

grandma's place
Early Learning Center



Parent Handbook

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grandma's place Early Learning Center



Mission Statement

Grandma's Place Early Learning Centers are family-owned-and-operated early learning centers that value individual families and their children's unique needs and learning styles by providing a loving, developmentally appropriate, and professional environment.

Philosophy

Grandma's Place recognizes and respects the unique potential of each child. We work to build each child's self-esteem and dignity by respecting their contributions to our community. As child care professionals, we strive to create and maintain an inclusive, safe, and healthy environment. Our curriculum fosters children's social, emotional, cognitive, and physical development by creating a safe environment where children learn through play and discovery.

Grandma's Place Early Learning Center's program is based on the philosophy that families are the primary and most important providers of care and nurturing for young children. We respect families' values and their right to make decisions for their children. We believe families and teachers are partners in children's care and education, and we value the relationship of mutual trust with the families we serve. Grandma's Place encourages parents to communicate openly with teachers and staff, as well as feeling welcome in our center at any time. To best serve the needs of families in our community, Grandma's Place offers flexible care for children, always seeking the best fit for the family.

Early experiences play a major role in a child's growth and development. We feel we can provide the best care for your child in our safe, loving, and enriching environment. Every child is a special, unique individual. Therefore, our developmental program is geared to the social, emotional, cognitive, and physical growth of each child.

We believe that established guidelines and interaction by our professional teaching staff allow development to progress smoothly. We carefully select, train, and evaluate our staff to ensure the best learning experiences for your child. Our teachers create a caring and nurturing atmosphere to foster the best learning environment possible. They also encourage your child's creativity and positive self-image.

We look forward to a long, relationship with your family in developing a happy, well-rounded child.

Thank you and welcome!

Site Locations and Hours of Operations

Rose Quarter

1730 N. Flint
Portland, OR 97227

Full and part time care for children 6 weeks -5 years old

503-281-6800

M - F 7am - 5:30pm

Clark Family Center

2740 SE Powell Blvd.

Portland, OR 97202

503-249-7533

M – F 7am-5:30pm

Full and part time care for children 6 weeks-5 years old

Open Door Policy

Parents are encouraged to visit the center during the day, whether to observe in your child's classroom, have lunch with your child, or to put your child down for a nap. Parents have free access to the center at any time that their child is in attendance. We believe parent involvement is very important to our program. We have developed methods for keeping communications open between parents and staff.

A "What We Did Today" summary is posted daily in the hallway for preschoolers and up. Each teacher summarizes the day's happenings in their classroom for you, the parent, to read. The infant and toddler teachers write individual reports for the parents daily. We also email seasonal newsletters and frequently post announcements by the sign-in area. We encourage you to read and/or take home a copy of our newsletter or other bulletins! We have a parent board used to display community events, articles, messages, and other useful information. In addition to in-center communication, emails, and newsletters, other important updates can be found on our webpage: www.gpelc.net. Please provide us with an accurate email address at time of enrollment.

We encourage you to schedule conferences with your child's teacher and/or the director anytime you wish to discuss your child's progress or any concerns you may have. You may find it difficult to talk with your child's teacher during class time because they are interacting with the children; their first responsibility. If they seem busy, please schedule a conference time to have the teacher's undivided attention. In November, we have school wide conferences; look for a sign up in your child's classroom.

We strive to keep the lines of communication open with the families in our care. If you have any comments or concerns, or just want to talk about your child's care and needs, please contact us by phone, email, via Remind, or by dropping a note into the payment box in the center. All center director email addresses are available on our website. You have the right to review your child's file at any time. You also have the right to see our certification inspection reports from the Child Care Division. Please contact the director for more information of if you have any questions.

Parent Involvement and Volunteers

We believe parents and extended families play an important roll in making early childhood development a positive experience. Please know that all of your time and skills are welcome and appreciated, whether they be volunteering on a field trip, reading to a small group of children, doing an art project or sharing your family's culture. In your enrollment packet is a volunteer sheet. Please take some time and thought in filling this out. This is not mandatory but very much appreciated.

Arrival and Departure Procedures

Drop-off

Safety procedures, as well as some state and federal programs require that each child be signed in and signed out each day they attend our center. Therefore, each time you bring your child, you must sign in the time your child arrives and leaves the center. The sign in/out book is located in the entryway. Each child will be listed with his/her classroom. If you do not see your child's name, please see the director.

