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## CHMS Parent Frequently Asked Questions

### ***When do I drop off my child?***

- Our car line runs between 8:00am to 8:40am. We have staff come to your car to get your child and bring them inside. Car line is along our front curb, by our main entrance, the front door. If you arrive after 8:40am, please ring the doorbell and we'll have a staff member walk your child to their classroom.

### ***What does pick-up look like?***

- At regular **dismissal time (12pm & 3pm)**, students are dismissed via the main front door. As parents pull into the car line, we look for the family's car line number, then contact the child's classroom so that they can make their way out to you!
- All Aftercare students (after 3:10pm) should be picked up at the front door. Please ring the doorbell when you arrive.

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

- Pickup times are reflected on your contract and are as follows.
  - o Half Day 12pm
  - o Full Day 3pm
  - o After-School Options of 4:30pm & 6pm

*(Pickup can be any time before your contracted end time)*
- *If you have something come up and your child has to be sent to after-care you will be responsible for a late fee of \$1 per minute.*

### ***What if my child is sick or gets sick at school?***

- If your child is sick at school, we will send a message and or give you a call. If it's a low-grade fever or doesn't seem to be serious, we will just keep you updated throughout the day. If they have a temperature of 100 degrees or have gotten sick (vomit, diarrhea) more than once 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?***

- You can always ask questions via our app [BrightWheel](#) - it is very easy to message teachers and admin there
- We also send out emails, links in Brightwheel, and families can [sign up for texts](#) in case of emergency to update families about happenings and events

### ***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 but their number one job is to be a hands-on teacher
  - Email your child's teacher at any time – [Staff Directory](#)
  - Message them via BrightWheel
  - Call the office at 302-529-9259 for immediate help

*Adults in the building are caring for children throughout the day so we appreciate your patience and always answer as soon as we can.*

### ***Is Brightwheel communication private?***

- Your messages between "Parents and Teachers" can be seen by teachers assigned to your child's classroom and parents that are on your child's account (not all teachers in the school or all parents in the classroom)
- Your messages between "Parents and Admin" will be seen by parents on the child's account and administration (Head of School, Business Office and AfterCare Director)

### ***How does snack time work?***

- Snacks in the classroom are provided by parents. Each class has a rotating schedule, and teachers provide a shopping list for parents. Families can bring these items on Monday mornings of their week. Co-Op credit is given when it is your turn to be snack helper.

### ***Does my child have to bring their own lunch?***

- Yes, Children's House does not provide lunch. We refrigerate lunchboxes and can warm up any meals. If you send a meal that should be warmed up, please send in a microwave-safe container.

### ***Can I change my child's schedule?***

- Children's House allows schedule changes to your contract if there is space to accommodate them. If a class is full, you may not be able to add requested days.

### ***What if my child is absent? Can I get a refund?***

- Refunds are only issued for children who move out of the area (please see your contract for specific policy regulations). Absent days and sick days will not be refunded.

### ***What if my child needs medicine during school hours?***

- If your child needs any medications, we need your written consent via our Permission to Administer Medication form. All forms or notes should have specific instructions about dosage, be labeled with your child's name, and be kept securely in their original containers and in the classroom.

***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 highly encouraged. There are no potty-training requirements for our older-age classrooms, though in Pre-Primary classrooms all changing of diapers/pull ups happen in the bathroom.

***What if my child doesn't nap?***

- All children not enrolled in Enrichment Kindergarten program are expected to rest their bodies at least 30 minutes on their nap mats. They are not required to sleep, just to rest quietly for a time. 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 friend's sleep.

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

Please do not hesitate to reach out to your child's teacher with any issue pertaining to the classroom.

- You are also welcomed to address higher-level concerns with our Head of School [Ms. Cathy](#)
- For questions or concerns about After School please contact [Ms. Kim](#)
- For questions about billing, admissions and attendance please contact [Ms. Katie](#)

We welcome parent questions and concerns as we always strive to have open communication.