

# ***Gresham Heights Learning Center Family Handbook***

## **WELCOME**

Dear Family,

Since 1984 we have been working very hard to provide a high quality caring atmosphere for the children in our care. We feel a strong commitment to work with families in providing a loving, stimulating environment that will make the childhood of our students enjoyable. As a parent or guardian your valuable input and participation in our program is what will make it successful for you.

At Gresham Heights, we stress the process of learning, not the product. We believe that positive, happy, healthy contributing youths are our most valuable resource as a society. To encourage exploration and discovery is the real success in learning; it facilitates the development of a positive self-image. We encourage an understanding of the importance of mutual respect and celebrating individual differences.

In this handbook you will find all the policies and procedures to help us help you and your family. These policies and procedures are part of our state mandated licensing requirements and need to be followed closely. If you ever have any questions, please feel free to talk with us or give us a call.

Thank you for choosing **Gresham Heights Learning Center**. We look forward to providing your child with a caring and enriching environment.

Sincerely,

Gene Ann Shepherd  
Executive Director

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**Friend us on Facebook!**

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***Philosophy, Beliefs and Values***

Children learn through play: play which is child initiated, child directed and adult supported. The adult’s role as supporter is to provide an environment to facilitate the child’s ability to make choices.

Appropriate environments, adequate materials and activities that stress the process, not the product, facilitate the development of a positive self-image. Adults are available to provide guidance and to model appropriate behaviors, to verbalize the process, to help children communicate their needs and to give a sense of security to the children while at play.



For the young child, PLAY is the single most effective means to accomplish integration and growth for the whole child.

Play provides children with unparalleled opportunities for integrating their “whole self.” During play all “selves” are used simultaneously.

Gresham Heights acknowledges the diverse cultural backgrounds of our families and encourages involvement and interaction by the families on an on-going basis in their child’s education. We believe in the importance of keeping families informed about all the events and opportunities at GHLC through our monthly newsletter, opportune e-mails sent to all families, posted information in our lobby and the child’s classroom, and our website for 24 hour a day convenience. We actively solicit input from families on program enhancements and improvements, and encourage families to share their cultural traditions with our students and staff. Strong families are the cornerstone of a child’s education as well as a healthy community.

***Mission***

Established in 1984, Gresham Heights Learning Center has been committed to working to provide a safe, stimulating environment which stresses the process of learning, not the product. We work very hard to provide a high quality caring atmosphere for the children in our care in preschool and before and after school care programs. We believe that positive, happy, healthy contributing youths are our most valuable resource as a society. To encourage exploration and discovery is the real success in learning; it facilitates the development of a positive self-image. We encourage and understanding of the importance of mutual respect and celebrating individual differences.

- \* Infants            \*Toddlers            \* Pre-school
- \* Before & After School-Age Care
- \* Transportation to & from Public Schools

***Developmental Goals that Enhance Your Child’s Learning Fun!***

Our staff consists of people who are knowledgeable and experienced in providing appropriate environments which facilitate the physical, social, emotional and intellectual development of the

children in their care. Each one goes through a thorough back ground check that is also monitored by our licensing agency.

Continuing education in the Child Development and School-age field is an on-going process that ensures the continuity of quality in our child-care center.

- Develop an interest in and experience the joy of learning through play in a supportive, open environment.
- Develop a healthy, positive self-image
- Foster basic attitudes of trust, autonomy and initiative
- Develop self-control, self-direction and independence
- Increase child's ability to function successfully as part of a group
- Practice thoughtful and courteous behavior
- Develop an awareness of physical fitness and healthy habits
- Develop and strengthen social and emotional skills
- Foster creative and cognitive skills through play
- Develop a respect for individual and cultural differences
- Experience a high degree of success through age and developmentally appropriate challenges
- Help children understand and value life and respect for themselves and others.
- Build for future academic competence by increasing cognitive skills and freeing the child to be creative...all through play

### ***Certification***

Gresham Heights Learning Center is Certified by the Child Care Division. Our Certification is posted on the board outside the Director's office, along with the photos of each of our staff.

### ***Hours of Operation***

Child care services are provided from 6 AM to 6:30 PM, Monday through Friday.

### ***Holidays***

We are closed for certain holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

### ***Definition of Family***

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

### ***Admission & Enrollment***

All **admission and enrollment forms** must be completed and enrollment fee paid prior to your child's first day of attendance. This includes an Information & Authorization Form, an Emergency Consent Form, a Payment Agreement, a monthly tuition bill, paid in full, and the USDA food program form. An enrollment fee of \$50 is due at the time of enrollment. Enrollment forms are completed annually and changes to family information are updated in our computer system and children's files.

Based on the availability and openings, our facility admits children from 6 weeks to 12 years of age. Please contact our office to determine if there is space available in the requested program.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided, and children with special needs can participate with adaptations made to our basic environment.