Without your child signed in, we cannot be responsible for your child being at the center.

To assure your child's safety, we also ask that you escort your child into the center and to the proper classroom. Also, please inform the teacher in the room that your child has arrived and remain with your child until the teacher accepts him or her. At the end of the day be sure to sign your child out of the center and check with the teacher in the room before you leave, he/she may have important information for you.

At Grandma's Place, we encourage families to have a positive drop-off routine when they bring their children for school. For most of our children, a short, consistent drop off is beneficial. Prolonged drop offs can be difficult and confusing, as children often do not know if and when a parent is leaving. Setting a time limit can be helpful, and reminding a child that you will be leaving after a hug can help them prepare for that separation. You can also set up a routine with a teacher in the classroom, asking them to take the child

to a window to wave goodbye or passing them along for snuggles. Keep good-byes positive (“Have a great day at school! I love you!”) rather than sad (“I’m sorry” or telling the teacher “They’re having a hard morning.”) to set the tone for a great day at school! Starting these routines and conversations at home is a great way to begin a successful day at school! (Continued on next page)

It is important for children to have a consistent schedule and to regularly participate in school activities. For these reasons, we ask that children arrive by 9:00am. This is not a requirement; however, children will not be accepted into care after 9:30 am, unless arrangements have been made by 9:30am with the onsite director. We use the 9:30am attendance count for staffing and food preparation reasons.

Children will not be accepted into the center between 11:30am and 2:30pm during our quiet time regardless of prior notice.

Pick-up

When picking up, we ask that you and your child say goodbye to their teachers and friends for the day. Once you have arrived, children are signed out of our care and are the responsibility of the parent. At this point, we are often trying to let staff go home and combine classrooms. This is much easier if children leave as their parents arrive, rather than staying to play longer. Your children have many opportunities throughout their day to play with toys and spend time with their friends!

Please limit conversations with staff to a brief 2-3 minute check-in. Teachers are required to monitor and interact with children during this time and longer conversations limit their ability to provide adequate care. At 5:30pm our classrooms are closed or being cleaned up and not available for play. If you wish to have a longer conversation with your child’s teacher, we are happy to set aside some time to address concerns you may have, just let us know and we will make an appointment.

When someone other than a custodial parent will be picking up your child, we must be notified in advance. Only people listed in your child’s file as authorized to pick up your child will be permitted to take your child from the center. If the teacher releasing your child does not know the person picking up, they will be asked to provide photo I.D. This regulation is strictly enforced for your child’s safety. Please do not give the door code to friends or family.

Dropping Off and Picking Up With Several Children

Because children in our infant, mobile infant, and wobbler classrooms are smaller and less mobile than older students, we ask that families drop off their older child first and then drop off their younger child. At pick up, please retrieve your younger child first. This ensures that our smaller students have a safe space to play. School-age siblings of students in our program must be accompanied by an adult and follow classroom expectations; e.g. shoes off in shoeless classrooms, calm bodies, walking feet, etc.

Late Pick-up

If a child leaves after our closing time of 5:30 p.m., a late fee of \$1/minute per child will be charged. After 5:35 p.m., this rate will go up to \$5/minute per child. After 3 offenses, management reserves the right to increase these fees to \$5/minute after 5:30 and/or to evaluate enrollment status. We ask that parents respect the time of staff who work long days and appreciate going home to theirs. Please note that at 5:30 we are heading home. If you need to speak to your child's teacher or gather items, please plan on showing up before 5:30 or let us know and we can make an appointment to meet with your child's teacher.

Parking

On-site parking is available at the Rose Quarter location only. Cars that remain on site all day MUST be registered with the Director at that site, or cars may be towed. All vehicles must be off the property by 5:30pm, or subject to towing. On occasion onsite parking may not be available during our normal operating hours. We will notify families of these occasions as soon as possible. At any given time we maintain the right to limit parking, charge for parking or ask parents to move their cars.

