

Parent Handbook



Camp Hosanna

Northwest Christian Childcare
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Visit us at our website:
www.northwestchristianchildcare.org



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Camp Hosanna Code of Conduct

I _____ will do my best to be respectful of myself and others by being

1. Honest
2. Fair
3. Friendly
4. Helpful

I will

1. Be responsible for what I say and do
2. Respectful of my counselors, authority, and resources
3. Listen and pay attention

The above requirements are mandatory for a safe and fun camp experience!

Camper	_____	_____
	Name	Date
Parent	_____	_____
	Name	Date

Northwest Nazarene Church

Dear NWCCC Families,

Welcome to Northwest Christian Childcare, a weekday ministry of the Northwest Church of the Nazarene. We are excited about the privilege of caring for your child. Northwest Church offers opportunities for worship each week to meet the needs of the entire family. Please go to www.northwestchurch.org for more information about ministries and service times.

Throughout the year we offer many family activities. You are welcome to join us at all of our events. We will do our best to keep you informed of activities that may be of interest to you. If you would like to receive our monthly calendar of events by email, please send your email address to churchoffice@northwestchurch.org.

We believe the worship of God makes better parents and families. If you do not have a church home, let me invite you to join us on Sunday mornings for our worship service. Childcare and children's ministry is available at both hours. Our church service is at 11:00 am.

The church is here to serve you. If you have special needs or seek counsel or special prayer, please feel free to contact me, our other church staff, or church volunteers. Our doors are always open!

Sincerely,

Pastor Sam



WE ARE LOOKING FORWARD TO AN AWESOME SUMMER WITH YOUR KIDS!

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Dear Parents:

Welcome to Camp Hosanna! We are pleased that you have become part of the Northwest Christian Childcare family. We are committed to providing the best possible care for your family. We desire to guide and nurture each child, providing social, emotional, physical, intellectual, and spiritual learning experiences. We want to encourage children to reach their God-given potential. It is our prayer that Christian love will surround your child. We believe your child will receive the best care and educational opportunities possible. Our dedicated staff will strive to meet the needs of your family. If you have any questions regarding the policies and procedures in this handbook, please do not hesitate to contact us at 614-451-4412 or check out our website at: www.northwestchristianchildcare.org.

Your NWCCC Director,

Anita Walker

Holidays

Northwest Christian Childcare will be closed on Memorial Day and the Fourth of July. If the Fourth of July falls on a Saturday, the center will be closed on the previous Friday. If the Fourth of July falls on a Sunday, the center will be closed on the following Monday. We do not adjust tuition for holidays.

Child Abuse/Neglect

All childcare staff is required by law to immediately report any suspected child abuse or neglect to the local public children's services agency.

Toys

We cannot be responsible for toys and personal items brought to camp. When a child brings his/her own toys it can create conflict. Check with your child's counselor if you have any questions about toys. NWCCC is not responsible for lost or damaged items.

Chapel

Chapel times are held on Tuesdays and Thursdays depending on your child's field trip day. Chapel is led by the pastors and they use Grow Curriculum.

Clothing

Please dress your child as comfortably as possible to enable him/her to participate in the different activities of the day. Children are encouraged to wear sturdy shoes and socks to avoid injury to their feet. All clothing including towels, bags, and sunscreen should be marked with your child's name and stored in your child's classroom. We can not be responsible for lost or damaged clothing. Lost and found items are located in the school office.

A

Registration Fee per child Non-refundable	Schedule FT/PT	Activity Fee per child	Advance Deposit (Applied to last week of camp) Non-refundable	Weekly Tuition (Due on Fri by noon)
\$100	FT	\$200	\$312	\$312
\$100	3 Day (MWF)	\$200	\$226	\$226
\$100	2 Day (TR)	\$200	\$164	\$164

Account statements are available on the Tuition Express website At www.tuitionexpress.com. The center’s Tax ID # is 31-0992539.

Year End Statements are distributed to all families at the end of January.

Family Discounts: Families who attend **full-time** will receive a \$31/wk discount for the second child enrolled in either the childcare or summer day camp, \$41/wk for third child and beyond. The **part-time** 3-day discount is \$10.50/wk for the second child, \$15.50/wk for the third child and beyond. The part-time 2-day discount is \$6.50/wk for the second child, \$9.50/wk for the third child and beyond. The deposit due at enrollment is reduced by the applicable discount(s).