### ***Inclusion***

**Gresham Heights Learning Center** believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

We recognize the importance of group child-care (group interaction) for those **children with special needs** and we strive to accept all children. In a group environment, there is a need to gauge how the classroom affects each child's needs as well as the ability of our staff, facility, program and licensing guidelines to accommodate these needs. Acknowledging the need for evaluative criteria, we have developed the following guidelines:

- ∅ The maximum 1/1 staff time per individual child must not exceed 10 minute per hour.
- ∅ The group must be developmentally appropriate to the child, with the child willing to participate.
- ∅ Sanitizing procedures must be able to eliminate (minimize) possible spread of infection. If the above criteria cannot be met, additional fees may be charged. At times, outside agencies can be used to pay for these extra staff supports to assist in our efforts of accepting children with special needs. These children will receive additional observation and documentation to assist with medical personnel's development of goal setting and needs -assessment to ensure on-going progress.
- ∅ Our staff will attend all Center-based meetings with parents and outside agencies, implement plans to reach developmental goals, and provide on-going assessment and communication concerning the child's progress.
- ∅ Additional fees may be charged if extra staff is needed to fully accommodate a child into the program.

We believe a flexible, creative program can include most special needs children within these guidelines and we encourage their participation. If you have any questions regarding this policy, please feel free to discuss your concerns with the director.

### ***Non-Discrimination***

At **Gresham Heights Learning Center** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

## **Confidentiality**

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

## **Staff Qualifications**

Our teachers and assistants are hired in compliance with the state requirements and qualifications as a base minimum. Our teachers and assistants participate in an orientation class and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by **Gresham Heights Learning Center**.

## **Program Information & Child to Staff Ratios**

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness. In addition, we make sure there is consistent staffing in each room; in the event of an absence, the co-teacher or assistant teacher in the room will take over the duties of head teacher for the day to maintain consistency, or we will move up a teacher from the room immediately prior in age so that most of the children in the room already know the teacher. For the infant room, the Toddler teaching staff is used to cover breaks of infant teachers and days of vacation or illness. Our staffing patterns are appropriate for the children's ages in order to positively affect their emotional and cognitive development, safety and health.

We maintain the following standards for our programs and child to staff ratios:

### **INFANT PROGRAM - RATIO 1:4**

*Infant: 6 weeks to 18 months.* Our Infant Program provides a safe and nurturing environment with loving caregivers. Music, sensory motor activities and love — lots of love, makes the uneasy transition for parents to return to work a confident opportunity to grow with warmth and love!

### **TODDLER PROGRAM - RATIO 1:4**

*Toddler: 18 months to 2 ½ years old and potty-trained.* GHLC's Toddler Program enhances the fun of childhood! From "Pudding Play" on the mirrored wall to dancing and singing, our Toddlers are professional players! Experiencing emotional, social, creative and physical development is all part of their daily schedule.

### **TRANSITION ROOM - RATIO 1:5**

*Children: 24 – 35 months.* Not quite toilet trained and needing just a bit more help in getting ready to transition to the pre-school room — this is the place!

### **PRESCHOOL PROGRAM - RATIO 1:10**

*Children: 2 ½ to 4.* The program accepts each child's individuality and encourages learning through a wide variety of hands-on experiences in an environment where learning is fun. A language based curriculum with puppetry and musical activities enhance this thematic preschool program.

### **PRE-KINDERGARTEN - RATIO OF 1:10**

*Children: 4 - 5.* An academic must! Our teachers prepare your child for a positive Kindergarten



experience through challenging academic programming. Challenging and training the whole child to feel confident is a window of opportunity and perfect timing for your child’s “jump start” in education.

**SCHOOL AGE CARE - RATIO OF 1:15**

*Children: 5 - 12.* Our programs and activities are based around developing appropriate ways to communicate and learn in a large group setting. Child directed interest centers are available throughout the day. Enhancement of the child’s educational day through homework and self-study options is available, as well as individual freedom to learn self direction in a safe environment.

<b>Toddler &amp; Pre-Kindergarten Daily Schedule</b>		<b>School-Age</b>
Opening to 8:00	Arrival time for most. Breakfast, too! A variety of small group activities & soft music to encourage the transition from home to care.	Check in, free play, breakfast; transport to school.
8:00 - 9:30	Classrooms open; early morning children move to their regular rooms where they continue in small group settings and await the arrival of friends.	Announcements, projects
9:00 - 9:30	Morning Circle. A chance to introduce the classroom’s daily theme through songs, poetry, puppetry and story telling. Work on language development, listening skills and following directions.	Break up into age groups: games, storytime
9:30 - 11:30	Theme based curriculums challenge the child with a structured morning of academic fun. Each day touches all aspects of whole child development.	Dramatic play, crafts, group games
11:30 - 1:00	Lunch. Teachers eat with their children, encouraging manners and polite conversation. After eating it’s off to wash and get ready for nap.	Lunch & clean up (outside or inside)
1:00 - 2:30	Rest time for everyone. Whether your child is into 2-hour naps or does not nap at all, mats and blankets are out for a time of quiet relaxation.	Check-in after school, crafts, puzzles, homework
2:30 - 3:00	Children are waking at their own pace. Blankets and mats are sanitized and stored, quiet activities are out and snack is waiting.	PM snack, playground time, free choice
3:00 - 5:00	Afternoon Centers and Outdoor Activities enchant the children. Teachers encourage small play groups for developing healthy friendships.	Projects, crafts, group games, cooking club
5:00 - Closing	Projects are completed, children move to our large downstairs classroom. Group activities, music and movement and story time. Our late night snack is given at 6:00 to tide your child over until dinner.	Final clean up, storytime, table activities, homework