Naptime

As a certified childcare center in the state of Oregon, we are required to offer the opportunity to nap to all the students in our care. In our infant and mobile infant classrooms, naps are provided on an "on demand" basis, or as needed, based on the routine and development of children. In Wobbler-Prekindergarten classes, naps are offered during a regularly scheduled time after lunch each day. While we do not require that your child sleep during this time, state regulations do instruct that we allow children to sleep during this time. This means we cannot force children to stay awake during naptime but must let them rest if they are tired and fall asleep. If your child does not nap, we offer alternative quiet activities during this time.

Transitions/ Classroom Move-Ups

At Grandma's Place, we work very hard to ensure that children's developmental needs are met in their classrooms. Each September when our prekindergarten students leave, a majority of children in the program, especially those in Toddlers-Preschool, will move up to their next classroom with their cohort. Sometimes during other months of the school year we will move children up to the next classroom if spaces become available, however, this is less common than September move-ups. As groups of students grow and their needs change, teachers will adjust curriculum to meet developmental needs of their class. *Please note that tuition is based on the classroom where your child attends, rather than their age.*

Illness

We follow Child Care Division and County Health Department guidelines. Copies of the CCD handbook are available upon request

Children are considered ill if they have the following symptoms:

- fever of 100.4* or higher
- harsh dry cough,
- vomiting and/or diarrhea (one or more in 24 hours)
- skin or eye lesions or rashes that are weeping or puss-filled,
- yellowing of skin or eyes.
- stiff neck or headache with one or more of the symptoms listed before
- uncontrollable running nose with any of the symptoms listed before
- difficulty breathing or wheezing, and/or complaints of severe pain

Children with minor colds who are able to participate in normal childcare activities are welcome. If your child is not eating well or having normal sleep patterns, or is not able to participate in outdoor activities please keep your child home to get the necessary rest to fully recover from his/her illness. We are not able to keep children inside during their scheduled outside time. Children must be healthy enough to go outside to attend school.

If a child becomes ill during the day, his/her parent will be notified to pick up the child. Please respond promptly when you have been notified to pick up your sick child.

Children who have been ill within the previous 24 hours will not be accepted into the center. All children must be symptom free without medication for 24 hours before returning to school. If your child has been sent home with a communicable disease, they will not be readmitted to the center the following day unless it is determined that they are no longer contagious as stated by a doctor's note.

Medication

If your child requires medication during the day, whether it is prescription, nonprescription, diaper rash cream, or sunscreen, a consent form must be completed stating the dosage of the medication, time to be given, and giving permission for the teacher to administer it. We require an individual medication form for each medication and separate forms for siblings.

All medication must be labeled with your child's name and date, and must be in its **original** container. If the medication is prescribed the prescription must be for your child. We cannot give any medication that is prescribed to another person. Any medication requiring a measuring spoon to administer must come with the appropriate measuring spoon. Over the counter medication must be approved and labeled for the age of your child. For example, not all Tylenol pediatric medication is approved for children under the age of two. If the medication is not indicated for the age of your child, we will need a letter from a doctor stating the appropriate dose of that medication. We cannot administer vitamins or other supplements unless we have written directive by a doctor.

Minor Injuries/Emergency Procedures

Parents will be given a written report of all injuries on the day the injury occurs. We ask that you sign the report acknowledging that you have *read and understand it*. Grandma's Place, by regulations, must keep the original in your child's file, but you are more than welcome to request a photo copy of the report.

Parents must sign an emergency release authorization form allowing Grandma's Place to obtain emergency medical treatment if necessary. Parents will be notified as soon as possible of any injury or a medical emergency. This may mean after emergency medical treatment has been obtained and the situation is under control children will be taken to the best hospital to treat your child, as determined by emergency services. A staff member will accompany your child to the hospital and wait for parents to arrive. Parents are responsible for all costs of medical treatment and ambulance transportation.

Emergency Evacuation Procedures

In the event of a fire or other emergency requiring us to vacate the center, the children will be evacuated to a safe place and parents will be notified. If you cannot reach your center by phone during an emergency, please try one of our other centers. We will leave a message with the other centers to give to parents. Rose Quarter 503-281-6800 and Clark Family Center 503-249-7533. The following are the businesses or places we will evacuate to in case of emergency: Rose Quarter – Daystar Education, 2054 N. Vancouver Ave., Portland OR 97227, Clark Family Center – Katari Court Community Center. It is very important to keep your emergency information updated, accurate and complete. We use emergency cards, filled out by parents at enrollment, to contact parents and/or other emergency contacts during evacuation. It is important that all families provide us with an additional emergency contact in addition to parents.

