



2021 – 2022 Parent Handbook

Table of Contents

| | |
|---|-----------|
| About Us..... | Page 2 |
| Our Ratio..... | Page 2 |
| General Information..... | Page 3 |
| <ul style="list-style-type: none">- Calendar- Withdrawal- Lost and Found- Clothing and Skin Protection- Food | |
| Policies..... | Pages 4-8 |
| <ul style="list-style-type: none">- Payments- Late Payments- Continued Enrollment- Attendance and Pick Up- Health and Safety Procedures- Policy on Sick Children- Covid Policies- Inclement Weather- Discipline- Grievance Procedure | |
| Teacher Workdays and Intersession Dates..... | Page 9 |
| Billing Cycle..... | Page 10 |



About Us

The afterschool program is for students' kindergarten through 5th grade. Our unique program encourages outdoor play in a beautiful natural environment at New Hope Camp and Conference Center.

Our goal is to provide a quality program that is safe, fun and affordable. Our programs offer age appropriate activities under the supervision of a knowledgeable, reliable, helpful and trained staff. We are committed to maintaining a 1:15 ratio. Our goal is for the children to be outdoors in a natural environment while building a collaborative and interactive community.

We commit to:

- Providing campers a safe and secure environment
- Providing play based outdoor activities
- Providing unstructured play time to help build creativity and problem solving skills
- Providing a relaxed atmosphere where campers can socialize and make new friends
- Providing a nutritional snack
- Providing time for campers to do their homework



General Information

Calendar

The afterschool program is closed on the following holidays: Labor Day, Thanksgiving, Christmas, New Year's Day, Good Friday, Memorial Day.

A list of Teacher Workdays and Intersession Dates is listed at the end of the handbook.

Withdrawal

In order to withdraw a camper from the Afterschool Program, two weeks' written notice is required. If the two weeks' written notice is not given, the family will be charged for two weeks of tuition beginning after notice is given or the camper ceases to attend.

Lost and Found

All personal belongings, including jackets, lunch boxes, backpacks, etc. should be clearly labeled to help avoid loss. We cannot be responsible for any lost, damaged or stolen belongings. Lost and found will be kept in the dining hall and cleared out every 2 weeks.

Clothing and Skin Protection

Please dress your camper in weather appropriate clothing, that you do not mind getting soiled and that is easy for your camper to play in. We will spend the majority of every day outside regardless of weather.

Food

One healthy snack will be provided daily for Afterschool. Two snacks will be provided for all day care, such as Intersession or Teacher Workday camps.

All food allergies should be listed on the medical form which is part of the registration process.

Policies

Payments

Payment is due on the 25th of each month. Payment is always 1 month in advance.

- All payments must be made in advance prior to the start of the attendance period.
- Payments can be made online.
- Payments can be set up on automatic charge system.
- Credit cards are accepted over the telephone or in person. We accept Visa or Mastercard.
- If a check has been used there is a charge of \$25.00 on all returned checks. If a check is returned, New Hope Camp and Conference Center must be reimbursed for all charges, including the return check fee.
- Any family unable to pay tuition by the 1st of the month that the fee is due should contact the Afterschool Director as soon as possible to make payment arrangements. The Afterschool Director will consider requests for payment plans from any families experiencing unforeseen financial hardships.

Late Payment

- A late payment fee of \$15 is due for all tuition payments made after the 1st of the month and should be added to the monthly tuition check or payment. If payment has not been received by the 10th of the month, your camper will be suspended from the program until your account is up to date.
- Families unable to pay monthly tuition or adhere to payment plans may be requested by the Afterschool Director in writing or by e-mail to withdraw enrollment of all camper when the monthly tuition fee and late payment fee are not received by the 10th of the month. At that time, the enrollment space will be offered to the first family on a waiting list or marketed to the public.
- The family requested to withdraw enrollment may reapply for enrollment following satisfactory resolution of their financial account.

Continued Enrollment

Monthly tuition must be paid to secure a camper's continued enrollment during a school year, regardless of sickness, prolonged leave of absence, suspension, or vacation/holiday.