## ***Environment***

Indoor: Our indoor environmental arrangement supports children's learning and development. It includes physical space that is accessible to all children enrolled in the program, including ADA accessibility to all areas and room for equipment needed by children with disabilities. Each room is divided into interest or play areas, as well as having areas for quiet play and areas for active play. Each room has spaces for the children to be alone while still visible and supervised by our staff. Our rooms allow children and adults to move around freely.

Our program uses basic indoor furnishings to support our children's learning and development, including sufficient furnishings for routine care, play, relaxation/comfort, and learning. There are enough chairs for all children to sit at the same time, cushions, couches or benches, child-sized furniture in dramatic play area, etc. Our furnishings are in good repair. We have many shelves and containers, labeled with both words and graphics, with toys, books, art and science supplies, etc., organized and within the reach of children.

Outdoor: We have a wonderful playground for the children. The equipment is accessible to all children in the program. Our gross motor equipment addresses balancing, climbing, throwing, catching, pedaling, and steering. The equipment is appropriate for the age and ability of children (for example, there is a separate fenced area for our young toddlers with shorter slides for smaller children.) All equipment is adjusted to the size of our children.

## ***Materials***

Our program has a wide variety of materials to support our children's learning and development. The materials support the children's cognitive, language, motor, social and emotional development and are accessible to all. We have plenty of materials for the children and we rotate books and toys periodically to maintain interest. We have a variety of books, writing utensils, including pencils, pens, markers, chalk, and materials to write or draw on, as well as colored paper, poster paper, sidewalks, small dry erase boards, etc.

## ***Communication & Family Partnership***

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals. Please see the list of Family Activities at the end of this booklet.

**Daily Communications.** Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day.

**Bulletin Boards.** Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc. Please read daily!

**Newsletters.** Monthly newsletters provide center news, events, announcements, etc. These newsletters are available at the parent board for your taking.

**Email.** We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

**Parent Notepad.** Parents use the Parent Notepad at the front check-in desk to write changes (parents' phone numbers, addresses, attendance, special arrangements for pick up) and staff updates the changes in the computer and in the classroom data files.

**Parent Resource Area.** Our parent resource room provides handouts with games, advice & community parenting supports are available.

**Family Visits.** Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor's badge while on premises and sign-out upon leaving.

**Family Nights & Parent's Night Out.** Family Nights include snacks, drinks and fun filled age-appropriate activities for families, like our Harvest Festival in the Fall. Families have an opportunity to be a part of their child's learning experience. Parent's Night Out is scheduled once a month, giving parents a chance for an evening alone while the children are having special activities at the Center.

**Conferences.** Family & teacher conferences occur each year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns. In addition, we will review the family enrollment forms, including the emergency consent form, for any changes that have occurred.

**Screening & Assessment.** Each child will receive an initial screening and assessment within 30 days of entering our program and on a semi-annual basis in order to refer children for specialized assessment when indicated. We use a formal assessment form and will provide parents/guardians with a copy of this completed document. We also use this assessment if there is a need for an outside referral, including speech, occupational or behavioral therapy.

**Annual Family Survey.** Once a year we will distribute a survey to all families to ask for your input on programming, communication, and meeting your family's needs. We appreciate each and every response we get and value your input.

### ***Open Door Policy***

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

We welcome volunteers to bring an ethnic story, game or costume to share or just read to the children. Also, we welcome adults who want to tell the children about their career.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

### ***Publicity***

Unless the family indicates that they do not want their child to participate, we will use pictures and names of children on our front slide show and on our Facebook page.

## **CURRICULA & LEARNING**

### ***Learning Environment***

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

We strive to motivate our children to read. Children are encouraged to use books independently, and we have a wide variety available for them. Adults read to groups of children every day in every classroom. In addition, children have opportunities every day to use writing materials. Reading and writing are the foundation of their education.

### ***Outdoor Activities***

Daily physical exercise is a beneficial part of a child's well-being. Children are encouraged to use this time to increase their physical activity and our teachers plan daily moderate-to-vigorous physical activities for them. Children must be prepared to go outdoors every day. This includes planned outdoor field trips. Staff will assess the weather conditions and the planned activity and will determine whether or not the activity will be carried out as planned. **Children may be excused from outdoor activities only with a physician's authorization.** Please dress children accordingly.

### ***Transitions***

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

**Transition from home to center.** Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

**Transition between learning programs.** Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

### ***Television Time***

Our normal daily routine does not include television watching, but from time-to-time, we may present a video as a teaching aid and discussion stimulator. Television consumption will not be longer than twenty minutes per week and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material which is culturally sensitive. An alternative activity will be available for any child who does not choose to participate. Our focus is to provide your child a positive experience with increased understanding of the world and all videos will be targeted to encourage active child involvement in discussion afterward.