Grandma's Place will conduct regular emergency drills for a variety of emergencies that require sheltering in the building and evacuation the building. We also have on site at each building emergency supplies that includes food, water, first aid, diapers and heat source.

Guidance Policy

We believe in age appropriate limits to help children become responsible for their actions. Children are encouraged to verbalize their feelings, thus learning to positively work through their emotions. Teachers act as role models and use positive reinforcement to encourage constructive behavior and cooperation.

When inappropriate behavior does occur, teachers help children understand why the behavior is inappropriate and how to make better choices. We use redirection to help the child find a new appropriate activity. With older children, repeated problem behaviors may result in the teacher finding a “cool down” activity for the child.

If inappropriate behavior becomes a repeated problem, a conference will be set to meet with your child’s teacher and the director. At this meeting, we will work together to develop a plan to address the behavior in a clear, consistent way.

Behavior management

In our classrooms, teachers use several strategies to establish positive classroom environments and manage behaviors.

Positive redirection:

When teachers see a behavior in their classroom that they want a student to change, they reframe it in a positive way. This means students hear what they should be doing, rather than what they should not. (For example “Walking feet” rather than “No running.”) This is especially beneficial for younger students who are still developing receptive language skills because it gives clear and concise behavioral expectations.

3 Bs:

Our school-wide expectations of students are 1. Be kind 2. Be safe 3. Be a worker. Again, this reinforces positive behaviors for students to demonstrate. In their individual classrooms, students are regularly reminded of the 3 Bs and generate their own positively framed ideas about what each means.

Providing Choices:

Throughout our students’ days, they are given opportunities for choice. They may pick a center to work at or be given a choice to resolve a challenge in the classroom. This empowers them and gives them opportunity to consider reasonable solutions to conflict.

Consistency for School Expectations

At Grandma's Place, we have expectations that are intended to allow our students to follow our 3 Bs: Be Safe, Be Kind, Be a Worker. When families follow through on these expectations while at school, it helps children adapt to their classroom rules with ease. These are some rules that we expect families to follow through with during drop off and pick up times at school:

- **Walking Feet:** Walking in the building is a way we stay safe at school. Please walk with your child in the parking lots and inside our buildings.
- **Respecting Our Things at School:** At school, we are gentle with our toys, furniture, etc. Encourage this by letting your child sit on the couch in the lobby (please, no standing or jumping on it!). Our strollers are for teacher use only; please do not let your children climb/play in them. Older students love helping with the building codes and opening doors; please encourage them to be gentle with doors and handles (not pulling or pounding on them).
- **Staying With Your Adult:** While at Grandma's Place and outside the building, we expect children to always be accompanied by an adult to ensure their safety. At drop-off, please take your child to the classroom and make sure that you have connected with the teacher on duty to ensure that your child is being transferred over to our care smoothly. At pick-up, your child must stay with you once you have arrived. This means that children cannot be in the hallway, lobby, or outside unattended. If we see a child leave the building alone, we will stop them, however; there is not always someone at the front of the building to ensure this. Providing the expectation that your child stays with you the entire time from car to classroom and vice versa ensures that they stay safe during these transitions.

Biting

At Grandma's Place, we train our teachers to prevent unwanted behaviors through positive redirection and supportive relationships with children. However, biting is a common challenge that we do see with younger children. While biting is developmentally appropriate and expresses many different things, from frustration to excitement to hunger to teething, we do not want our teachers to spend their day preventing bites in their classrooms. After 3 bites or bite attempts in a single day, we may require parents to come and pick their child up.

Potty Training

At Grandma's Place, potty training starts in the toddler classrooms where children have regular access to a bathroom. When we are beginning to potty train, we look for the following indicators that a child is ready:

- Child stays dry at least 2 hours at a time during the day or is dry after naps.
- Bowel movements become regular and predictable. Facial expressions, posture, or words reveal that a child is about to urinate or have a bowel movement.
- Child can follow simple instructions.
- Child can walk to and from the bathroom and help undress.

- Child seems uncomfortable with soiled diapers and wants to be changed.
- Child asks to use the toilet or potty chair.
- Child asks to wear “grown-up underwear.”