Late Pick Up Fee: Our center closes promptly at 6:00 pm. If you cannot pick up your child prior to 6:00 pm, please contact someone from your pick up list to come and get your child. If it is necessary to pick up your child later than 6:00 pm, a late fee will be assessed to your account at \$5.00 per child for each incident. You will also be charged \$1.00 per child per minute. Please notify the school if you will be late. Repeated lateness will prompt the child’s disenrollment. All parents and children must be out of the building by 6:00 pm.

Our Mission

Our mission at Northwest Christian Childcare Center is to partner with families to provide quality care for children that is Bible based and age appropriate in its daily activities and Curriculum. Camp Hosanna is life applicable, relational, creative, safe, and fun. We strive to teach the qualities of a servant heart.

Northwest Christian Childcare is a privately owned and operated non-profit childcare center. The childcare center is licensed by the Ohio Department of Children and Youth. We are approved to operate legally as a childcare center, preschool, and summer day camp (school-age) program. Care is provided from 6 weeks of age through pre- kindergarten. A summer day camp program is offered for children who have completed Kindergarten through 5th grade. NWCCC does not discriminate on the basis of race, religion, sex, color, national origin, or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

Licensing

The licensing rules and laws are available at the center, and a copy for review can be requested from the Director. The licensing inspection reports and complaint investigation reports, for the current licensing period, are located online at www.ojfs.ohio.gov. The center’s licensing records, both past and present, and the compliance report forms from the Health, Building, and Fire department are available upon request from the Ohio Department of Job and Family Services.

The licensed capacity for each age category is noted in the center’s license. The license is posted in the front office. The center observes a 1:18 staff/child ratio and small group size of 2:36 for school-age children.

Hours and Days of Operation

Camp Hosanna is open from 7:00-6:00 pm, Monday through Friday. Children need to be checked in by 9:00 am every morning so that we can begin promptly. If your child will be late or absent, please notify the front office as soon as possible.

Daily Schedule M/W/F

7:00-9:00	Check in and breakfast snack
9:00-11:00	Activities #1 and #2
12:00-12:30	Lunch
1:00-3:00	Swimming
3:00-3:45	Changing/Snack
3:45-5:00	Camp Activities
5:00-6:00	Check out

T/TH

(The schedule for Tuesdays & Thursdays will vary due to the different times and lengths of our field trips.)

7:00-9:00	Check in and breakfast snack
9:00-11:00	Activities #1 and #2 and Chapel
11:00-3:00	Field trip/Lunch (See posted Schedule)
3:00-4:45	Return to NWCCC/Snack
3:45-5:00	Camp Activities
5:00-6:00	Check out

Departure and arrival times for field trips, as well as nightly check out locations will be posted on the Camp Hosanna board located on the first floor through the office door on the left.

If your family has a scheduling conflict when your group is not on the property, you may not drop your child at the center. You may drop your child at the field trip location or after your group returns to NWCCC.

Tuition: Northwest Christian Childcare is a non-profit organization with tuition established to defray the primary cost of operation. There are two acceptable methods of payment. Our preferred method of payment is ACH withdrawal from a bank account using Tuition Express. There are no fees associated with ACH withdrawal.

The second payment option is by debit or credit card through Tuition Express. There is a 4.5% transaction fee associated with this option. All payments (ACH and debit/credit card) are processed each Friday for the current week's tuition. A \$25 late fee will be charged to your account when tuition is paid late. All declined payments will be charged a \$15 fee per incident. See the Accountant in order to sign up for Tuition Express. There is a form that must be completed and returned on our website.

Should it be necessary to increase tuition rates, you will be notified as soon as possible, but not less than 30 days prior to the effective date. Rates are reviewed on an annual basis and changes are implemented in March.

Payments that are delinquent by more than two weeks will automatically disenroll a child unless satisfactory arrangements have been made with the Accountant.

Everyone enrolled in Camp Hosanna is required to pay for the full 11-12 weeks of camp. Each family will be given a one week optional vacation voucher to be used for a week (5 consecutive days) during the summer. If you choose to utilize the vacation voucher, a total of 10 weeks tuition is required (11-12 weeks of camp less one vacation voucher week if used).