The television will not be turned on during non-viewing time and is not allowed during meals or snack time. There will be no television viewing for children younger than two years of age. The School-age room does watch a feature-length G-rated movie one-day a week.

### ***Electronic Media: School Age Children Only***

For those children who choose to bring them: Electronic Media are limited to 20 minutes/day for children 5-8; 1 hour/day for children 9-12. All electronic hand-helds are brought at your own risk and not provided by GHLC.

### ***Sharing Day***

Our designated Sharing Day is FRIDAY! It is ideal to have your child bring something that goes along with our monthly or weekly theme. If possible, try not to bring toys or other items on any other day. It is extremely difficult to remember whose toy, etc., belongs to whom and we just can't be responsible for those lost or "borrowed" items.

### ***Multiculturalism***

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it. We especially delight in promoting understanding of the cultures represented among our students. We encourage parents to suggest, plan, or provide knowledge of any special cultural event or practice represented in their family.

### ***Celebrations***

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. We celebrate many cultural holidays; information will be posted in advance so you are aware of up-coming celebrations.

Lots of parents like to bring something special for their child's birthday during snack time and have a mini party. Cookies, doughnut holes, fruit snacks or crackers are usually the best. Piñatas also make a special birthday time for the child and the entire class. Please no cupcakes...they tend to only lick the frosting and crumble the cake. Please let us know in advance if you plan on coming in with something special...don't forget the camera!

### ***Rest Time***

After lunch, all children less than 5 years of age participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

Naptime for Infants: Infants sleep according to their own schedule and are put to sleep on their backs. Our goal is to keep your child's napping schedule the same as it is at home...however, due to the increased stimulation factor this does not always happen! Please talk to your teachers about your goals and expectations. Naptimes will be recorded on their daily sheets and the children will be monitored every 15 minutes while they are asleep along with the voice monitors being on at all times.

Toddler/Pre-School Naptime: Naptime is important for children this age. Each child does need to have a quiet rest-time. If the child is not sleepy after 45 minutes he or she can look at books or do a quiet activity on his or her mat as long as he or she is not bothering other children. If you need to pick up or drop off your child at this time please remember children are resting and to come in quietly. Movement

of the floor can be disturbing for sleepers.

Each child can bring a blanket or cuddly toy for use during naptime. These items should be kept in the child's bag and taken home each Friday for laundering. Gresham Heights Learning Center provides mats for rest time.

### ***Infant Diapering & Toileting***

Infant Diapering: Disposable diapers are used at GHLC and are provided at no additional cost to parents. Diaper wipes are also supplied free of charge. Each child's diaper is checked every hour or changed when soiled. Staff is to wash their hands and the child's hands after each diaper change before cleaning the changing table.

The most important factor in making toilet training successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process.

Coaching is provided in a positive way, taking advantage of opportunities that occur, and are applied individually. We have regularly scheduled "potty time" as well as whenever the child is willing to sit on the potty. While there, they can look at books, sing songs and do fingerplays with adults to keep them interested. We provide positive reinforcement through putting their own stickers on their chart. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

As children move into pre-school rooms, their toileting is supervised and teachers take advantage of all opportunities to teach good hygiene practices and hand-washing techniques.

### **FIELD TRIPS // TRANSPORTATION TO & FROM SCHOOL**

From time to time, there will be supervised field trips for school age children, and we encourage you to join your child on the trip. *Permission Slips* for each trip must be signed by the child's family. Additional staff is on hand to help our adventure's success. Emergency contact numbers are taken along so always keep us up to date!

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

Field trips are optional. If your child does not go, there is always an alternative activity. Field trip charges will be added to your account and are non-refundable. (We reserve the right to not allow your child to participate in a field trip if their behavior is such that it would be detrimental to group safety.)

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips. There will be appropriate qualified staff for the number of children present who will supervise the transportation. A First Aid kit will be available as well as staff trained in First Aid/CPR. Children will not be left unattended inside or outside of the vehicle. There will be a cell phone in the vehicle.

## **GUIDANCE**

### ***General Procedure***

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

### ***Challenging Behavior***

Children are guided to treat each other and adults with self control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all of the children.

Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child.

### ***Physical Restraint***

Physical restraint is not used or permitted for discipline. There are rare instances for children under 5 when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

### ***Notification of Behavioral Issues to Families***

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- Any behavior that physically endangers any child.
- Any behavior that mentally or emotionally endangers any child.
- Any behavior that is detrimental to the group as a whole.
- Any behavior that requires more than 10 minutes an hour of individual attention.
- Any behavior that challenges or disobeys adult authority.

The first response to unacceptable behavior is verbal; the actual content of the response depends on the age of the child. We try to help older children understand why the behavior is unacceptable. The verbal response is followed by redirecting the child's attention and channeling his/her energies into a more constructive activity.

It is our experience that the best form of discipline for a child is immediate removal from the activity in which he/she is participating. A separation period is provided to the child allowing him/her time to settle down and assess his/her behavior.