In our toddler program, we introduce toilet training to every child naturally, as diapers are changed. When children go to the bathroom, teachers offer them the opportunity to sit on the toilet whether they are toilet trained or not. It is our policy that we do not force a child to sit on the potty if they refuse. We want potty training to be a positive experience and find that simply bringing them into the bathroom to take care of toileting issues, and being encouraging and patient will move children forward in mastering this new skill. State guidelines also require that a child wear underwear, diaper or pullups at all times to ensure that sanitary conditions are maintained in classrooms. If a child is in a classroom younger than toddlers, without a bathroom, they must be wearing a diaper or pull-up at all times.

Personal Belongings

Because we offer a wide range of activities, it is recommended that children come to school dressed in washable, comfortable clothing. Children are taken outdoors almost every day and should be dressed accordingly. All children should have an extra set(s) of clothing at the center marked with child’s name. If clothes are sent home for some reason, please return a clean set the next morning.

Children must keep a sheet or blanket (sleep sack for infants) at the center for naptime. Blankets, sleep sacks and sheets will be sent home at the end of the week to be washed. Security items, such as a blanket or a small stuffed animal, may be brought from home. Please make sure they are labeled with your child’s name.

- **Please leave all toys, candy and gum at home!!** Gum will not be allowed in the center! Sharing day is the only day your child should bring toys or special items from home; please make sure they are labeled with your child’s name and are a reasonable size.
- Toy guns and weapons of any type are not allowed in the school, either from home or to be made from building materials in the center
- When personal items are brought into the center, the child assumes all responsibility for that item and Grandma’s Place is not liable to replace the item, for any reason.
- Make sure all your child’s clothing and bedding is labeled. Children’s clothing looks very similar and can get mixed up easily. The best way to assure your child’s items do not get lost is to label them.

Birthdays and Special Occasions

We acknowledge every child's birthday as well as other holidays and special occasions during the year and encourage parent participation for such events. We get lots of questions about how to celebrate and recognize a child's birthday. If parents want to do something special for a birthday, we ask that they donate a book to the classroom. The book can be read during circle time with a special birthday recognition!

If for any reason you do not want your child's birthday celebrated, we will honor your request. Please take time to talk to your child's teacher and the director about your preferences. Throughout the year we will talk about seasonal holidays and may recognize religious holidays. We try to recognize all cultures and religions and welcome families to share their culture and religion with our center. Grandma's Place is a non-denominational early learning center.

Nutrition

Our schools are a NUT free Environment

Lunch and two snacks are provided by the center. A menu is posted on the main parent board. If your child is a vegetarian, please let the director and the cook know at time of enrollment and a vegetarian choice will be provided (we serve cheese, eggs and fish on our vegetarian menu). If you would like to pack your child a lunch it must meet USDA guidelines and be ready to serve without further preparation or heating. We will not serve your child soda, candy, or other sweets so please don't pack it. It is a state regulation that all children are served well-balanced meals that include a meat or meat alternate, fruit and/or vegetables, grain and fluid cow's milk for lunch, and food from 2 food groups at snack. We do not substitute other milk for cow's milk. You may provide the school with a milk substitute. Please see your director for specific health department regulations if you choose to provide a milk substitute.

Children who bring lunch and/or snack from home must bring the meal and/or snack in its entirety. We cannot supplement home meals with food components from Grandma's Place. Children EITHER provide their own complete meal OR are provided with the meal served.

We will make a reasonable attempt to accommodate food allergies. A Food Allergy / Substitution form MUST be completed for all food allergies and discussed with the director. If your child has multiple and/or severe food allergies, you may be asked to provide meals and/or snacks.

Families of infants up to 1 year old must provide breast milk or formula. Formula must in its original, unopened container labeled with the child's name, or in the alternative, premixed bottles of formula. Frozen breast milk can be stored at the center. Breast milk must be clearly labeled with the child's name and be frozen in individual servings.

Lunch will be served about 12:00 noon. Snack times will be approximately 10am and 3pm.

Field Trips

At Grandma's Place, our preschool and prekindergarten classes may take field trips or nature walks during the school year. These trips give our students exciting learning opportunities outside of the center with their class! Our requirements for a child to attend a field trip include the ability to safely use a walking rope and follow a teacher's directions to remain safe during this time. If these requirements are not able to be met, a parent must accompany them for the trip; we do not offer alternative care should a parent not be able to attend.