Enrollment status can only be changed one time throughout the course of the summer. For example, a camper can change from full-time to part-time status, but not back to full-time. Once a change in enrollment status has been made, the camper must remain at that status for the remainder of the summer.

Parent Participation

A roster of the names and telephone numbers of the parents or guardians who authorize contact with children in the SDC is available upon request. This roster will not include names of any parent or guardian who requests that their information be omitted.

We welcome and encourage parents to volunteer and assist on party days or with field trips. Northwest Christian Childcare has an open-door policy and any parent, custodian, or guardian of a child enrolled at Northwest is allowed to visit the center at any time during the day. The center only asks that the parent or guardian notify the office at the time of his/her visit. Parents who need assistance with concerns related to Camp Hosanna are encouraged to make an appointment with the Camp Director.

Enrollment Qualifications

Enrollment Paperwork: Enrollment paperwork is done online through Five Star Registration. Please go to: <https://nwccc.app.gofivestar.org/> and follow instructions on our website. An enrollment form must be filled out completely for each child enrolled in Northwest Christian Childcare. This form must be updated annually.

Medical Form: Each child must have a current medical statement filled out by his or her physician. This state mandated form may be picked up in the childcare office and must be renewed annually.

Registration: An annual \$100 registration fee per child is due at the time of enrollment. The registration fee is non-refundable.

Activity Fee: A \$200 activity fee per child is due at the time of enrollment.

Advance Deposit: A non-refundable deposit of one week tuition is required at the time of enrollment. This will secure your place in camp along with payment of the registration fee and activity fee. Completed enrollment forms must be submitted online along with your fees. The deposit is automatically applied to the last week of camp.

Child Guidance and Behavior Management Policies

The camp staff is in charge of a group of children and is responsible for their care in keeping with the policies established by Northwest Christian Childcare and Camp Hosanna. All discipline will be handled with kindness, consistency, and understanding in accordance with the individual needs of each group and each child. The staff will discuss the rules thoroughly with children and explain why it is necessary to have them. We do not want children to hurt themselves or others. We want them to learn to respect others and their property.

No form of corporal punishment will be administered in the center. No cruel, harsh, unusual or extreme techniques shall be used. Use of abusive language or attacks on the child's self worth is not to be used to shame a child into conforming to the rules of behavior. Making derogatory or sarcastic remarks about a child or their families is unacceptable and will not be tolerated. It is our goal to provide a positive and safe environment for each child. Any instances of such practices are to be reported to the Camp Director.

When a child's behavior is unacceptable, the childcare staff members shall not restrain a child by any means other than holding the child for a short period of time, such as a protective hug, so that the child may regain control. No child shall be placed in a locked room or any confined area.

Discipline shall not be imposed on a child for failure to eat, failure to sleep, or for toileting accidents. Also, at no time will food, rest or toilet use, or outside/gym time be withheld as a form of behavior management. Techniques of discipline or child management shall not humiliate, threaten, shame or frighten a child.

The childcare staff shall not punish an entire group of children due to the unacceptable behavior of just one or a few. No child will be isolated or restricted from all activities for an extended period of time. Parents of children in our center are not permitted to discipline other children at the center.

When a child has a disciplinary issue, we will encourage them to find a quiet space and get themselves calmed down. Once they have adjusted their behavior, they will be allowed to return to the group and activity. All Northwest Christian Childcare staff adheres to the child guidance and behavior management guidelines listed above.

It is important that school-age children learn to solve problems on their own. Therefore, camp staff will encourage children to work out their disagreements by themselves in an acceptable manner. Staff will spend time guiding and facilitating behavior management rather than just disciplining the children. For instance, when a child approaches a teacher with a situation, the staff member may ask the child how the situation can be resolved and then encourage the child to solve the issue with the other child involved. When necessary, camp staff will intervene. But, in most situations, the staff will encourage the children to solve their issues on their own.

When a child's behavior is unacceptable, camp staff will discuss the inappropriate behavior with the child and provide appropriate alternatives to his/her actions. If necessary, further action, including a brief time out or removal from an activity, will take place. In the case that the counselor and child cannot come to a satisfactory solution in the classroom, the Camp Director and parent will be made aware of the situation to support each other in resolving the situation.