Please be further advised that after repeated verbal redirection of acts not allowed by the Center, the parent or guardian will receive written notice of misbehavior or disruptions. Three (3) notices constitutes a two-day suspension from this Center. A fourth notice will constitute immediate dismissal from the Center permanently.

Very few children end up leaving our programs under these arrangements. We feel this is due to the superior work of our staff having appropriate expectation levels and keeping communication open between parents and staff.

Administrative Staff reserves the right to remove any child from our school-age child care at its sole discretion, without resorting to any progressive discipline as set forth in this policy.

## **TUITION AND FEES**

### ***Payment***

**We operate on a pre-pay system.** The parent writes in the hours they expect the child will attend on the monthly tuition bill and pays that amount in advance. Schedules are due back before the first day of the month or parents will incur a \$45.00 late calendar fee.

We offer a computer calculation system. **Parents** clock in and out on the computer and are only charged for the actual time the child attends above the minimum. Messages on the screen will allow you to see your account balance, which will be updated on Mondays. Any monies not used will be carried forward towards the next week.

### ***Late Pick-up Fees***

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$1 per minute per child will be assessed beginning at 6:30 PM and will be due upon arrival. We encourage parents to have an emergency pick up plan in place at the time of enrollment. Consistent late pick ups will result in termination from the program.

### ***Special Activity Fees***

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

### ***Late Payment Charges***

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

There is a \$20 bookkeeping fee to any account with a balance due from the previous week, posted on Monday and not paid by Tuesday each week.

If payment in full for the month is not received by the 5<sup>th</sup> of the month, a \$45 payment plan fee will be charged.

*\* Failure to comply with a payment plan or other billing policies will result in immediate inactive status on all program use.*



### ***Returned Checks/Rejected Transaction Charges***

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$25 service charge. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status.

### ***Additional Fees Credits***

- **Vacation** - Parents are granted 2 weeks vacation per calendar year that will not incur a weekly minimum charge
- **Withdrawals** - if a child is suddenly withdrawn from the program without a 2 week written notice of withdrawal, a 2 week tuition fee may be applied. Families who withdraw and later re-enroll will be charged a re-enrollment fee.
- All monies left in the account at withdrawal will be mailed or available for pick-up 7 days later.

## **ATTENDANCE & WITHDRAWAL**

### ***Absence***

If your school-age child is going to be absent on a day they were scheduled to attend, please contact us at 503.667.5198, e-mail [ghlc@comcast.net](mailto:ghlc@comcast.net), or leave us a voice mail. We will be concerned about your child if we do not hear from you. If staff is required to search for your school-age child who was scheduled to attend that day, a \$5.00 fee will be charged. Continual failure to notify us of schedule changes will result in program termination.

### ***Transfer of Records***

Whether transitioning to the next program setting or to a new classroom, your child’s records will be transferred internally.

### ***Closing Due to Extreme Weather***

Gresham Heights Learning Center will normally be open. If we do need to close because of weather we will have our name announced on the local broadcast stations. We will also change the voice mail message by 5:30 AM if WE WILL BE CLOSED FOR BUSINESS.

In the case of early release from public school due to weather we ask that parents make every attempt to arrange for early pick up of their child to ensure safety of both children and staff. Staff will attempt to notify parents if immediate pick up is needed due to building restrictions, e.g., no heat, electricity, etc.

Please keep your contact phone numbers current with your classroom teacher, and keep our number handy as well: 503-667-5198.

## **DROP-OFF AND PICK-UP**

### ***General Procedure***

We open at 6:00 AM. Please do not drop-off your child prior to the opening. Parents are expected to sign their children in on the Timeclock Computer at the front desk and accompany them to their classroom. Children are NEVER to be dropped off to walk in on their own!

We close at 6:30 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

### ***Cell Phone Usage***

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at anytime while visiting the center.

### ***Authorized & Unauthorized Pick-up***

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. Please make contact with a staff person when you pick your child up. For all child care programs, the parent is to clock the child out on the computer.

If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing, in the parent notebook on the front desk. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification if they are not already known to our staff. Please notify your pick-up person of our policy.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 60 minutes we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

### ***Right to Refuse Child Release***

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

## **PERSONAL BELONGINGS**

### ***What to Bring***

- **Infants:** enough clean bottles for a day's use and at least 2 changes of clothes per day. Gresham Heights provides diapers and formula.
- **Toddlers:** At least two changes of clothes per day.
- **Transition:** Two changes of clothes per day. Transition is toilet training. Please maintain supplies for your child of 1 package pullups and 1 package of training pants.
- **Preschoolers:** at least one change of clothes, socks and shoes.
- **Kindergarteners:** at least one change of clothes, socks and shoes.
- **After School Care Children:** books for homework. A change of clothes is still a good idea.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

Children must dress appropriately for indoor and outdoor play every day, tennis shoes and play clothes work best!

### ***Cubbies***

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name. Please check your child’s cubby on a daily basis for items that need to be taken home.

### ***Backpacks or Non-Plastic Bags***

Your child will need a backpack to keep an extra change of clothes, and naptime belongings. We like to use a backpack because it should be large enough and can be zipped closed to help prevent getting lice or any other illnesses. These should be taken home on Fridays so things can be checked and/or washed. Your child will need a blanket and **small** pillow and/or cuddly for naptime.