- You will be notified in advance of all scheduled field trips and will be asked to sign a permission form.
- Your child cannot go on the field trip without a signed permission form.
- There may or may not be a fee involved for field trips depending on activity.
- Parents are welcome to join us on field trips.
- If you choose for you child not to participate in a field trip there will not be alternative care.

For field trips, parents have the opportunity to volunteer to chaperone. There are a limited number of chaperone spaces available for each field trip and teachers will base their list on response and ensuring that each parent who would like an opportunity to volunteer is able to. These are the guidelines for parents who are chaperoning:

1. Be supportive of the teacher by focusing your attention on them. Help the students do the same. Remember, the children are in preschool and the teacher is in charge.
2. Parents must provide their own bus fare- \$2.50 for single ride 2.5 hour passes, \$5.00 for all day passes. Please note that TriMet only accepts exact change on buses.
3. Make child care arrangements for siblings so that you are able to appropriately and fully monitor children on the field trip.
Siblings will not be allowed on field trips.
4. If you are assigned a group, be with them at all times and do head counts often. It is important for the group to stay together. Please do not take your child and leave to another area.
5. Chaperones are expected to talk with, play, and help each child in the class, not just their own child. Share in being responsible for all students. Offer your support to other chaperones when necessary.
6. Chaperones may not be alone with children who are not their own during field trips. If children need to use the bathroom, find a teacher to accompany them.
7. Please be aware that some students have photo restrictions; this means their parents have formally requested they not be photographed at school or school activities. Do not post photos of students on your personal social media. Please limit photos to those of you own child.
8. In fairness to all children we ask that you do not buy your children any food/drink/souvenirs.
9. Have fun! Thank you for being a part of your child's class for the day!

Media and Screen Time Policy

We believe children come to school to learn in an interactive way. The best way for children to learn is through play experiences and interacting with caring adults and their peers. To honor this belief, we do not offer television or videos as part of our curriculum. We use online lessons to enrich some of our programs including: music and movement, physical education activities, and enrichment on themes in accordance to lesson plans. We do our best to limit screen time to less than 20 minutes a day.

Children with Special Needs

Grandma's Place complies with the American Disabilities Act and applicable federal, state, and local law in providing services to children with special needs or disabilities. We are able to make many accommodations for children with special needs. Our objective is to serve the needs of the individual child within the structure of our program while providing a safe and healthy environment for all children and staff. Children with special needs are assessed on an individual basis, and a written plan is developed between the parent, center staff, and outside specialists as needed.

Early Learning Assessments

As part of our commitment to preparing your child for a life of learning we conduct assessments of all the children in our care. A large component of Creative Curriculum is assessing each child so our lessons can be individualized for the needs of each child. Developmental assessments are conducted twice a year and are available for parents to review at any time.

In addition to the curriculum assessment we will also be conducting an Ages and Stages Questionnaire on each child. Professionals rely on the ASQ for the best developmental and social-emotional screening for children from one month to 5 ½ years. Highly reliable and valid, the ASQ looks at strengths and trouble spots, educates parents about developmental milestones, and incorporates parents' knowledge about their children. The completion of this assessment may also include parental participation.

All assessment information and results will be available to parents in their child's portfolio at any time. In your child's portfolio, you will also find pages that are added regularly to illustrate how their class is working to meet different social-emotional, physical, cognitive, and language objectives. The pages may include work samples or pictures of your child working towards those goals, in addition to a description of the activity/objective. We use objectives from Teaching Strategies GOLD to determine the skills we want students to acquire and Creative Curriculum as the framework for teachers to meet those objectives. GOLD Objectives focus on 4 areas of development:

1. Social-Emotional: To help children feel comfortable in school, trust their new environment, make friends, and feel they are a part of the group. To help children experience pride and self-confidence, develop independence and self-control, and have a positive attitude towards life.

2. Cognitive: To help children become confident learners by letting them try out their own ideas and experience success, and engage in deeper thinking skills.
3. Physical: To help children increase their large and small muscle skills and feel confident about what their bodies can do.
4. Language: To help children use both receptive and productive language to follow directions, express personal needs and thoughts, and interact appropriately with teachers and peers.