For severe behavior, a behavior management plan will be developed. The Camp Director will communicate with the parent or guardian before implementing any specific behavior management plan. It is our hope that this will encourage the child to understand the importance of acceptable behavior.

In extreme cases involving the chance of injury to self or others, or destroying property, it may be necessary to require that a child be disenrolled from camp.

Misbehavior on field trips will not be tolerated. Any misbehavior such as destruction of property, disrespect toward other adults or children on a field trip will result in the loss of the next field trip and the child must remain at home for that day.

Bullying of any kind will not be tolerated and is subject to disciplinary action.

Northwest Christian Childcare has adopted a "no weapons" policy. Therefore, if any child brings any type of weapon such as a knife, pocket knife, gun, etc. to camp, he/she will be automatically disenrolled.

Please sign and return the attached code of conduct agreement found on the last page of the Handbook.

If you need to contact Indian Hills Swim Club, please see an office staff member for the pool's number. Occasionally, we will participate in other water activities including, but not limited to, sprinklers, slip-n-slides, and water games.

Pool Snacks

Snacks will be provided for campers while they are at the pool. Pool snacks will include things like seasonal fruit, frozen treats, etc. on Mondays and Wednesdays and candy on Fridays.

Swim Lessons

Swim lessons are available and given at Indian Hills Swim Club by certified lifeguards. Parents will be made aware of dates, times, and prices for swim lessons. Swim lesson fees are due by Friday, May 22 or your child will not be able to participate. Checks should be made payable to Indian Hills Swim Club. Camp Hosanna staff will escort the children to and from the pool and will be present during each of the swim lessons.

Outdoor Policy

Under Department of Children and Youth operating rules, all children must have an outdoor time scheduled. Fresh air is necessary and healthy in a child's development. Children will go outside unless the weather is severe (storming, extreme hot, or cold). If you feel that your child should not go outside, the best choice is to have your child remain at home. We cannot accommodate individual children asked to remain indoors.

The back door leading to the playground is kept locked at all times. You will need to use the keypad located to the right of the doors to access the building. Please see the office for the keypad code.

If the weather is inclement (raining, extreme hot, or cold) children will be provided with large muscle activities in the gym.

Field Trips

Field trips are scheduled every Tuesday or Thursday. Children will attend one field trip weekly and have on-site field trip opportunities as well. Staff/child ratios are always maintained while on field trips. Field trip information is posted on the Camp Hosanna board. Each child must have a written permission slip signed and dated by a parent or guardian. Parents must initial next to each date on the permission form (unless their child will not attend certain field trips). **Campers must wear their camp t-shirts on field trip days.** All children will be transported to and from field trips on a chartered school bus. A staff member trained in First Aid, CPR, and Management of Communicable Disease will always be present on field trips, along with a first aid kit.

No child is left unattended. Each child will be assigned to a camp counselor. Attendance is taken at departure and arrival at the childcare center and also at the field trip site. Camp staff always carry attendance records, emergency transportation authorizations, and health records for children with chronic health conditions.

Swim Policy

Before a child can participate in water or swimming programs where the water is more than 18 inches deep, a signed and dated permission slip indicating whether the child is a swimmer or a non-swimmer is required. Parents must initial next to each date on the permission form (unless their child will not swim on certain days).

Camp Hosanna will swim at the Indian Hills Swim Club. All staff and campers will walk to the Indian Hills Swim Club located behind the Northwest property in the Indian Hills Community. We will swim on Mondays, Wednesdays, and Fridays from 12:30-3:00 pm. Camp Hosanna staff will be present during each swim time. Indian Hills Swim Club will provide certified lifeguards to supervise the pool. The required 1:18 staff/child ratio will be maintained during all swimming and water play activities.

Indian Hills community pool is a non-heated, outdoor pool. Therefore, pool temperature cannot be regulated. Camp Hosanna will swim regardless of weather, outside temperature, or pool temperature. Swim times will only be canceled for severe weather such as heavy rain, thunderstorms, lightening storms or unsafe conditions such as high/low chlorine levels.

Supervision Policy

Children enrolled in Camp Hosanna are allowed to run errands inside the building or use the restroom alone or in small groups without adult supervision. When school-agers use restrooms without adult supervision, they will use the first floor restrooms.