### ***Lost & Found***

You can look for lost items and bring found items to the Lost-and-found Box located at the office. Please note that we are not responsible for lost personal property.

### ***Personal Belongings:***

Eye glasses, jewelry, money, games, etc. We will not be responsible for the loss or damage to personal items brought from home. Bring at your own risk. This also includes items taken along on field trips.

### ***Toys from Home***

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity. We will not be responsible for the loss or damage to toys or personal items brought from home. Bring at your own risk!

## **NUTRITION**

### ***Food Prepared at the Center***

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service. Actual Menus are posted on site for each day.

Breakfast: 6:30 a.m. – 7:30 a.m.

AM Snack: 9:00 – 9:30

PM Snack: 2:15 – 3:30

Lunch: 11:00 – 12:15

Late Snack: 5:45 – 6:15

Fluoride is provided through Multnomah County’s Dental Health Program for all children over the age of 3. If you would like to participate in this program, please talk to us.

### ***Foods Brought from Home***

Parents may bring food in addition to the food provided by GHLC. They may not, however, substitute required meal components\* (including fluid milk, meat/poultry/fish, vegetables or fruits, or bread or bread alternates.) For example, a parent could send a snack with their child, but these are not “meal

components” and can be eaten in addition to our meals and snacks, but not instead of our meals and snacks. Keep in mind also that a snack from home cannot be eaten during our regularly scheduled meal time.

*\*Infants: Parent’s may bring their own formula for their child. All bottles need to be pre-made and labeled with your child’s name and dated.*

### **Policy on Milk & Food Service and Allergies**

The USDA Child & Adult Food Program has excellent guidelines for providing nutritious, low-sugar, low-fat, high-protein and leafy green meals for healthy and happy children. Our goal in participating with the CACFP is for our children to grow up with a sense of the kinds of foods and the portion sizes of foods that are healthy and appropriate for all the seasons of life. GHLC participants may not bring their own food, it must be provided by the center so that we may serve a creditable menu for reimbursement, therefore;

### **Our policy is as follows...**

**Six weeks– twelve months:** We agree to follow parents’ preferences within the correct age appropriate meal pattern and portion sizes created by the USDA. (A one-month period between 12 and 13 months is allowed to transition from formula to cow’s milk.)

**Thirteen months – twelve years:** the parent must agree to allow their child to fully participate in GHLC’s USDA planned menu. With only the following being an exception:

- I. Disability: “physical or mental impairment”
  - I.e. food anaphylaxis (severe food allergies)
    - a) In such cases, the parent and/or guardian must have a **“Medical Statement—Participants with Disabilities”** form completed by a medical authority. This form must be completed in its entirety to be considered creditable by GHLC.
- II. Food Intolerance: gluten and/or dairy products.
  - b) In such cases, the parent and/or guardian must have a **“Medical Statement—Participants without Disabilities”** form completed by a medical authority. This form must be completed in its entirety to be considered creditable by GHLC.
- III. Family’s food preference that allows for a planned menu item exchange only – no substitutions, at the discretion of GHLC.

As directed by the USDA, GHLC will follow these serving guidelines in regards to fluid milk...

- Whole milk for children thirteen months – 23 months
- 1 % milk to 24 months to 12 years
- Lactaid whole milk, to accommodate those children 13 months – 23 months that are lactose intolerant.
- 1% Lactaid milk, to accommodate those children 24 months – 12 years that are lactose intolerant.

- All natural Ultra Soy non-dairy beverage, original , to accommodate those children 13 months -12 years that are milk protein intolerant

**Non-Dairy Request:** If a parent and/or guardian request a milk substitute for their child(ren) they will need to provide a nutritionally equivalent (to cow’s milk) substitute for their child to have here at GHLC (work sheet available to help determine nutrition levels).They will also need to complete a *“Milk Substitute Request—Participants without Disabilities”* form. This form must be completed in its entirety to be considered creditable by the GHLC.

### **Infant Feedings**

Infant feedings follow these procedures:

- All parents need to bring at least four (4) clean, sterilized bottles with their child’s name clearly labeled on it, and a lid to fit each bottle.
- Bottle-fed infants are fed while being held or sitting up.
- Infants are fed “on demand” to the extent possible (at least every 3 hours and usually not more than hourly). We are happy to follow the parents’ recommendations regarding amount and frequency, and based on the child’s needs.
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child’s name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 3 months.
- Formula is provided by Gresham Heights Learning Center. If the parent wishes to bring their own formula, it must be brought to the premises in a factory-sealed container in a ready-to-feed strength or powder or concentrate. Formula will be mixed at the child care site according to the instructions provided by the manufacturer or from the child’s health provider, using water from a source approved by the local health department. Formula brought from home must be labeled with the child’s name.
- Solid foods will only be introduced after a consultation with the child’s family.

### **Toddler Meals**

- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Food is portioned for them into individual serving containers, using USDA-recommended portions.

