



Surround Care Handbook

Room 14
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Grand Haven, MI 49417
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Surround Care Mission

The Surround Care mission is to provide quality child care in a loving, Christian environment.

Program Philosophy

The Surround Care philosophy is to care for, guide, and encourage God's children while fostering each child's physical, social, emotional, cognitive, and spiritual development.

Behold, children are a heritage from the Lord... Psalm 127:3a

Surround Care Schedule of Operation

Surround Care is open Monday through Friday from 7:00 am to 7:45 am, then again from 2:30 pm to 5:30 pm. Surround Care does not operate on Saturday or Sunday.

Surround Care will be closed:

Wednesday, November 21-Friday, November 23

Monday, December 24

Tuesday, December 25

Monday, December 31

Tuesday, January 1

Please find alternate child care for those dates.

Grand Haven Christian School is closed throughout the school year, however, Surround Care will be open on the following dates that school is not in session:

Thursday, October 25

Friday, October 26

Wednesday, December 26

Thursday, December 27

Friday, December 28

Wednesday, January 2

Thursday, January 3

Friday, January 4

Monday, January 21

Friday, February 15

Monday, February 18

Friday, March 29-Monday, April 8

For the GHCS schedule, please click [here](#).

Surround Care Enrollment

To enroll in Surround Care, please review the following required records:

GHCS Child Information Record

- The Child Information Record must be accurate and complete. If the information is not known or does not apply, “unknown” or “none” is the required response. A blank field, a line through a field or “N/A” are not acceptable responses.
- Children may be released to individuals listed in the “Emergency Contact & Release of Child” section.

GHCS Surround Care and Preschool Registration

- Parents must be allowed to review a written information packet (GHCS Preschool Surround Care Policies) and licensing notebook.
- Only one per family is required.

Health Appraisal

- Performed within the preceding year signed by a licensed healthcare provider.
- The health appraisal is required for only preschool age and younger and must be updated every 2 years.

Certificate of Immunization

- The Certificate of Immunization is required for only children under school age. School age is defined as a child who is eligible to attend kindergarten or higher.
- Immunizations may be waived. However, a copy of a waiver addressed to the department of community health and signed by the parent stating immunizations are not being administered must be submitted to Surround Care.

Surround Care Withdrawal

Please give one week’s notice of intent to withdraw your child from Surround Care. Advance payments will not be refunded.

Dismissal from Surround Care

The Surround Care Program Director and Grand Haven Christian School Principal reserve the right to temporarily or permanently dismiss a child from Surround Care. **Reasons for a child’s dismissal from Surround Care include:**

- non-payment of Surround Care fees, or after notice, excessive late payment.
- failure to submit required paperwork.
- continuous destructive, uncontrollable, or violent behavior.
- continuous lack of parental cooperation.
- lack of program suitability for a specific child or family.
- excessive late pick-ups or no shows.

Scheduling

At the beginning of the school year or at your family's enrollment in Surround Care, you may submit a master schedule that applies to every week. The master schedule may be utilized only if your family's need for Surround Care is the same every week. However, if your schedule changes week to week, then please submit a schedule each Friday either by email to surroundcare@grandhavenchristian.org or in person. If you schedule Surround Care services, and your child does not show up for that scheduled time, then you will still be charged for that time.

Should you need to change your Surround Care schedule, please provide 24 hour notice of those changes either by email, phone, or written note.

Surround Care is not a drop in child care center.

Fee Policy

Rates

The before-school Surround Care rate is \$3.00 per day and per child.

The after-school Surround Care rate is \$8.00 per day and per child. This rate means that your Surround Care account will be charged \$8.00 whether your child attends after-school Surround Care for one hour or three hours. The rate is the same for any amount of time per day. This rate also means that each family pays the same \$8.00 rate per child regardless of birth order.

Payments

Payments are due in advance preferably with your schedule submission each Friday. To pay your Surround Care payment, you may pay by check or use the school's online payment option. To pay by check, please make payments to GHCS and in the memo line designate that the payment is for Surround Care. Please deliver your payments to school's main office. To pay online, please go to www.grandhavenchristian.org and click on "Payments." To go directly to the payments webpage, you may also click [here](#).

You may also set up automatic withdrawals from your bank account. These withdrawals are made once per month at a fixed withdrawal amount. In order to set up the automatic withdrawals, please visit the main office for a ACH Authorization Form. Then, complete the form and return it to the main office.

Surround Care Staff will not accept payments.

Notes

Should your account accrue charges, then you will receive a statement each Friday until the account balance is zero or credited. Please check your email spam for statements. If your account balance accrues over \$200, then Surround Care cannot provide care until the balance is paid.

Taxes

Upon request, Surround Care will provide a tax statement for child care payments.

Typical Daily Routine

7:00 - 7:45 am	Drop-off, Breakfast, Center Play
2:30 pm	After-school check-In
2:45 pm	Outdoor Recess or Gym Play
4:00 pm	Snack
4:20 pm	Center Play
5:30 pm	Pick Up and End of Day

Surround Care Arrival

Upon arrival to Surround Care in the morning, a child must be escorted by an adult to the Surround Care room. At 7:30, children are sent outside with an adult.