Holidays and Vacations

Tuition is based upon a yearly cost divided into 12 months. Some months have more days of care than others. We do not up-charge for those long months nor do we credit for short months or holidays during the month. This also includes days the center is shut down for weather reasons. These days have already been figured into the yearly cost. We also do not exchange closed holiday days for an extra school day. The only time that we allow you to exchange a day is if your child is ill on one of their regular days. If requested, we will check if there is available space on a non-scheduled day **within the same week**. If your child is sick on a Friday, we will allow you to use the next week for the make-up day. Please remember that these make-up days are only available if there is space in your child's class.

Grandma's Place offers one-week vacation credit for each calendar year. For example, if your child attends school 3 days a week, you will receive 3 consecutive attendance days of vacation credit. This does mean that your child will be absent the days you have chosen to take as your vacation days. Vacation requests must be given to the director, in writing, one month in advance, and is available to use after three months of enrollment.

Grandma's Place Early Learning Centers are closed every year on the following holidays:

- | | |
|------------------------------------|---|
| 1. New Year's Day | 5. Veteran's Day |
| 2. President's Day | 6. Thanksgiving |
| 3. Memorial Day | 7. The Friday after Thanksgiving |
| 4. Labor Day | 8. Christmas Eve (close early) through Jan. 1st |
| 5. Week of 4 th of July | |

Grandma's Place closes early the following days:

1. 4:00 pm for Company Picnic in June. Check posted closures at the front of each center for the exact date
2. 12:00 pm the Friday before Labor Day so we can prepare for the next school year

We will be taking a poll the day after Christmas for attendance and staffing purposes. If by chance there are less than 6 children signed up, we may choose to close for the day. Any closure days are subject to change upon owner's discretion. A notice will be posted on the parent board. If you have any questions, please see your director.

Closures

In the event of inclement weather, Grandma's Place Early Learning Centers will post closures on our website, send out and email, and update our answering machine by 6:00am informing of any delays or closures.

Enrollment Forms

Included in the new family packet are the enrollment forms required to enroll in our program. Please fill in all the information as completely as possible. These forms are important as we use them to determine individual needs of each child, to provide appropriate care for each child, to reach you in case of emergency and to provide adequate medical history in case of a medical emergency. Some forms are double sided; both sides must be filled out and returned before your child's first day.

Below are the enrollment forms due by the first day of care:

- Grandma's Place Enrollment form
- Emergency Medical release
- Parent Questionnaire for appropriate age group
- Fee contract
- Allergy form
- Infant Sleep policy (as required)
- Park and/or walking permission (Clark Family Centers)
- Emergency card

As a Certified Early Learning Center in the state of Oregon we are required to have immunization records for all children. These records can be obtained through Oregon's online immunization system, however if your child's records are not available through this service you will be required to provide them. If your child has not received his/her immunizations for medical or religious reasons the record of immunization form must be filled out and signed in the appropriate section and turned in along with a vaccine education certificate. More information about Oregon vaccine requirements can be found at: <https://multco.us/school/school-immunizations>

It is important that you update your information as needed with new addresses, phone numbers and new emergency information. If you move, change jobs, or get a new cell number or email address you must update your records with Grandma's Place. Each fall we require certain enrollment forms to be updated. These forms must be completed by October 1st for your child to continue enrollment.

Personal checks will not be accepted without complete information on the enrollment form.

Fees and Tuition

At the time of enrollment, a deposit of the full months' tuition is due along with the registration fee of \$100.00 (If a wait list fee was paid it will be applied to the registration fee at the time of enrollment and the remainder is due). All childcare is paid in advance.

Monthly tuition is based on a 10-hour day: for example, if you are dropping your child off at 6:30am you will need to pick him/her up by 4:30pm. Please let the center director know the regular hours you intend to have your child in care. This allows us to staff accordingly.

Families enrolling two or more children will receive a 10% discount off the oldest child's tuition fee on current accounts.

Tuition is due on the first of each month for that months' care. If payment is not made by the 5pm on the 3rd day of the month, all applicable discounts are void, and late charges will be assessed at \$35.00. On the 10th of the month, if payment has not been received, your child will not be accepted into care until your account is brought current.

American Express is not accepted. Payment by Visa, Mastercard or Discover is accepted. A \$35 convenience fee PER CHILD will be charged each month when a credit or debit card is used. This covers the charges we are assessed by the bank.

