



PARENT HANDBOOK

New Hope Hermitage
Parent's Day Out
2026-2027

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Hi Parents,

Welcome to the 2026-2027 school year at New Hope Parent's Day Out! We're thrilled that you have chosen us to teach and care for your children this year.

My desire is for New Hope PDO to become a home away from home for you and your children. We strive to be a safe and loving place for each student that walks through our doors. We value each child as God's masterpiece. We believe He created them with their own gifts and strengths, and our job is to partner with Christ to learn how to use those strengths for His glory. We celebrate everyone's unique qualities that make them who they are, while setting them up for academic success. These first few years in an educational setting are so important to their emotional and intellectual development, so we want to steward this time with your child well by focusing on academic readiness and early learning standards. This handbook has been thoughtfully crafted to provide you with a comprehensive understanding of our program.

We are a nurturing environment where teachers lovingly guide your children's social, emotional, spiritual and intellectual growth. Our professional staff is selected for their expertise in child development, and their desire to start children on their learning journey. Strong and creative teachers are the backbone of our program. Our team is excited to commit to creating a positive and enriching experience for every child.

Parent involvement and support are key to the success of our program. We appreciate your collaboration and prayer as we head into this new year. We're excited to dedicate our time to your child's academic and spiritual growth. As director, I am committed to facilitating a safe, reliable, and educational environment for each of your children, and have some fun along the way!

Sincerely,
Autumn Hilton
New Hope Parents Day Out Director

About New Hope PDO

New Hope PDO is committed to supporting the home and furthering the ministry of the Church by providing developmentally appropriate learning activities and Bible instruction for children ages 12 months - 4 years old.

A day at New Hope PDO consists of arts and crafts, creative instruction, Bible teaching, as well as a blend of active play and quiet time. Everything we do here at New Hope PDO promotes academic readiness and prepares students for their educational future. Our program is implemented by teachers trained to meet the physical, emotional and educational needs of all students who walk through our doors. We believe that all children are created and loved by God, and we are here to help them grow into productive members of their classroom, household, and community.

Creative Bible Teaching

We believe in teaching the Bible in a creative way. In Chapel, students engage with the Gospel through song and dance, bible stories, and sign language to practice writing scripture on their hearts.

Proverbs 22:6 says, "Train up a child in the way he should go, and when they are old, they will not depart from it." This is our prayer for your children.

Hours of Operation 9:00am - 2:00pm

Doors open no earlier than 9:00am. Your punctuality is greatly appreciated as it minimizes disruptions in the classrooms.

Students arriving after 9:30am will be escorted to their classroom by PDO staff. We reserve the right to apply a late fee of \$2.00 per minute, starting at 2:10pm for pickup. This fee will be added to the following payment. Your cooperation ensures a smooth conclusion to each day's activities.

New Hope PDO 2026-2027 School Calendar

Dates to Remember

School Orientation-----August 10, 2026 10:00am-12:00pm (M/F classes)

August 11, 2026 10:00am-12:00pm (T/TH classes)

First day of school-----Thursday, August 13, 2026 (T/TH classes)

Friday, August 14, 2026 (M/F classes)

Last day of school-----Monday, May 17, 2027 (M/F classes)

Tuesday, May 18, 2027 (T/TH classes)

Pre-K Graduation Night----- Friday, May 21, 2027 (6:30p.m.)

Holidays/Breaks

September 7

CLOSED - Labor Day

October 8-16th

CLOSED - Fall Break

November 23-27.

CLOSED -Thanksgiving

December 21 – January 4

CLOSED - Christmas Break

January 18

CLOSED - MLK Day

February 15

CLOSED – Presidents' Day

March 22-26

CLOSED - Spring Break

April 2

CLOSED- Good Friday

PDO Calendar 2026-2027

Monday/Friday

August						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

8/10 Orientation (10am)

8/14 First Day of School!

8/28 Pajama Day

January						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

1/4 Teacher Work Day

1/8 M/F Students Return

1/18 MLK Day

1/29 100th day of school!

September						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

9/7 Labor Day

9/25 Pajama Day

February						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

2/12 Valentines Party

2/15 Presidents Day

2/26 Pajama Day

October						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

10/8-10/16 Fall Break

10/30 Halloween Party

March						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

3/2 Cat in the Hat Day- wear your favorite hat!

3/4 Fox in Socks Day- wear some wacky socks!