Surround Care Departure

Who

Parents have a right to pick up the child regardless of whether they are listed on the Child Information Record, unless a court order is on file prohibiting release to a particular parent. Otherwise, a child must only be released to persons authorized by the parent. Prior written authorization must be documented before the child may be released.

How

The parent or guardian must come in to the Surround Care room to pick up their child. The child must be signed out. A Surround Care staff person must be informed that your child is leaving with you. Please be sure to bring home: water bottles, socks, shoes, toys, food storage containers, and similar items.

When

A child may be picked up at anytime during Surround Care hours (2:30 - 5:30 pm). Please be sure to arrive no later than 5:30 pm. For any child pick up after 5:30, a fee of \$5.00 will be charged.

Food Service Policy

Surround Care will provide an after-school snack. Parents are encouraged to send a healthy and nutritious snack to Surround Care for their child to eat during snack time. Surround Care snacks meet the meal pattern guidelines set forth by the Child and Adult Care Food Program. If your child has a food allergy or restriction or other special dietary need, then this matter should be noted on the Child Information Record. Please ensure staff is aware of your child's needs and restrictions.

Health Policy

Required Medication

If your child requires prescription or nonprescription medication, then a Medical Permission and Instructions form must be completed and returned to Surround Care.

Medication must be in its original container and clearly labeled for the child. Prescription medication must have the pharmacy label indicating the physician's name, child's name, instructions, and name and strength of the medication. A Surround Care caregiver will administer the medication according to the directions on the original medication container unless authorized by a written order from the child's physician. Each time the medication is given, the caregiver will record the dosage on the Medical Permission and Instructions form.

Non-prescription Medication

Topical non-prescription medication requires written parental authorization annually. Topical non-prescription medication includes sunscreen, insect repellent, rubbing alcohol, essential oils, and antibiotic ointment.

Exclusion Policy for Child Illnesses

Most children with mild medical or health symptoms can safely attend Surround Care. However, a child must not attend Surround Care if:

- (1) the child has a temperature of 100 degrees or more,
- (2) the child has two loose or watery stools (diarrhea),
- (3) the child is vomiting,
- (4) the child develops a rash,
- (5) the child is not him or herself and continually cries or complains,
- (6) the child does not feel well enough to participate comfortably in the program's activities,
or
- (7) caregivers cannot adequately care for the sick child without compromising the care of the other children.

Please wait 24 hours after symptoms have cleared to return your child to Surround Care.

Discipline Policy

It is Surround Care's policy to use positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation. We believe that discipline is most effective when it is consistent, reinforces desired behaviors, and offers natural and logical consequences.

Positive methods of discipline that we use include:

- redirection,
- encouraging,
- modeling,
- setting clear rules,
- talking to child about feelings,
- offering alternative solutions, and
- removing child from conflict.

Time-outs are used only to stop aggressive behavior or to allow an upset child to calm down. When using time-out, staff will address the expectations with the child and ensure that child is not humiliated, threatened, or afraid.

All of the following punishments are prohibited:

- hitting, spanking, shaking or inflicting any type of corporal punishment,
- restricting the child's movement by binding or tying the child,
- inflicting mental or emotional punishment, such as humiliation or threats,
- depriving the child of meals, snacks, or rest,
- excluding a child from outdoor play or learning experiences, or
- confining a child in an enclosed area, such as a closet or small cubicle.

All Surround Care staff will review the State of Michigan Department of Human Services Positive Discipline publication. This publication addresses specific situations such as biting, scratching, and hitting.

Parent Notification Plan

Closings

For Surround Care closings, please check local radio and television stations (WGHN 92.1, TV 13 {WZZM} and TV 8 {WOOD TV}). Also, please sign up for the Remind text notifications from GHCS.

Secondary Emergency Locations

If staff and children need to leave GHCS due to an emergency and it is unsafe to return to the building after an emergency, all staff, students, and children will go to one or more of the Secondary Emergency Locations: First Reformed Church (516 Ferry Street), Second Reformed Church (1000 Waverly Avenue).

Illness, Injury, or Incident

When Surround Care staff observe changes in the child's health, a child experiences accidents, injuries, or incidents, or when a child is too ill to remain in the group – the staff will follow these steps to notify parents:

- (1) Check current schedule for temporary parent or guardian contact information;
- (2) Call parent or guardian at contact information listed on Child Information Record;
 - (a) Emergency contacts may be contacted if parent or guardian is unavailable and the child's issue warrants an emergency.
- (3) Text parent or guardian at contact information listed on Child Information Record;
- (4) Email parent or guardian at contact information listed on Child Information Record

If Surround Care staff is unable to contact a parent or guardian, then the staff will, for a serious accident or injury, seek appropriate emergency medical care, or for illness, separate the child from other children to prevent illness from spreading and keep the child comfortable until he or she is picked up.

Surround Care also follows the Grand Haven Christian Emergency Operation Plan. The Emergency Operation Plan is confidential.

Fire, Tornado, or Lockdown. Procedures for fire, tornado, or lockdown are posted throughout the Surround Care and Grand Haven Christian School.

Alleged Sexual Contact

Staff and volunteers must follow the Surround Care Child Abuse and Neglect Reporting Policy. This Policy alerts staff to types of abuse and explains the reporting requirements.

For any accident, injury, illness, death, fire, or evacuation, Surround Care Staff must file a written report to the department using BCAL-4605.