If a child leaves after our closing time of 5:30 p.m., a late fee of \$1/minute per child will be charged. After 5:35 p.m., this rate will go up to \$5/minute per child. After 3 offenses, management reserves the right to increase these fees to \$5/minute after 5:30 and/or to evaluate enrollment status.

There is a \$25.00 charge for any check returned for NSF. If your check is returned for NSF, you will be required to make all future payments by money order, cash or credit/debit card.

DHS and Third-Party Billing

Third party eligibility and billing arrangements need to be confirmed prior to childcare being provided. Please allow two weeks for this process. Once coverage has been confirmed and a co-pay or parent portion is determined, payment is due on the first of the month or on the first day of care. A late charge of \$35.00 will be added to accounts after the 3rd of the month. If the parent portion and any late fees are not paid by the 10th, your child will not be accepted into care until the account is brought current. Your director will have a work sheet to help you determine your parent portion.

Changes and Withdrawal

In order to allow adequate time for billing and staffing, Grandma's Place requires fourteen (14) days' notice to change days of enrollment, or any other change resulting in a change of fee. Please submit changes in writing on a Change Request Form directly to your center director.

Grandma's Place requires thirty (30) days' notice in writing to withdraw from the program. If your child should stop attending the center before the thirty days is up, you are financially responsible for tuition for the full thirty days. Vacation credit may not be used during the thirty days of notice. Final tuition payment is due at time of notice

*Grandma's Place reserves the right to disenroll at any point for any reason. *

Community Emergency Staffing Plan

In the event of community emergencies, such as illness or disaster, Grandma's Place may need to close classrooms and limit attendance. Our emergency procedure in this situation is as follows:

- All communication will be done on email and the website.
- We will first ask parents who can keep their kids home to do so, either because they can work from home or family members/friends who can care for their children
- Classrooms may be closed due to lack of staffing. If this happens, we will have "rolling closures" where classroom closures will be shared throughout the center. For example, we may close the infant room one day, and the mobile infants the next, and then wobblers and so on. This extreme measure will ONLY be taken if available teachers cannot make state-mandated ratios.

COVID-19 Response

As our nation and community reacts to the COVID-19 outbreak, Grandma's Place remains committed to providing quality care for your family. We are following Multnomah County Health Department and CDC guidelines. Due to these guidelines, we are implementing some policy changes in hopes of mitigating illness and the spread of disease.

- We cannot emphasize enough good handwashing. We trust that families are practicing good handwashing techniques at home as well.
- Please wash your hands when you enter a classroom. Children MUST wash their hands when they get to school. This is a state regulation. Please help us enforce this rule by assuring you child washes their hands when they arrive.
- We are installing hand sanitizer dispensers in areas where soap and water are not accessible. This includes the entrance to the centers and play areas. New Early Learning Division regulations state that hand sanitizer can be used for children IF it is administered and monitored by an adult and is NOT used as a substitute for handwashing. We will be using the hand sanitizer when kids are playing outside or in the gym and they cough or blow their nose. Hand sanitizer administered to children in the hallway is the responsibility of the parent.
- We encourage families to use hand sanitizer upon entering the school and when leaving.
- Our teachers will be disinfecting light switches, door handles, sinks and other high-touch areas at least once per hour.
- We ask that all children who drink out of cups bring their own, labeled water bottle. These water bottles need to be:
 - Filled each morning from the Food Service sink in the classroom. We would like children who are old enough to take on this responsibility for themselves, with help from their parents.
 - Emptied each night and allowed to dry. We would like children who are old enough to also take on this responsibility for themselves, with help from their parents.
 - Taken home each week and washed/sanitized at home.
- As you may know, we have “fogged” the center with a hospital-grade germicide in the past. We are now doing this every week. There is no risk to the children, and the germicide has been shown to kill flu and COVID-19.
- We will be taking temperatures daily and will be sending kids home with a temp of 100.4 or higher. **Please keep kids home if they are sick, or if anyone in your family is sick. Make a childcare back-up plan before you need one.**
- We will continue to cook meals for kids, but we may review this in the future and ask that families bring lunch for kids.

As always, the safety of the children and staff is our number 1 priority. Thank you for being our partner in keeping our kids safe.