

Top 30 Frequently Asked Questions



1. How do I pay tuition and when is it due?

Tuition is due on the first of every month. Some parents ask to make two payments each month. Feel free to email the director if you wish to make two payments and let her know the dates payment will be made. Payment may be made by personal check, cashier's check or money order. Cash and credit cards are not accepted at this time. Parents whose bank offers online bill pay may choose to set the school up as a vendor and send an online bill pay to us each month. This way your bank sends us a check directly from your account. Use your child's name as the account number. Check with your banking institution if you have questions about this option.

2. My child needs medicine (prescription or over the counter), can I leave it in his/her backpack?

If your child needs to take medicine at school (prescription or over the counter, including inhalers for asthma and natural homeopathic remedies) it must be kept in the office and have the original packaging with the prescription information with it. A doctor's note must be included with the medication for us to store and administer here at school. Without a doctor's note, we are unable to administer any type of medication here at school. Please do not leave medicine in your child's back pack, it will be removed and placed in the office where you may retrieve it at pick up.

3. My child will be absent - How do I let the school know?

You may call the school at [916.788.2827](tel:916.788.2827) and press 1 during the auto attendant message, then leave your name, your child's name, the date of the absence and the reason for the absence. You may also visit our website and choose the "Report an Absence" link from the menu under Forms.

4. If my child misses a day of school because s/he is sick or we are on vacation, can I trade days?

Unfortunately, trading days due to absences regardless of the reason is not allowed.

5. My child cries at drop off? What can I do?

Children respond to new environments in different ways. Some are slow to warm up and some accept the challenge with smiles. Drop off can be stressful for children and parents when a child cries. In our experience the very best thing you can do is make your good-bye short and sweet. Sign your child in to class, give them a hug and a kiss, let them know you love them and will be back to get them when school is finished. Then pass your crying child off to a teacher who will hold and comfort your child as you walk away. It is hard! At home you can talk to your child about the fun things that happen at school. Children will pick up on your apprehension. Speak positively about your child's school experience. And of course, pray! Our teachers are well equipped and experienced to handle separation anxiety. Most children stop crying within 5 to 10 minutes. Some children will cry every time at drop off for months. My own daughter cried every morning for TWO YEARS at preschool drop off. But as soon as I left, she climbed out of the teacher's arms and began to play. Crying is the way a child communicates - some don't have

the ability to say "I'll miss you" without tears. Crying at drop off does not mean that something is wrong, or your child is unhappy at school. Your child is learning to separate from you and that you will always come back when you leave him/her.

6. My child liked attending school for the first week or so, but now s/he cries? Why? Maybe I should take my child out of school?

Children often enjoy a new experience, but some realize it is now their routine and they want to know if they can change your mind about sending them to school. Some children who loved school for the first few weeks, suddenly begin to cry when they realize this is their new normal. This is a very typical response for some children! It does not mean they are not ready for school. The very best thing you can do for your child is to sign your child in to class, give them a hug and a kiss, let them know you love them and will be back to get them when school is finished. Then pass your crying child off to a teacher who will hold and comfort your child as you walk away. It is hard! But our teachers have the experience to handle this situation. Most children stop crying within 5 to 10 minutes.

7. We will be on vacation for a week, do I get a tuition credit?

No tuition credit is given for vacations. If a family plans an extended trip (in excess of 30 days) a \$125 fee in lieu of tuition for each month that will be missed is due before the family leaves for the extended absence to hold the child's spot. If this fee is not paid, the child's spot will be given to a family on the waiting list.

8. How can I contact my child's teacher?

Teachers may be reached at the following email addresses:

Treasure Trove - treasuretrove@dcpschool.com

Safari Trail - safaritrail@dcpschool.com

Arctic Escape - arcticescape@dcpschool.com

Sky Pilots - skypilots@dcpschool.com

Flight Crew - flightcrew@dcpschool.com

Discovery Hangar - discoveryhangar@dcpschool.com

Jungle Flyers - jungleflyers@dcpschool.com

All teachers use Class Dojo to send pictures and updates. Remind.com is a free service the school office uses to communicate during unusual events that happen on campus (like a power outage or closure to part of the parking lot for a special event) or to send a reminder (like when book orders are due or spirit week reminders). Text messages are sent to your mobile phone - usually no more than 2 per month. If you would like to sign up, please text @dcp101 to the number 81010 and you will automatically be signed up. Stop by the office if you aren't sure how to sign up - you will need your mobile phone and the ability to send and receive text messages. If you signed up last year, we still have your information on file. If you aren't sure if you are signed up or not, feel free to sign up now.

