Leadership Team and the proper volunteers/workers/weekday preschool staff for instructions based on the information received. If there is a protection order, the Security team will be notified by a staff member.

Due to the nature of child custody laws, volunteers/workers/weekday preschool staff must act diligently in making sure the correct people are picking up their minors. Please be aware that only parents with custody of their minor may pick up the minor. If there are any questions regarding this procedure, please notify the Student Pastor, Kids' Director, or Preschool Director for clarification.

****Security**

In order to provide the safest possible environment for our students and staff, the building doors will be locked during school hours. For the safety of the children, staff will not open side or front doors during school hours. Parents must come around to the Children's Ministry office and ring the doorbell for assistance. Upon entering the building please check in at the office, sign in, and get a visitor sticker. You will need to also sign out as you leave.

****Drop-Off**

Please be sure your child arrives on time to begin the preschool day at 9:00 a.m. The front doors will be locked at 9:05 a.m. Please come around to the office once the front doors are locked; children will be escorted to their classrooms by a staff member if they arrive after 9:05. Several children a day habitually arriving late can disrupt the flow of the class and interrupt activities.

Parents/guardians may choose to either drop off children in their classroom or may choose to use the carpool line but need to do so before 9:15 a.m. if dropping off in their classroom.

Car rider Drop-Off

Parents/guardians will have the option to drop off children in the car rider line. We will begin the car rider drop-off line at approximately 8:50 a.m. – 9:05 a.m. If you find that you need to get out of your car and come into the school, please park in the parking lot. We cannot allow parked cars in the circle at any time. This will impede the flow of traffic for those cars behind you. Please do not allow your children to move to the front seat of your car.

****Car rider Rules and Regulations - see website under "Parent Essentials" for traffic flow map**

Drop-Off:

- Have all your children secure in their car seats until we have removed them from the car.
- Do not be on your cell phone during the car rider line.
- Drive slowly through the car rider line.
- Put your car in park before trying to release your child to a staff member.
- Do not try to pass a car in front of you to leave the carpool line unless you are directed by a staff member to do so.
- Enter the parking lot at the entrance across from Lester Davis. Turn right into the parking lot for the car rider and left to park only.
- Exit at the area closest to the WCWAA fields. Please keep in mind this is an entrance and an exit for all others that are arriving at Southbrook Church. Please remain on the right side when exiting the parking lot.

Pick-Up - Same rules apply, in addition to:

- Have your car tag ready before you pull up to the circle.
- Your child cannot be released to you if you do not have the proper car seat.
- Have your children sit in their car seats as you pull up to fasten their seat belts.

If you cannot abide by these rules, you will be asked to walk your child up to the door and released to a staff member at drop-off. You will also have to walk up to the building for your child to be released to you at pick-up.

Please remember it is a privilege to have a car rider line and we enjoy being able to offer this. However, your family's and our staff's safety is our top priority.

****Pick-Up**

Children will be picked up in the car rider line.

If someone other than yourself is picking up your child, he/she will need to be informed of our pick up policy.

Please provide the director and teacher with the name of the person who will be picking up your child. This person will then have to show a photo I.D. upon pick up.

Students cannot be released to anyone other than persons designated on the child release portion of their application. Exceptions to this policy may only be made in the event of an emergency, by speaking to the director verbally. Additionally, you may send written and signed notifications. One of these steps must be taken or your child will not be released.

Please notify us immediately of any change to the list of persons authorized to pick up your child. If you do not wish to have a certain person pick up any longer, you must remove the person from the list. If this is not done, the persons remaining on the list still have your written permission to pick up the child. We must also be notified immediately of any changes in guardianship, in parental visitation rights or in custodial care.

****Car Rider Pick-Up**

Parents/guardians will have the option to pick up children in the carpool line. Please remember to put your carpool pass on your rear view mirror using a "pants hanger".

We will begin our drive-through pick-up in the circle at 12:50 p.m. through 1:05 p.m. For pick up after 1:05 p.m., the child must be picked up inside the building by the parent or the person designated to pick up the child.

As you turn into the Church parking lot, please enter through the entrance that is closest to Waxhaw/Indian Trail Rd and exit out the other side of the parking lot which is closest to Optimist Park. This is set up this way to prevent car accidents.

While pulling into the carpool line, please drive down to the end of the parking lot before looping around to get in line. Please line up in the parking lot that is on the right side of the building (if you are facing the building). Do not block traffic on Weddington Road/Hwy 84.

Once you pick up your child, please pull forward into the parking lot so that we can keep the flow of traffic moving.