Attendance and Pick Up

****due to Covid-19 our pick up policy has changed. Please refer to the additional Covid-19 handbook for details***

- If a camper is registered to attend the after school program and is on the bus list we require prior notification by the parent regarding any changes. Contact the Director by noon at 919-812-4883 or info@newhopeccc.org.
- Your camper must be signed out by the parent, guardian, or emergency contact or the Afterschool Director. Only persons authorized in writing by you, the parent(s) and/or guardian(s), may remove your camper from the program. Staff members will request photo identification if the person picking up the camper is unfamiliar and check the authorization form.
- The Afterschool program closes promptly each evening at 6pm. All parents and/or guardians are expected to pick up their campers on time. If you are unable to do so, it is your responsibility to notify the Director that you will be late or are sending an alternate to pick up your camper. This individual will need to bring photo identification with them. After the site closes, a staff member will attempt to contact the parent, guardian or emergency contact person by telephone.
- A \$5.00 late fee will be charged for each camper for each 15 minutes or portion thereof after closing, if the parent/guardian is late picking up their camper. This fee is due upon picking up your camper or the next day.

Health and Safety Procedures

Emergency Procedures for an Injured Camper

- Every site is equipped with a first aid kit. There are at least 2 staff members at each site that are CPR/First Aid Certified. The director will notify parents if there is evidence of serious injury or illness. A written record will be kept of all injuries and accidents requiring first aid. A copy of the incident report will be sent home to the parent/guardian with the camper, and a copy will be kept on file.
- In case of emergency, illness, or injury to a camper, the parent or guardian will be notified immediately. If the parents/guardian cannot be reached immediately, the emergency numbers on the registration form will be called.
- In the event of an emergency warranting medical attention or considered life threatening, the Director will call 911 or take other necessary emergency procedures. Parents/guardians and/or emergency contacts will be contacted as well.
- If your camper must take a prescription medication of any kind, you must notify the Afterschool Director and complete a Medical Authorization Form. Per the online registration we will administer over-the-counter medication that you have approved. If this is an oral medication you will receive a telephone call prior to your camper receiving this. All medication should be given to the Director to ensure proper usage. Campers are not permitted to have medication in their possession to take on their own. The exception to this is epipens and inhalers which will be kept with children at all times.
- Health forms are to be completed as part of the registration process. Immunizations are required. ***All campers at our afterschool program must be up to date on their immunizations.***

Policy on Sick Campers

Campers should be kept at home if:

- They have been exposed to contagious diseases
- They have had a fever within 24 hours preceding the day at camp
- They have experienced vomiting or diarrhea within 24 hours preceding the day at camp
- They clearly do not feel well (lethargy, glazed eyes, etc)
- There is discharge from the eye(s)
- They demonstrate symptoms of illness including but not limited to fever above 100 degrees;
- conjunctivitis (pink eye) or "cold in the eye"; flu; unusual rash; severe cough; rapid breathing or
- labored breathing; severe cold; vomiting; yellowish skin or eyes; diarrhea; head lice; intestinal
- parasites; or contagious illness of any sort which results in camper being too ill to participate in
- daily activities.

In case of contraction of contagious disease or infestation (e.g. lice, intestinal worms):

- Immediately notify the Afterschool Director. Your camper's identity will be protected. This can be done either via email or by phone
- Once the camper has contracted the disease or parasites, keep the camper at home for the maximum number of days required. The camper should return to camp only when the contagion is gone and a physician deems them well enough to return to school.
- Return your camper to camp when she or he has been naturally free of fever, vomiting, and/or diarrhea for 24 hours.
- At the discretion of the lead counselor or Afterschool Director, a camper may be deemed too sick to remain at camp. Parents will be contacted and are expected to pick up the camper within 20 minutes. If the parents cannot be contacted, the emergency contact will be called and expected to pick up the camper as soon as possible

Additional Covid Precautions

- Facemasks will be worn by all campers and staff, except during water play and swimming. If we are playing an outdoor game where the kids can be at least 6 feet apart, they may take off their masks. Please pack extra masks in case your child needs during the day.
- All campers will have a temperature check at arrival. Per Orange Health Department their temp is above 100.4 your camper(s) will be quarantined with an adult. Once contacted you will be required to pick up your camper(s) immediately. On teacher workdays each camper will have a health screening and temperature check. If any of the questions during the health check are yes or the temp of their camper above 100.4
- Please refer to the additional Covid-19 handbook for additional information regarding return to camp protocol.

Inclement Weather

Please know that when we make the decision to close New Hope Camp Afterschool and Intersession programs we are balancing multiple factors of safety and staffing. This decision is not made lightly. We consider road conditions to ensure staff arrive at work and home safely. We understand the responsibility to our working families while also balancing our staff's safety.