3/22-3/27 Spring Break

3/28 Easter Sunday- Come worship with us!

November						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

11/20 Thanksgiving Feast

11/23-11/27 Thanksgiving Break

April						
S	M	T	W	T	F	S
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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

4/22 Earth Day

4/30 Pajama Day

December						
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

12/18 Christmas Party

12/24 Christmas Eve Service - Come worship with us!

May						
S	M	T	W	T	F	S
						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

5/17 Last Day of School/Water Day!

5/20 Graduation Setup

5/21 Pre-K Graduation (6:30pm)

closed

special events

PDO staff only

PDO Calendar 2026-2027

Tuesday/Thursday

August						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

8/11 Orientation (10am)

8/13 First Day of School!

8/27 Pajama Day

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S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
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1/4 Teacher Work Day

1/5 T/Th Students Return

1/18 MLK Day

1/28 100th day of school!

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4/29 Pajama Day

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12/24 Christmas Even Service - Come worship with us!

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5/18 Last Day of School/Water Day!

5/20 Graduation Setup

5/21 Pre-K Graduation (6:30pm)

-closed

special events

PDO staff only

Enrollment Policy

To be enrolled in New Hope Parent's Day Out, your child must be 12 months of age by August 15, 2026.

You must submit the following documents on your child's Brightwheel account before your child attends the first day:

- 1.Contract Agreement (signed handbook)
- 2.Tuition Agreement
3. Registration Form
- 4.Medicine Authorization Form
- 5.Immunization Form OR Religious Exemption Form

We must have a signed statement from the parent or guardian verifying that the child/children are in good health and current with immunizations. If a family chooses to opt out of the standard vaccine protocol, we must have a Religious Exemption statement on file.

- 6.Media Release Form

Brightwheel

Brightwheel is an all-in-one software New Hope PDO uses for all of communication, billing, and enrollment forms, as well as documentation of student attendance. Parents **MUST** download this app if their child is enrolled in New Hope PDO to participate in school culture.

Withdrawal

A written two week notice is required for withdrawal and is to be submitted to the Director of the Parent's Day Out Program. If you withdraw your child without a notice after the 16th of the month, you will be charged in full for that month's tuition. Withdrawals are not permitted in the month of May. May tuition must be paid in full for all students.

Classroom Ratios

We follow Tennessee state law guidelines in regard to student to teacher ratios, which vary by age.

Fees & Tuition

Registration Fee

Any family requesting a PDO spot to be held for a child enrolling in the program will need to submit a non-refundable registration fee. In the event the child does not attend PDO at least once in the first two weeks after enrolling, this fee will be retained by the program. If we have received no contact from the parent after paying the registration fee, that child will be removed from their homeroom and added to the waitlist.

Monthly Tuition

Tuition costs pay for direct operating costs, staffing, snacks, and program supplies. We do **NOT** deduct single days missed from tuition.

2026-2027 Tuition Rates	
Student	\$270.00 per student
Multiple Children Discount	\$260.00 per month, per sibling
Registration Fee	\$130.00

Payment Schedule

Tuition is due on the 1st of each month and must be settled no later than the 10th of the month. We appreciate your prompt payment. There are no adjustments for days missed due to inclement weather, illness, holidays, or personal vacations.

Late Fees

If tuition remains unpaid for 3 days after the due date, the director will contact you by phone or in writing. Please be advised that no exceptions can be made for illness or out-of-town trips. Failure to pay on time will result in termination of enrollment after the second consecutive month unpaid.

Accepted forms of Payment

Brightwheel is the only accepted form of payment. We will not accept payments via cash or check. Brightwheel charges a small fee for debit, credit, or ACH charges.

Daily Schedules

Classroom teachers work together by age group to create a daily schedule to plan activities that meet each child's developmental goals and needs. General schedules can be provided to parent upon request. The director will also keep you informed about upcoming special activities throughout the year.

Children thrive on consistency! Routines will be maintained throughout the school day, including drop off/pick up, meals and snacks, resting times, diapering/toileting, hand washing, and transitions.

Sign In/Sign Out Procedure

- For security purposes, children must be signed in and out each day at the front desk using the Brightwheel QR code by the parent/guardian. Brightwheel will provide a 4-digit number that is personal to the parent upon their registration, which allows the student(s) to be signed in and out every day.
- Children will only be released to individuals who are listed as an "approved pick up" on Brightwheel. If you need to add an approved pick up person to your child's account, email the Director at pdo@newhopehermitage.com. The person will be required to show their ID at the front desk before retrieving the child from their classroom.