It is understood that by using a car rider line, accidents may occur. It is very important that parents abide by the car rider rules set forth. It is the parent/guardian's responsibility to buckle the child in his/her car seat. Parents/guardians may not participate in carpool without a car seat. Parents are to have an age/weight-appropriate car seat to put the child(ren) in. Once the child(ren) is/are passed off to the parents/guardians vehicle, the child is considered under the care and custody of said parent/guardian. Southbrook Church will assume no responsibility for faulty car seats and/or negligence upon the part of the parent/guardian with respect to the use and/or operation of the car seat of the child restraining device.

****Early Pick- up**

If you need to pick up your child early, please do so by 12:30 p.m. From 12:30 on, we are preparing to go to the car-line so pick-up in the classroom during this time can be disruptive to getting the children out to the car-line on time. We ask that if it is any time after 12:30, that you go through the carline instead of coming into the building for pick-up.

As always we have an open door policy, however, please make arrangements with your teacher to come to class. If you need to talk with the teacher about something specific, please set up a time to do so before or after class. We truly appreciate you working with us on this as the routine for the children is very important.

Late Pick-Up Fee

Pick up is at 1:00 p.m.

A late pick-up charge will be assessed in the amount of \$1.00 for each minute per child after 1:05 p.m. and must be paid weekly. You will receive an email from the director in regards to how much is owed.

The purpose of this fee is not to gain additional income for the program but to encourage promptness and to value the teacher's time.

If you are unable to pick your child up on time please call and let us know. Extenuating circumstances are taken into consideration and in certain cases may waive the late fee.

Change of Clothing

A change of clothing will be kept in your child's classroom at all times. The clothing should be placed in a clear, zip-lock bag with your child's name affixed to the outside. Please include socks, underclothes and a complete outfit and furnish us with seasonally appropriate outfits as the weather changes.

Potty Training Policy

Children entering the 3's, 4's, and TK programs are to be completely potty trained. Our definition of "potty trained" is as follows:

The child is able to go to the potty without assistance from an adult in wiping themselves, unbuttoning/buttoning/unzipping/zippping pants, and is able to tell an adult that he/she has to go potty.

Children are considered potty trained when they have been accident-free consecutively for 2 weeks after a transition period of 2 weeks after school begins. In other words, within 4 weeks, we should be able to determine whether your child is potty trained or not. Children must be wearing "big boy/big girl" underwear. Pull-ups are not allowed.

Medical exceptions will be considered on a case-by-case basis, ie: medical, emotional, etc. at the discretion of Southbrook Leadership. Any diagnosis or healthcare provider information is required for Southbrook Leadership to consider a reasonable accommodation. Any request for reasonable accommodations should be immediately brought to the director's attention as soon as the need has become known so that the exception can be considered for approval.

Southbrook reserves the right to dismiss the child if accommodations cannot be met by either Southbrook or the parents/guardians. Children who are not potty trained will be withdrawn from Southbrook Preschool if they do not meet our Potty Training guidelines and reasonable accommodations cannot be made.

2-year-old – Potty Training

For a child entering into the two year old program, we will be glad to assist and encourage your child if your child is potty training. While potty training, your child must be in pull-ups if he/she is not completely potty trained. Children will need to be

accident-free for 2 weeks before wearing “big boy/big girl” underwear. If an accident occurs more than one time, we will put your child in pull-ups. Please let your teachers know so that they can assist your child.

Lunch

Each child should bring lunch in a lunchbox, or a zip-lock bag with their names clearly marked on the outside. Please bring in foods that do not have to be refrigerated or microwaved. All lunches will be kept in your child’s lunch box. Children will be encouraged, but not forced to eat. Please pack foods your child enjoys eating. Drinks should not include carbonated liquids or drinks in open containers. Juice boxes or labeled cups with lids are best. Please label all sippy cups (2 year old classes).

No peanut products for classrooms with allergies. Parents will be informed by your child’s teacher of any food allergies that are in the classroom.

Snacks will be determined by the teacher and you will be informed if a snack will be offered.

Outdoor Fun

Children will go outside to play every day as long as weather permits. If you do not want your child to go outside, for any reason, during “outside playtime”, you shouldn’t bring your child to school. We are not equipped to keep a child behind while your child’s class is outside.

Illness and Injury - See “Child Protection Policy”

Absences

Please notify us if your child is going to be absent for any reason. If a student is out for more than three days without notification, we reserve the right to drop a student from our roster.

Address and Telephone Changes

Please notify the Director if any changes occur in your home or office telephone numbers or addresses. This is crucial should we need to contact you, in the event of an emergency. Also, please notify us if your marital status changes and if there is a change in custody.