9. What kind of water bottle should I send with my child? And where do I look if my child lost his/hers?

All children must bring a reusable water bottle to school. The water bottle must be labeled with the child's name. Water bottles should have leak proof lids and should be easy for the child to open unassisted. Water bottles left at school can be found on the bottom of the blue carts that hold backpacks. If your child's water bottle is not there, please email your child's classroom teacher to ask for their assistance locating it. It is much easier to return a water bottle labeled with the child's name.

10. I need to pick up my child early. Do I check in with the office?

There is a yellow communication sheet in the front of your child's classroom sign in binder. Use this space to record information about pick-ups when you drop off. No need to check in the office unless the double doors to your child's classroom wing are locked. Otherwise, head straight to your child's classroom.

11. May I attend chapel? Where do I go?

Students attend chapel on alternating Wednesdays and Thursdays. Parents are always welcome to attend. Sign in and pick up a green visitor badge from the office, then proceed to your child's classroom and follow your child's class up to chapel.

12. I want to see if my child can attend school on a day they don't normally attend? How do I do that?

Please use the website and choose the "Added Care Request" link on the Forms menu. Complete the form and we will notify you if space is available. Even if you call, email, or stop in the office, we will direct you to the form on the website to add care.

13. What do I do if I need to drop off my child earlier than they are normally scheduled? Or if I want them to stay later?

Please use the website and choose the "Added Care Request" link on the Forms menu. Complete the form and we will notify you if space is available. Between 7:00am - 8:45am, all children are signed in and dropped off in the morning care classroom - Sky Pilots. This classroom is the first classroom on the left underneath the airplane. We will move your child to their correct classroom when school begins.

14. Why isn't my child's classroom open before 8:58am?

Teachers arrive onsite for work at various times in the morning. To ensure that early morning drop off is safe and secure, all children who arrive before 8:45am are signed into the morning care classroom - Sky Pilots. This classroom is the first classroom on the left underneath the airplane. We will move your child to their correct classroom when school begins. At 8:45am all drops off cease while our teachers ensure each child who attended morning care is delivered to the correct classroom.

15. I want my child to wear sunscreen when s/he is outside. Can I just leave it in his/her backpack for you to put on?

Because our center is licensed by the state of California, state licensing classifies sunscreen as an over the counter "medicine" and the same procedures apply to sunscreen as they do any other over the counter medicine. It must be kept in the office and a doctor's note must be included with the sunscreen for us to store and administer here at school. Without a doctor's note, we are unable to administer

sunscreen. Please do not leave sunscreen in your child's back pack, it will be removed and placed in the office where you may retrieve it at pick up.

16. I am late dropping off my child and the doors are closed? Can I get in?

If your child is signed up for an early morning drop off between 7am and 8:45am and you arrive after 8:45am, you will need to wait until the door re-opens at 8:58am. If late drop offs become a consistent pattern, we may need to modify your drop off time. All children should arrive to school no later than 9:15am on a regular basis.

17. My child's teacher told me that class starts by 9:10am and that my child is late when I come in at 9:30am. I pay my tuition so why does it matter if I am later than 9:10am? And all they really do is play until then anyway.

It is important to remember that each child is part of a classroom community. Late arrivals on a regular basis disrupt the classroom environment. Children who arrive later miss out on key social opportunities to connect with their friends, enjoy activities that are only out during the first part of class, and settle into their daily routine. Every family pays tuition and each child deserves a learning environment free from unnecessary distractions. Please be on time. Play is considered a child's work here at DCP and is the basis for all learning in our classrooms.

18. Why do I need to sign my child in and out each day?

Because our center is licensed by the state of California, state licensing requires a parent to sign a child in and out. Here at DCP we use paper sign in sheets and these sheets are audited on a quarterly basis to ensure drop off and pick up times are accurately recorded.