Arrival

An administrator will meet you at the door upon your arrival and give you access to the building. After checking in at the desk, parents will assist students to their classrooms. We ask that you do **not** enter the classroom to ensure a timely transition to learning time for our students. Separation anxiety is a normal experience for toddlers. We understand that it is difficult to leave a crying child, but we ensure you that our staff is trained in making these transitions easier and will work with you. It never lasts long, and in due time, they will be excited to join their friends in the classroom in the mornings.

Snacks

Light snacks, such as goldfish and veggie straws, will be provided daily. A child with dietary needs must provide their own labeled snack. You will be informed by the Director, or your child's teacher if they plan to provide a different snack for special party days, student birthdays, etc.

Lunch

Parents are responsible for providing their children with a healthy lunch and a drink. Please provide eating utensils. Students are encouraged to feed themselves during lunch and snack time. Food items should be pre-cut to avoid choking. Any warm food should be sent in a thermos. Please ensure the lunch is **healthy** and includes:

- A protein source
- A serving of fruit
- A serving of vegetables
- A non-spill sippy cup or tumbler of water

The following items are **not** permissible in a student's lunch box, and will be sent home if provided:

- Carbonated drinks
- Glass containers
- Food required to be warmed or cooked
- Peanut products (we are a peanut-free facility)

Healthy Eating Habits

Please refrain from sending chips or candy to promote healthy eating habits from an early age. We will not ask a child to eat the entirety of their meal provided, but rather eat until their belly feels full. If a student does not eat their lunch during lunchtime, they will be offered their lunch again during afternoon snack time.

Peanut Free Facility

New Hope will not be held responsible if a child has an allergic reaction to peanuts. We will strive to provide the safest atmosphere for all students.

Nap/Rest Time

- Each child will be provided with a scheduled nap or resting time. We do not force children to sleep, but we do encourage them to lie down quietly for a period of time.
- Children should not disturb their neighbors during rest time. If a child will not cooperate during quiet time after a few weeks, we reserve the right to ask the parent to pick up their child at this time.
- Children in the one year old classroom will be provided a free standing crib and mattress with a tight fitted sheet. Students are encouraged to bring a blanket, pillow, or lovey to help with this transition. To ensure sleep **11** safety, we do not permit pacifier clips.

- Children in the **two** year old classroom will be provided an individual cot or nap mat. Students are encouraged to bring a blanket, pillow, or lovey to help with this transition. Pacifiers may be used during quiet time.
- Children in the **three** year old classroom are not asked to sleep, but are provided with activities that are sensory friendly, calming and not overstimulating for a period of time.
- Children in the **four** year old classroom participate in a series of low-stimulatory activities.

Diapers and Toilet Training

Our teachers are required to wear gloves while assisting students in any toileting or diaper changing to ensure safety and cleanliness for both child and adult. Diaper changes and toileting will be communicated with parents throughout the day through the Brightwheel app.

- We do not allow the use of cloth diapers in our facility, as we do not have the resources to clean them during the day.
- Toilet training should be initiated at home. We will encourage and support your child in the process. We highly encourage parents of two year olds to start this process before their child gets promoted to the three year old class.
- Every classroom is equipped with a flushable toddler sized toilet. We do not permit parents to bring their child's personal potty training potty to assist in this learning experience. Rather, we will support your child in their attempt to become independent using a real toilet.
- All students in the three and four year old classrooms **MUST** be potty trained before attending their first day of school.
- If your child is potty training, we ask that you would send them to school in elastic bottoms, and a separate top. Please do not send your child to school in belts, tights, or restrictive clothing, as we all know how important transitions are during the potty training experience.

Behavior Management And Discipline

Our Approach

New Hope PDO uses positive behavior intervention supports. Staff are focused on promoting social emotional development, providing support for children's appropriate behavior, and implementing strategies to decrease challenging behaviors. Teachers explain expectations to children frequently, including reviewing class rules every day, as well as throughout the day when 12 a child exhibits negative behaviors.