CPR and First Aid Training for Staff Members

All staff members are up-to-date certified in CPR and First Aid training.

Background Checks for Staff Members

Southbrook Church requires all staff members to conduct background checks every 2 years.

Discipline

Our primary goal is to help children solve and work through difficult situations and emotions. At times children may need to take breaks or need other non-physical methods of behavior management.:

1. Get down on the child's level and verbally identify the emotions of the children and help children identify the words to use to express their feelings. Work with both children to work through and problem solve conflict.
2. If the behavior does not cease and becomes aggressive, gently remove or direct the child away from the group to an area of the room where the group is not meeting. This is for the safety of all the children. Give the child a choice to sit in the calm down or cozy area.
3. Once the child has regained control, talk through the situation with the child helping the child to understand why they were removed from the group. Provide the child with simple, understandable reasons, and provide the child with a clear explanation of your expectations.
4. In addition, be verbally reassuring, as being removed from the group will likely upset the child and we will do our best to talk through the child's emotions and behavior.
5. Monitor the child through the separation from the group until they are able to gain self control without giving your undivided attention.
6. Praise the child once he or she has rejoined the group saying, now that you have calmed down we can rejoin the group.
7. If the verbal and physical harm continues for a total of 3 times in one day, the Preschool Director or the staff member will call the parents for an immediate pick up. Should this behavior occur again a meeting with parents and staff members will be conducted to determine what further action should be taken. The plan of action will be determined on a case-to-case basis depending on the severity of the behavior.
8. Children displaying chronic misbehavior will require an intervention plan to remain at Southbrook Preschool. This plan will be developed during a meeting involving parents, the Preschool Director, and the Weekday Preschool Staff member. Timelines for behavior improvement will be agreed upon and criteria will be set for continued enrollment in the preschool.

Three simple classroom rules

1. Be Kind
2. Be Safe
3. Follow directions

Addressing Concerns

Because you are entrusting us with your children, you will undoubtedly have questions for our teachers. If you have a concern and need to speak with your teacher regarding your child, please set up a time before or after school.

The best way to handle other concerns (billing, administrations, etc.) is to bring them to the director, since the teacher might not have the information you need.

Your efforts to partner with us in maintaining open lines of communication help us achieve this goal. Our goal is to support and minister to your family.

Separation

Separation is a natural part of growing up. To make this transition as easy as possible we suggest the following:

- Prepare your child by talking about school and what they will be doing ahead of time.
- Explain to your child that he/she is going to school to learn and play.
- Reassure your child that he/she will have fun and positive experiences.
- Most importantly: Leave quickly. This might be hard, but most of the time, is the best thing to do.

****Birthdays and Holidays**

Your child's birthday is a special time in his/her life. Your teacher will make this a special time for your child. Your teacher will notify you about how she plans to celebrate birthdays in her class. If you have questions please reach out to your teacher via email.

Holidays will be celebrated. Please consider volunteering to help with these special events. Look for the "Volunteer Sign-Up Sheets" at the "Meet the Teacher".

Appropriate Clothing

Children should be dressed in clothing that is comfortable for playing on the classroom floor, in the playroom or outside on the playground.

Clothing should be easy for children to manage in the bathroom.

During the preschool year, children will use glue, paint and spill on themselves. Children will get messy as they work and play. For these reasons please dress your child in play clothes and clothes you don't mind possibly getting ruined or stained.

Children will go outside every day that weather permits. Please send children in appropriate outerwear for the temperature of the day. Children will be playing outside if it is 40 degrees or higher.

Tennis shoes are the preferred footwear and highly encouraged. This is especially true for the playground and will prevent falls and mulch splinters on your child's feet.

Apply sunscreen on your child before coming to school on warm weather days to protect from sun damage.

****Field Trips**

Because of the North Carolina car seat laws for children under 5 years old, it is more difficult to take children on field trips. It is our desire to bring several "field trips" to the preschool campus. You will be notified of special programs coming to our school.

Should we have field trips that are not on campus, parents will meet us at the desired location and stay with us for the entire field trip.

We do have a yearly field trip in October to "Aw Shucks" Farm in which a parent is required to attend with their child.

****Toys From Home**

Toys should be left at home unless requested for "Show and Tell" days by the teacher. Children are possessive and their personal toys are difficult to share and can cause unnecessary classroom situations. We ask that you talk with your child about leaving toys either in the car or at home before arriving at preschool.

Handbook

Southbrook Preschool's parent handbook is subject to change from time to time. Southbrook Preschool may need to clarify, amend, and/or supplement the information contained in this handbook and will inform parents when changes occur.

Items noted with asterisk ** could be affected by our Pandemic Policy