### **Meal Time for Preschool & School Age**

At meal time the dining table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. Staff and children sit around the same table, serving the food family style, encouraging positive conversations between children, providing appropriate portions through serving utensils and verbal encouragement. Good table manners are modeled and encouraged.

Age appropriate family style meal service for children provides beneficial opportunities for social interaction and conversation. In addition, the introduction of the concepts of food, color, quantity, shapes, and temperatures of food are also opportunities for learning. Here are some of our food safety guidelines:

- The table should be cleaned and sanitized.
- Hot food must be kept at 140°F or warmer and cold food held at 41°F or colder until served.
- Foods should be covered until served.
- Provide separate serving portions for each table.
- Children and teachers shall wash their hands before table setting and serving of food.
- Serving tables, containers, and utensils shall be used for the serving of foods.
- Children will be instructed on the portion size of each meal component, and reminded that they can have more after eating their initial servings
- Children shall be in table groups no larger than age group defined ratios.
- Teachers shall supervise, converse with and sit with children during the meal service.
- Teachers shall encourage conversations between children.
- A second serving may be offered to the child, but it is important that the teacher not contact the child's plate or bowl with the serving utensil.
- If a child is "mildly" ill, a provision for serving that child shall be provided.
- Discard any leftover food brought to the table and not eaten.
- Children and staff shall wash their hands after the meal service.
- Clean and sanitize the table after each use.

A caregiver who is trained in first-aid for choking is present at all meals.

***In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.***

***Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.***

***To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:***

***(1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;***

***(2) fax: (202) 690-7442; or***

***(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)***

***This institution is an equal opportunity provider.***

## HEALTH

### *Immunizations*

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

### *Illness*

We understand that it is difficult for a family member to leave or miss work, but to protect other children you may not bring a sick child to the center. If your child is not feeling well enough to participate in our full daily program (i.e. going outside), then they should be kept home. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Any of the communicable diseases which are excluded by Oregon Administrative Rules
- Difficult breathing or abnormal wheezing or complaints of severe pain.

We will try to keep your child comfortable in a quiet area of the room but he/she will be excluded from all activities until you arrive. If the parent cannot be reached, the staff will call persons listed on the emergency card. Please be sure this person knows they may have this responsibility with us.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  - The child's physician signs a note stating that the child's condition is not contagious, and;

- The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

**REMEMBER: Good hand washing practices and plenty of rest at home will prevent your child from having a more prolonged illness.**

### ***Allergy Prevention***

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

### ***Medications***

All medications should be handed to a staff member with specific instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

- **Prescription medications** require a Medical Consent Form signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication. Any changes to long-term medication doses must be made in writing from your child's physician. A log is kept with the medication that states when your child received it and is available for your review.
- **Non-prescription medications** require a note signed by the parent(s) on the Medical Consent Form. It should be in the original container, labeled with the child's name, dosage, and directions for administering.
- **Non-prescription topical ointments** (e.g., diaper cream) require a note signed by the [insert family and/or physician], specifying frequency and dosage to be administered.
- Sunscreen should be applied before the child is sent to Gresham Heights Learning Center. If additional sunscreen needs to be applied during the day, it must be other than aerosol. "Spray on" sunscreen is not allowed in the Center.

### ***Communicable Diseases***

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria



- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

## **SAFETY**

### ***Basic Safety Rules***

For all children in the Center, we follow basic safety guidelines: Be Safe, Be Friendly, Be a Worker, listen to the teacher, keep my hands to myself, always walk inside the Center. For Circle Time: sit quietly in the circle, look at the teacher, hands to myself, quiet mouth. We encourage children at all times to be considerate of the other adults and children in their area and treat others as they would like to be treated.

### ***Clothing***

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

### ***Extreme Weather and Outdoor Play***

Outdoor play will not occur if the outside temperature is greater than [99] °F or less than [37] °F degrees. Additionally, outdoor play will be cancelled if the air quality rating is [50] or below.

### ***Communal Water-Play***

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions, including the water being drained daily and the area washed with a bleach solution, are taken to ensure that communal water-play does not spread communicable infectious disease.

### ***Injuries***

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the

event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the staff will call 911 and then immediately contact the parent or emergency contact and the child's doctor. If the child needs emergency treatment, the child will be taken to the hospital immediately by ambulance. The parent will be responsible for all medical charges. An Emergency Medical Release Form must be completed and signed when registering and updated and re-signed every twelve months.

### ***Biting***

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

### ***Respectful Behavior***

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

### ***Smoking***

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

### ***Prohibited Substances***

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

### ***Dangerous Weapons***

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

### ***Child Custody***

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

### ***Suspected Child Abuse***

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

### ***Dismissal***

The program reserves the right to dismiss any child if the staff determines that the program cannot meet the needs of the child. Staff will use the methods described in the guidance policy and observation to determine this. Children that display behavior that is unsafe and detrimental to the group or individuals, including themselves, may be dismissed. Failure to comply with the terms of the parent contract may also result in termination from the program.