Positive Behavior Reinforcement

The following behavior management techniques are our first attempts to deescalate negative behavior a child displays during the school day:

- Positive Reinforcement: Use of praise through kind words or action to reinforce appropriate behaviors.
- PDO staff will ask the child to think about their misbehavior as they learn skills for self-control.
- Redirection: The child will be redirected to another activity and given an opportunity to display the expected behavior.
- Time-Out: Teachers reserve the right to remove a child from their classroom when they display behaviors that distract their peers from learning, or set a negative example for their peers. These behaviors include refusing to follow directions or listen to verbal correction, exhibiting tantrum-like behavior, or hurting one's self, others or equipment. Time outs are spent at the Director's desk for one minute per age. (for example, a three year old will have a 3 minute time out) Parents will be notified at the end of the day of their child's time out.

In response to behaviors, PDO will **NOT** use threats or bribes, physical punishment, deprive your child of food or other basic needs, nor will we use humiliation or shaming to gain compliance.

Behavior Documentation

If a child exhibits ongoing inappropriate behaviors that distract their peers from learning and prohibit a teacher from continuing instruction, behavior will be documented by staff. Parents will be required to sign a Behavior Incident Report, agreeing to work on these behaviors at home before the child returns to school the following day.

Aggressive Behavior

Aggressive tendencies can be a natural developmental behavior for toddlers. Aggressive behaviors include but are not limited to biting, kicking, pushing, hitting, throwing, scratching, etc. There are many reasons for this behavior, such as an inability to communicate feelings, being in a new space, teething, etc. Any instance of these aggressions will be documented and communicated with the parent.

- Parents of the child displaying these behaviors, and any child affected by them will receive communication from the Director.
- After a second aggressive incident, the child will be removed from the program for one week.
- The third aggressive incident will result in indefinite removal for the safety and well-being of the children in their class.

Program Removal

When a child repeatedly displays behavior that disrupts the operation of the program, does not allow a teacher to continue instruction, endangers the safety of any person, or damages property, an incident report will be documented. The Director will meet with a parent to discuss disciplinary actions prior to the removal of a student. We retain the right to terminate a child's enrollment from the New Hope Parents Day Out Program if warranted.

Parent Communication

All communication between PDO staff and parents/families will be done through the Brightwheel app. The use of this application is crucial. You will use this app each time you check your child in and out of school, and our teachers use this app to upload pictures of your child's performance in school, announce fun activities, and log diapering, incident reports, etc.

Clothing and Possessions

Dress your child in suitable play clothes and well fitting tennis shoes for indoor and outdoor activities. Daily activities include active play and arts/crafts, which tend to get messy. We will not be held liable for any destroyed clothing due to class projects. Sandals in general are discouraged.

- Toys from home should remain at home, or in a child's backpack.
- Personal items must be clearly marked with the child's name.
- Please make sure your child is dressed appropriately for the weather.

Your Daily Packing List

It is very important that your child comes to school with everything they need during their school day. If any of these items are forgotten, you will receive a message via the Brightwheel app:

- Nap time essentials
- A complete change of clothes, socks included.
- Diapering Supplies - Please make sure the diapers you send to school are your child's current size. If your child is prone to diaper rash, please send ointment or cream with your child's name on it in their backpack.
- Labeled Water Cup
- Backpack & Lunch box

****If your child is sent to school without a lunch box, you will be contacted via the Brightwheel app by the Director and will be expected to bring your child a lunch. No fast food will be accepted in this case.**

Safety Guidelines

Please take note of the following safety guidelines to ensure a safe and secure environment.

Security Measures

- All doors to the church are locked for security purposes. Please use the buzzer for access.
- Classroom doors are locked from the outside but easily open from the inside in case of an emergency.

Mandated Child Abuse Reporting

As childcare professionals who interact with children daily, every PDO staff member is a mandated child abuse and neglect reporter under state law and must contact the Tennessee Department of Child Services for any signs of abuse or neglect.

Emergency Situations

Fire regulations and tornado warning procedures are posted near the exits in each classroom. In the event of an evacuation, children and teachers immediately leave the building and meet in the designated location. In case of a tornado, each classroom has a designated area to seek shelter until the emergency is over. Administrators investigate PDO wing to ensure all students have made it to safety, while teachers review their class rosters. In the event of a lockdown, children will remain in their classroom, and teacher will follow safety protocols they have been trained on.

Campus Expectations

The following things will not be tolerated on New Hope's premises. If any individual is found in breach of the following, they will be asked to leave the premises immediately.