19. My baby is sleeping in the car, is it ok to just leave him in the car and come in to drop off my older child?

It is NEVER ok to leave a child unattended in a parked vehicle in our school parking lot. If you are having a rough morning or afternoon, please call the office [916.788.2827](tel:916.788.2827) and press 0 to speak with the office staff. If we are available, we will answer and bring your child's sign in sheet to your vehicle and walk your child in or out to your car for you.

20. Someone other than me is picking up my child. How can I be sure they are on the pick up list?

In the front of each sign in binder we offer yellow communication sheets where parents may list an additional person to pick up their child on a certain day. To add a pick up person permanently, please find your child's blue emergency card and add the person with your date and initials. Blue emergency cards are located in a pouch in the back of the sign in binder. You may also send an email to the office staff.

21. I've never seen a particular teacher before, how do I know they are supposed to be with the children?

All of our DCP team members wear a green Destiny Christian Preschool lanyard and have a photo id attached to it. Substitute teachers also wear a lanyard. If you are unsure, please stop by the office to ask.

22. Why was I asked for photo id when I picked up my child?

We provide parents an opportunity to meet our teachers before school starts so asking for photo id at pick up is not necessary. However, if a teacher does not recognize you and another teacher is not in the immediate area to ask, she will ask to see a photo id to ensure your child goes home with the right authorized individual.

23. My child came home with paint on his clothes and markers on his hands. Why?

As we state in our parent handbook, your child will enjoy a busy, sometimes messy day at school while learning how to use art materials and play outside. Please remember to send your child to school in clothes that are ok to get messy. If a child has a change of clothes and wants to put on clean clothes s/he may do so after a messy activity. Please email your child's teacher if you are concerned about your child's clothes.

24. Where can I find what my child is learning?

Visit the website and choose the Preschool link from the main menu. Choose your child's classroom name and then the Teaching Themes button.

25. Do you collect box tops?

Yes! Each Box Top is worth 10¢ for our school. If each family brought in just 10 box tops, we would collect over \$120. We use this money for playground supplies. Drop off your box tops in the collection basket in the school office.

26. How do I get me child to tell me about his/her day?

Most preschool children will not answer the question, "What did you do in school today?" It's way too broad. Ask specific questions such as:

- Did you go outside today? Who did you play with? Did you slide down the slide?
- Did you hear a story today? What was the story about?
- What was your favorite thing about school today?
- What songs did you sing?
- What did you draw or write in your journal?
- What is your job? Who is the line leader, snack helper, etc?
- What Centers did you visit? What did you do there?

27. What should I send for snack with my child on his/her snack day? Do I need to send juice? Why can't I send cookies?

We encourage healthy eating habits here at school. Snack ideas include: Cheese-its, Go-Gurts, String Cheese, Fresh fruit and veggies, hummus, pretzels, apple sauce, ritz crackers, graham crackers and veggie chips. Most morning snacks are served between 10-10:30am. Due to the time we serve morning snack, sugary snacks like cookies will be sent home. Sending juice is not necessary, teacher prefer children drink water at snack time.

28. It's my child's birthday. May I send a cake and ice cream?

We love celebrating birthdays at school! When it is your child's birthday, feel free to send mini cupcakes or small cookies and a fruit. Small ice cream cups are acceptable, however it is challenging to serve a large cake and cartons of ice cream that require scooping, so please save whole cakes and large tubs of ice cream for celebrations at home.

29. Where can I find the lunch menu?

Visit the website and choose the Menu option under the Forms link from the top menu. The lunch menu is also posted outside the office and inside each classroom.

30. My child just started school and is sick again. How often do you clean things in the classroom?

Sometimes when children start school, they do come down with colds. Children have not built up an immunity to the germs in the new environment. As their immune system develops, colds become less frequent. Here at DCP toys that are mouthed are washed daily, classroom tables are cleaned several times a day, nap mats are cleaned daily, and classroom toys are cleaned weekly. Each night the janitorial staff cleans the restrooms, vacuums the carpets, and cleans the floors. About once a quarter a deep cleaning takes place in the classrooms. Children are taught to cough and sneeze in their elbow, wash their hands before and after eating and using the restroom, and when coming inside from the playground.