Safety Policies and Procedures

No child is to be left unsupervised by staff or parents. There is to be no rough play or running in the building except for directed physical activity in the gym.

Camp Hosanna has a “no money” policy. Please do not send cash to camp with your child.

The use of aerosols is prohibited when children are in attendance.

Emergency telephone numbers and staff members trained in First Aid are posted in each classroom. All camp counselors are First Aid and CPR certified. The center staff has immediate access to a working phone at all times.

If a child has a head injury, the staff will contact the office immediately. Phone calls will be made to a parent or guardian in the case of any head injury, no matter how slight.

The fire, emergency, and weather alert plans are posted in each classroom. Fire and tornado drills are held monthly at varying times and a record of these drills is kept in the school office.

Custody Issues

To ensure that Northwest Christian Childcare is in compliance with any court order pertaining to the custody of your child, we require a certified copy of the custody order. We keep this information confidential and solely for the safety and well-being of your child. If a new custody order is issued or if a restraining order has been issued against either parent, we will also need certified copies of these documents on file. It is Northwest Christian Childcare’s policy to remain neutral in all custody matters.

Delivery and Release of Children

Our facility is locked and secure. Your family will receive a code to enter the building during the SDC program. When you enroll your children at NWCCC, you choose a code or thumbprint and you must input that code into a Procure box located outside each entrance. Each child must be taken directly to his or her counselor. All drop-offs from 7-8:15am should be under the tent outside. Children must be supervised at all times.

Please remember to walk through the school when picking up your child from the playground. For safety reasons, we do not allow drop-off or pick-up at the fence.

Each parent is asked to sign in his or her child upon arrival at camp and sign out when leaving the building with their child.

Each counselor will keep a class list with them to mark your child's arrival and departure. Please make sure the counselor responsible for your child knows that your child has arrived. Also, when the child is leaving with an authorized person, the attending counselor should be notified.

Children will only be released to their parent or persons who have been authorized in writing by their parents at the time of enrollment. Changes in authorization must be done in parent's handwriting and submitted in advance to the office. Anyone wanting to pick up a child must show proper identification.

All parents need to bring proper identification the first week of camp. Camp staff will ID unknown families the first week.

Meals and Snacks

A breakfast snack is served between 8:30-9:00 am. This snack includes a minimum of two out of the four basic food groups.

Children enrolled in Camp Hosanna are required to bring their own lunch, including a drink, everyday unless parents choose to purchase a camp lunch. Please make sure all items in your child's lunch are ready to eat. Camp staff is not able to microwave camp lunches.

It is important that children eat a balanced, healthy meal. Therefore, when packing your child's lunch, please remember to include two servings of fruits/vegetables, one serving of milk, one serving of

Medication Procedures

Your child may occasionally need to take medication while at camp. To ensure that we administer the medication in a safe and healthy manner, we will only administer medication that is properly labeled and dated. All medications and topical ointments must be in the original container. Only prescription or authorized over the counter medication will be given. Over the counter medications will be administered only in accordance with the labeled instructions, unless written physician instructions are given. A Medical Physical Care Plan must be completely filled out in order for NWCCC to administer any medication. These forms are located in the office and on our website.

The Topical product or lotion application form must also be filled out for all topical ointments, including sunscreen, bug spray, and lotion.

Please give the medication and signed Medication Administration form to an office staff member. Only topical ointments, sunscreen, or lotions can be kept in the child's classroom. All other medication is to be kept in a designated location and all refrigerated medication will be kept in a refrigerator in the office. Emergency medication will be carried with the counselor.

Other Health Concerns

If your child has been diagnosed with allergies or other health issues, please indicate this on a green Medication Administration form and we must have a completed Health Care Plan on file. Anything listed on the medical or enrollment form as a health issue must be accompanied by a Health Care Plan.