### ***Grievances***

We hope that any issues can be resolved through clear communication between parents, staff and administration. However, in the unlikely event this does not occur, our grievance procedure is as follows:

- Immediately set up a time to discuss it with the staff person involved.
- If it is not resolved or you feel uncomfortable, discuss it with the Head Teacher or Site Director.
- If it is still not resolved, contact the Executive Director, Gene Ann Shepherd.

Please submit all concerns in WRITING as well as verbally. Letters may be delivered to Gene Ann Shepherd, Executive Director, at 2300 NW Division, or e-mailed to: [ghlc@comcast.net](mailto:ghlc@comcast.net).

*Custodial parents and Certification Representatives have the rights of access after proper identification.*

*Complaints or Compliments may be made to:*

*Janna Cook, Certifier, Oregon Employment Dept., Child Care Division*

*19421 SE Stark, P.O. Box 2070, Gresham OR, 97030, Phone 503.669.7112 x 357*

*All CCD, sanitation and Fire Marshall inspection reports are available for your review on request.*

## **EMERGENCIES**

### ***Lost or Missing Child***

In the unlikely even that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within [10] minutes, the family and the police will be notified.

### ***Fire Safety***

Our center is fully equipped with a direct line to the fire department, heat sensors and an audible alarm. We also have rolling cribs.

Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

In Case of Fire:

1. After hearing alarm or seeing smoke, our staff will gather children keeping them calm; lining up by an exit, taking the 1<sup>st</sup> Aid Kit, our Emergency Medical Release forms & Attendance Clipboard.
2. The children will be counted and our staff will reconcile head count with their attendance roster.
3. Assistant Teachers will close windows, doors, and turn off lights. Children and staff will then exit the building and walk to the south end of the playground.
4. The Director or Assistant Director will call 911 and do a final sweep of the building bringing along “checked in” numbers from the check-in computer.
5. We will only re-enter our building when given proper authorization from Fire Department

If Unable to Re-Enter Building:

1. Children will be walked to Metro Church of Christ across the street.
2. Parents will be called as soon as children are safe and secure

### ***Emergency Transportation***

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

## **CENTER POLICIES**

Our center policies not included in this handbook are reviewed annually and updated as needed. They are available for review upon request to the center director.

## FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

**Family Events:** We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Open House
- Annual Family Picnic
- Fall Festival

**Classroom Activities:** Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Welcome new families
- Contribute to class Pot Luck Meal
- Family Teacher conferences

**Family/Parent Self-Study:** Our menu of family reference materials changes monthly. Below is a list of topics generally covered. We welcome requests for topics to cover. Each developmental area has been researched and organized into a concise manner for quick learning to help in the busy lifestyles of our working families.

- Positive Guidance and Loving Discipline
- Toilet Training
- Safety in the Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Supporting Your Child in Times of Stress
- Bedtime Routines
- How to Prepare for a Conference
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Family Fun Night at Home Activities
- Homework Help
- Everyday Math

In order to maintain open and clear communication with parents, we provide tuition schedules, calendars, newsletters and flyers on site and also on our website 24 hours a day. It is the parent's responsibility to read all available material. It is the parent's responsibility to provide payment in a timely manner and communicate clearly with site staff and Admin staff regarding attendance, payments, etc.

Parent involvement is a high priority in a quality child care setting. We feel a strong commitment to work with families in providing a loving, stimulating environment for making our student's childhood enjoyable. Please take time to read all bulletin boards daily!

We encourage parent interaction through on-site volunteer work, field trip participation, holiday parties, the annual family survey, etc. It is important that you be aware of how your child's time is spent during the day. We would love to have you.

**Special Announcements:** All class parties, field trips and other events will always be on or beside our Parent Boards: next to the parent check-in and out desk by the water fountain and on the classroom parent boards.

## Gresham Heights Parent Interest Survey

Dear Parents,

The staff and management at Gresham Heights Learning Center welcome your active participation in our program. We believe that children thrive in an environment where parents and teachers work together and where parents stay involved in their children's education. With this in mind, we invite you to spend time with us during the day, to join in our many activities or to use your skill to help with the facility or program. In the event this is not possible, there are other ways to support the Center from home, as a family, or through work. Listed below are some general suggestions for helping or participating. Please check those that interest you so that we can contact you when the need arises. We appreciate all that you do!

Our Gresham Heights Staff

Name: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ I would like to assist the teacher in my child's classroom.

\_\_\_\_\_ I have a special talent, skill or hobby that I can share. (Specify) \_\_\_\_\_  
(Examples: music, arts & crafts, growing up in a different country, family traditions, your job or career, a cooking project, etc.)

\_\_\_\_\_ If there is a special event in the evening or during the weekend, I can help with preparations.

\_\_\_\_\_ I would like to organize special events.

\_\_\_\_\_ My place of employment can help with materials (items for crafts, learning centers or field trips.

\_\_\_\_\_ I can help with fundraisers or family nights.

\_\_\_\_\_ I can help by working on: \_\_\_\_\_

**Multiculturalism** is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We especially delight in promoting understanding of the cultures represented among our students. **We encourage parents to suggest, plan, or provide knowledge of any special cultural event or practice represented in their family.** Please share below:

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