- Disrespectful or foul language
- Obscene, offensive, or promiscuous clothing
- Aggressive behavior toward adults or children
- Those assumed to be under the influence of a substance
- Use of weapons of any kind, including those who hold a permit
- Any suspicious activity

Inclement Weather

New Hope PDO's Calendar reflects a combination of Wilson County and Davidson County holiday and weather related closures. In the event that Wilson County or Davidson County closes due to snow, ice on the roads, or any threat of natural disaster, New Hope PDO will also be closed.

New Hope PDO is a subsidiary of The Church at New Hope Hermitage, therefore, we are subject to the church administration. We collectively reserve the right to make the decision to return to school if the area surrounding our facility proves to be safe for our families to travel. We will communicate any weather related changes on the Brightwheel app.

In the event that any surrounding public school systems are operating on a two hour delayed schedule, New Hope PDO will remain open from 9:00am-2:00pm.

If any surrounding public school system closes mid-day due to an impending threat of weather events, such as flash flooding, tornado, ice/snow, etc., we will communicate if we choose to reflect this closure.

Unprecedented Events

In case of unprecedented events, we retain the right to cancel school altogether for the safety of our staff and students. This includes emergency situations closing due to facility issues, understaffing due to sickness, and any other unprecedented events that may occur.

Sickness and Medication

The health and safety of our students is of upmost importance. Please read the following information carefully.

Illness/Contagious Disease

When your child becomes ill in our care, we will call you to pick up your child immediately, as we do not have accommodations or staff to care for sick children. Please help us protect all of the children and staff at the center. Children who exhibit the following symptoms may **NOT** be brought to the center, or they will be sent home:

- Fever of 100 degrees or higher in the last 24 hours
- Diarrhea and/or vomiting
- Evidence of head lice or other parasites
- Severe coughing
- Conjunctivitis (Pink Eye)
- Pain that interferes with normal activity
- Excessive fatigue
- Nose bleed lasting longer than 20 minutes
- Discolored nasal discharge

Returning to PDO After Illness

We understand that childcare is essential for each of our families, however, in order to provide a healthy learning environment, we ask that you abide by the following guidelines:

- Child must be fever free **without** fever-reducing medications for 24 hours, and free of vomiting/diarrhea for 24 hours.
- Children with a contagious diseases (including, but not limited to: chicken pox, impetigo, hand/foot/mouth) **must** have a doctor's note verifying that they are no longer contagious.
- Conjunctivitis/pink eye must be treated with medication for a minimum of 24 hours before return with a doctor's note.

Medication

New Hope PDO is not authorized to administer any medication, except upon written authorization signed by a licensed physician. Prescription medication is administered only if parents have submitted a signed Medication Authorization Form on Brightwheel, and has provided a doctor's note for New Hope PDO to keep on file. If your child were to need a change in prescription during the school year, a new form must be submitted.

- Prescription medication must have a prescription label with the child's name and date and must not be expired.
- Such items must be labeled, given to a teacher, and taken home daily. During school hours, the medication will be locked in a container out of the child's reach.
- If your child is taking medication during the day, please remember to send your child's teacher a message in Brightwheel the day of, with details of frequency and how to administer said medication.
- If your child is prone to diaper rash, and you wish for diaper cream to be applied, you must provide consent on a medication form in order for New Hope PDO Staff to apply diaper cream to your child. In this case, please provide your child's diaper cream in their backpack. If a child has a noticeable rash, and no cream is provided by the parent, the teacher may apply diaper rash spray out of an abundance of caution, unless the teacher has received a written request from the parent not to apply any cream whatsoever.
- If you desire for your child's teacher to apply sunscreen before going outside, you must provide consent on your child's medication form, otherwise, sunscreen should be applied by the parent at home.
- We will **not** administer fever or pain reducing medication, such as Tylenol, Motrin, or allergy medication such as Claritin or Zyrtec without written prescription.

CONTRACT AGREEMENT FORM 2026-2027

I acknowledge that I have received and read the New Hope Parent's Day Out parent handbook for the 2026-2027 school year.

I understand that this handbook contains important information about the program.

I am aware that the information described may be subject to change. (any changes will be communicated through the Brightwheel app, and will be in effect immediately upon distribution)

I accept the responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

I acknowledge all financial statements made in this handbook and understand their terms.

Parent's Signature

Date

Parent's name printed

Child's name/names printed

Director's Signature

Date