A chart of communicable disease symptoms and information is posted in the school office. A child with any of the following signs or symptoms of illness shall be immediately isolated and discharged to his /her parent or guardian:

- Diarrhea - three or more abnormally loose stools within a 24-hour period
- Severe coughing, causing the child to become red or blue in the face or make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and pus discharge, matted eyelashes, burning, itching or eye pain
- Temperature of 100° Fahrenheit taken by the auxiliary (armpit) method, along with any other signs of illness
- Untreated infected skin patches, unusual spots or unexplained rashes
- Unusually dark urine and/or gray or white stool
- Vomiting more than one time or when accompanied by any other sign or symptom of illness
- Sore throat or difficulty in swallowing
- Evidence of untreated lice, scabies, or other parasitic infestations
- Stiff neck with an elevated temperature

If a child develops any of the above symptoms, a parent or guardian will be notified and will be expected to pick up the child as soon as possible, not exceeding one hour. Signs are posted in all classrooms that have been exposed to a communicable disease with information about that particular illness.

If your child is sent home with a fever, vomiting, or diarrhea, they MUST be kept home the following day to recover. Your child must remain fever or symptom free for 24 hours without medication before returning to school.

When staff members become ill, the same policies will apply. An approved substitute will be arranged to cover the class.

grains/bread, and one serving of meat or meat alternative. Serving sizes for each of these food groups are located in the office.

Camp lunches cost \$4.00 per day and will be charged to your account. Camp lunches will include foods from the four food groups, which supply 1/3 of a child's recommended daily dietary allowance. Occasionally, lunch is included in one of the field trips. There will be a sign posted on the Camp Hosanna board notifying parents anytime lunch is provided on a field trip.

Northwest Christian Childcare is a nut-free center. This means that nut products including peanuts, peanut butter, peanut butter crackers, etc. cannot be consumed in the building. **Please do not include any nut products in your child's lunch.** Also, if your child eats a peanut product for breakfast, please make sure he/she washes his/her hands before coming to camp. We appreciate your help in this matter!

An afternoon snack is served between 3:00-3:45 pm or when children return from a field trip. This snack includes a minimum of two out of the four basic food groups.

The monthly breakfast and snack menus are posted on the Camp Hosanna board and distributed to families. Extra copies are available in the office.

Should your child require vitamins or a special diet, including any allergies, or any change to our menu, you must have a written prescription or statement signed by a licensed physician.

Emergency Closing Procedures

If Northwest Christian Childcare has to close due to a weather emergency. We will send out an email and text message to parents who are registered in Procure.

Level 1 Emergency: NWCCC will be open regularly scheduled hours

Level 2 Emergency: NWCCC will open at 9:00 am; however, closing for a Level 2 will be at the discretion of the Director.

Level 3 Emergency: NWCCC will automatically be closed for the day.

If we are already in session, and Franklin County calls a level 3 emergency, we will close immediately. For our staff to have the same safety consideration, it is imperative that you pick up your child within the hour. Phone lines should be open for emergency calls.

Evacuating the Property

In the event that we would need to evacuate the property, we will notify the Columbus police department and any other authority necessary.

The staff would then evacuate the building to a safe location and parents will be notified by text and email where they can pick up their child.

A complete copy of the evacuation plan is located in each classroom, gym, kitchen, and office.

General Emergencies

A general emergency plan has been posted in each classroom with instructions for the following situations:

- Threats to safety of children due to environment or violence
- Threats of natural disasters such as fire or tornado
- Loss of power, heat or water
- Evacuating Northwest Christian Childcare property
- Serious incident, injury or illness

All situations mentioned above will be handled in accordance with Ohio Department of Children and Youth rules and regulations and in accordance with Northwest Christian Childcare policies and procedures.

Serious Incident, Injury, or Illness

If a child becomes seriously injured or ill the parent or legal guardian will be notified immediately. A state mandated incident report will be filled out and medical treatment will be sought the day of the incident. If a child must be transported for medical treatment, he or she will be transported by EMS. The Camp Director or an appointed staff member will accompany the child to the authorized medical facility. The incident will be handled according to NWCCC/Camp Hosanna Child Guidance and Behavior Management guidelines. NWCCC does not assume any responsibility for co-pay or deductibles that your insurance does not cover.

Incident/Injury/Illness Reports

The staff member responsible for the care and control of children will fill out a state mandated incident report for the following:

- An illness, incident, or injury which requires first aid treatment
- A bump or blow to the head or face
- Emergency transportation to seek medical attention
- An unusual or unexpected event which jeopardizes the safety of children or staff

These incident reports will be given on the day of the incident to the parent, guardian, or person picking up the child from the center.