- As a general rule, if Orange County Schools (OCS) are dismissed early or closed New Hope Camp will be closed. There are times, however, when New Hope Camp does NOT follow the public schools' inclement weather policy. In this case, New Hope Camp may decide to reopen its doors sooner than OCS. Families are encouraged to make their own driving decisions in adverse weather conditions.
- The decision to close New Hope Camp for the day will be made as soon as possible. Closures will be posted on Facebook, and families will be notified by e-mail no later than 5 pm.
- If widespread power outages occur, getting closure information out regarding New Hope Camp may be difficult. Under those conditions, in all likelihood, New Hope Camp will be closed.
- If inclement weather begins suddenly while campers are on campus, the Afterschool Director will make a decision regarding canceling the remainder of the day and will notify families to pick up campers accordingly. In this case, families or their emergency contact must return to New Hope Camp to pick up their campers.

Discipline

- Camp rules are designed to enhance the happiness and safety of all campers. Campers who exhibit negative behavior cause our staff's attention to be diverted to dealing with the individual camper, instead of focusing on the fun, care and well-being of the entire group. Inappropriate behavior can include but is not limited to, repeated non-cooperation, biting, vandalism, or repeated bad language.
- There are certain instances which will be determined as grounds for immediate dismissal. These include but are not limited to choking, fighting or violent behavior, running away from camp, stealing, possession or use of drugs/controlled substances/alcohol/weapons, or any action that could threaten or pose a direct threat to the physical or emotional safety of the camper, other campers, or staff.
- There are certain instances that are considered behavioral problems. This includes but not limited to fighting with others, bullying, not listening to counselors and not sitting on the bus. Additional expectations are also on the behavioral policy.

Discipline Process

- If there is a valid concern the parents will be contacted by telephone to discuss the behavioral problems.
- If issues continue, the Afterschool Director will talk with the Executive Director **and** Parents about next steps and a plan of action for campers behavior.
- If a camper consistently demonstrates behavioral problems then he/she will be terminated from the program at the discretion of the Executive Director and/or Afterschool Director.
- Early dismissal from camp will not warrant the refund of fees.



Behavior Policy

It is VERY important that you review the behavior policy. Please go over this with your camper, sign and return to Afterschool Director.

Grievance Procedures

Should an individual have a grievance, the following procedure should be followed:

- Any concerns regarding your child's after school care should be brought to the attention of the Afterschool Program Director.
- If, after discussing the matter with the Director, you are not satisfied with their decision, please contact the Afterschool Director and/or the Executive Director of New Hope Camp and Conference Center.

At New Hope Camp and Conference Center we are committed to ensuring that every student has a successful afterschool experience. The Afterschool Director will contact parents to discuss any ongoing behavioral problems. We appreciate the trust you invest in our staff and programs to care for your students.



2021/2022 Teacher Workdays and Intersession Dates

Campers will enjoy all that New Hope Camp all year round. The day includes a variety of activities coordinated by our staff. Registration is required in advance.

Teacher Workday and Intersession Programs are open to K-5th Grade programs begin at 8am and end at 5pm. Early drop off at 7:30am and late pick up by 6pm are offered at no additional fee. We provide 2 nutritional snacks during the day.

Fees:

Weekly Fee is - \$185/week – 2 snacks provided each day

Teacher Workday - \$42/day

Registration is required 1 week prior to the start date of an Intersession Camp or a Teacher Workday.

Teacher Workdays

- **September 6th**
- **October 8th, 25th**
- **November 12th**
- **January 20th, January 21st**
- **February 25th**
- **April 4th and 18th**

Intersession/Spring Break Dates

- **September 20th – 24th**
- **September 27th – Oct 1st**
- **October 4th – 8th**
- **January 3rd – 7th**
- **March 14th – 18th**
- **March 21st – March 25th**
- **March 28th – April 1st**



Billing Cycle

Full time students

Over the course of 12 months there are 36 weeks of full school days. The annual cost is \$2,360. Based on which school your student attends will determine monthly fees:

Hillsborough Elementary: 12 month billing cycle. \$196.50 per month. *First payment due June 25th 2021*

The Expedition School: 10 month billing cycle. \$236.00 per month. *First payment due July 25th 2021*

Traditional Schools: 9 month billing cycle. \$262 per month. *First payment due August 25th 2021*