

FAQ Page

Children's House Cheat Sheet!

When do I drop off my child?

Our normal drop-off time is between 8:15am and 8:45am. If your child is enrolled in Before Care, you may drop off as early as 7:00am. If you arrive after 8:45am, there might not be a staff member at the door to greet you. *All families are able to pick up an access card to allow you access through the front door during school hours.*

Where does drop off and pick-up occur?

All students are dropped off at our main entrance; the front door. At regular dismissal times, Pre-Primary and older students are dismissed by their teachers at the main front door, and Toddlers are safely dismissed by their teachers from the gate entrance to our playground at the rear of the school. All After Care students can be picked up in their classroom or at the front door.

When do I pick up my child? What if I'm early or late?

Half day or Morning students' day ends at 12:00pm, and Full Day students are dismissed at 3:00pm. After Care students may be picked up before or at their contracted end time.

If you are going to be early picking up your child, please call ahead if possible so that we can get them ready to go with minimal disruption to the classroom. *If you are late, your child can attend After Care and you will be billed at our "drop-in" rate of \$15 per hour.* It is also helpful if you let us know about your late arrival if possible.

If you arrive after 6:00pm (school's closing time) you will be responsible for paying the staff member who stays with your child directly at the rate of \$20 per 15 minutes.

What if I need emergency care?

We are happy to accept your child for the day if we have room in their class. Emergency care is billed at a rate of \$15 per hour unless a day rate is pre-arranged. It is almost never a problem for your child to stay late on one of their scheduled days.

What is drop-in care?

Drop-in care, also called "Uncontracted Care" on your bill, is kept track of on a weekly basis and billed monthly. If your child is at school earlier or later than their contracted times, you will be charged at the rate of \$15 per hour. For example, if your child is due to leave at 3:00pm and you pick up at 3:30, you will be charged \$7.50.

What if my child is sick? Or gets sick at school?

If your child is sick please consider keeping them at home. If your child is sick at school, we will be in touch with you to let you know their status. If they have a temperature of 100.4 or have gotten sick several times, they will need to be picked up from school. Please see our Illness Policy, which aligns with state guidelines, for more detailed information.

What is the best way to find out school news?

Both administration and teachers send out pertinent information via email at least once a week. Please make sure we have your correct email in our system.

Our homepage at www.childrenshouse-de.org has a section with upcoming events

Signs and message boards at our entrance are also updated daily/weekly

What is the best way to get in touch with my child's teacher?

Teachers and staff strive to be accessible to parents throughout the day. You may email your child's teacher at any time, or call the school office at 302-529-9259 for immediate help.

How does snack time work?

Snacks in the classroom are provided by parents. Each class has a rotating schedule, and most families will only have to purchase snack 2 times a year or less. Teachers provide a list and parents shop and drop off either Friday before their week or Monday morning of their week.

Does my child have to bring their own lunch?

Yes, Children's House does not provide lunch. We are able to refrigerate and warm up any meals.

What is Pizza Day?

Children's House has a fun "Pizza Day" every month. We try to rotate days so that all students can participate. They bring in \$1 per "child-sized" slice and we provide fruit to have with it. Half day students are allowed to stay for lunch until 12:30 on Pizza Day. Gluten free pizza is available if your child has dietary restrictions.

What is a "Childcare Only Day"?

These are days when the school is not technically in session, but there are a few staff members to care for children. Many of these days are available to students registered for Before or After Care at no additional cost. If there is a cost or registration associated with these days, like Spring Break, there will be ample time to sign up.

Can I change my child's schedule?

Children's House allows schedule changes if there is space to accommodate them. If a class is full, you may not be able to add on requested days. *There is a \$30 change fee associated with generating a new contract if the change is approved.*

What if my child is absent? Can I get my money back?

As stated in the contract, refunds are only issued for children who move out of the area. If you have a planned absence at the beginning of the school year and would like to include this absence in your contract, you are still responsible for 30% of your fees in order to hold your child's place. The maximum tuition forgiveness for travel / extended absence is \$900.

What if my child needs medicine during school hours?

If your child needs any medicines or topical ointments (including diaper cream and sunscreen!) we need your written consent via our Permission to Administer Medication form or a handwritten note. All forms or notes should have specific instructions about dosage.

Do you help my child with potty training?

Our teachers are very happy to support your potty training efforts that begin at home. Keeping communication open and sending lots of clothing changes is encouraged. There are no potty training requirements for our older-age classrooms, though we do not change diapers in the classroom outside of the Toddler level.

What if my child doesn't nap?

All children are expected (and required by the state) to rest their bodies for at least 30 minutes. This can mean laying quietly on their mat, or in the case of our older friends, quietly looking at a book by themselves. After this time, teachers make certain areas of the classroom available for independent quiet work (reading, puzzles, coloring) that students can quietly do while their friends sleep.

How will I know about my child's progress throughout the year?

We have Parent-Teacher conferences as well as written Progress Reports throughout the year. You are also, of course, encouraged to communicate with your child's teacher throughout the year.

When is my bill due?

Unless otherwise agreed upon, fees are due on the dates indicated on your Contract Agreement that you receive at the beginning of the year. If you pay monthly, your due date is the first school day of each month.

If you have any questions about fees, please contact the Business Office: businessoffice@childrenshouse-de.org

What is Co-Op?

25 hours of Co-op is required per family for the academic year. If you choose not to volunteer your time, we are happy to accept the monetary equivalent. 1 hour of Co-op is \$15.00, a total of 25 hours or \$375.00 can be billed in April/May of the school year. More information can be found on our Co-Op FAQ sheet.

What fundraising am I expected to participate in?

All fundraising is optional. As a small, non-profit school with an active parent community, we have several small fundraisers throughout the year, usually partnering with local businesses. We also have an annual spring event that parent volunteers coordinate as night of fun for parents. This also includes BoxTop for Education collections and an Amazon Smile account.

We also participate in various charitable endeavors throughout the year and students really loved getting involved. For example, students can wear pajamas to school, bring in a \$1 donation to participate, and that donation will go towards the charity the school is working with that month.

I have a concern about something at school – who can I talk to about this?

Please do not hesitate to first reach out to your child's teacher with any issue. You are also welcome to address concerns with our Director, Cathy Cooling. We really welcome parent questions and concerns as we always strive to improve communication.

You also have a Parent Representative on Children's House's Executive Board who is open to your concerns. This year it is April Williams. There are also parent association members for each classroom; your best contact for this is Rebecca Dunkin.

For more information about all of our policies, please visit: <http://www.childrenshouse-de.org/about-childrens-house-montessori-school/>