

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

### **Center Village**

5845 NE Hoyt, Suite 100

Portland, OR 97213

503-238-0123

M - F 6:30am - 6:00pm

Full and part-time care for children one year to 5 years' old

### **Rose Quarter**

1730 N. Flint

Portland, OR 97227

503-281-6800

M - F 6:30am - 6:00pm

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

### **Clark Family Center**

2740 SE Powell Blvd.

Portland, OR 97202

503-249-7533

M - F 6:30-6:00pm

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

### **Clark Family Center Annex**

2706 SE Powell Blvd.

Portland, OR 97202

503-249-7533

M-F 6:30-6:00pm

Full and part time care for children 6 weeks - 2 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](http://www.gpelc.net).

Please provide us with an accurate email address at time of enrollment or let us know if you would prefer a paper version of all communication.

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 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 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

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.

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.

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 10:00 am, unless arrangements have been made by 10am with the onsite director. We use the 10am 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.

## 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 100.5 or higher
- harsh dry cough,
- vomiting and/or diarrhea (three 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 child care 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 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 not

## 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.

## 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.

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. Center Village 503-238-0123, Rose Quarter 503-281-6800, Clark Family Center and Annex 503-249-7533. The following are the businesses or places we will evacuate to in case of emergency: Center Village – Center Commons, Rose Quarter – NW Cancer Specialists, Clark Family Center – Katari Court Community Center, Clark Family Annex – Catholic Charities Building. It is very important to keep your emergency information updated so we are able to get a hold of you in case of emergency.



## 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 change it. 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.

### 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 program, 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.
- 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. If you wish to provide treats for a special occasion, please let your child's teacher and the director know at least one week in advance.

- According to the state health policy, we **cannot** serve home baked goods.
- You may purchase treats from a **store or bakery** for special occasions.

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. We will talk about seasonal holidays and recognize religious holidays throughout the year. 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**

Breakfast, lunch, and two snacks are provided by the center. A menu is posted in your child's classroom and 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. 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. Please see the enclosed copy of USDA guidelines, on the allergy form; it is a state regulation that all children follow these guidelines while in our care.

Breakfast will be served every day before 7:30am, please talk to your center director about your centers' breakfast service times. Lunch will be served about 12:00 noon. Snack times will be at approximately 10am and 3pm.

## **Non Discrimination**

In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call, toll free, (866)632-9992 (voice). TDD users can contact USDA through local relay or the Federal relay at (800)877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

### **Field Trips**

Field trips and nature walks are an important part of our educational program and are conducted regularly for preschoolers and pre-kindergartners.

- 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 always welcome to join us on field trips.
- If you choose for your child not to participate in a field trip there will not be alternative care.

### **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. Some pre-kindergarten classrooms have limited computer access with pre-k learning programs. Computer time is limited to 20 minutes a day per child.

### **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. Independence Day              |
| 2. President's Day | 6. Thanksgiving                  |
| 3. Memorial Day    | 7. The Friday after Thanksgiving |
| 4. Labor Day       | 8. Christmas Day*                |

Grandma's Place closes early the following days:

1. 4:30 pm for Company Picnic in June. Check posted closures at the front of each center for the exact date
2. 4:00 pm the Friday before Labor Day so we can prepare for the next school year
3. 2:00 pm on Christmas Eve

We will be taking a poll for Christmas Eve, 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, as appropriate for Center Village and Clark Family Centers
- Emergency card
- USDA/CACFP Enrollment, and Confidential Income Statement (as required)

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 you must update your records with Grandma's Place. Each fall we require certain enrollment and USDA forms to be up-dated. These forms must be completed by October 1<sup>st</sup> 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 \$80.00. 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 3<sup>rd</sup> day of the month, all applicable discounts are void, and late charges will be assessed at \$35.00. On the 10<sup>th</sup> of the month, if payment has not been received, your child will not be accepted into care until your account is brought current.*

A late fee of \$1.00/minute will be charged for **each** child picked up after the scheduled closing time.

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.

## **AFS and Third Party Billing**

Third party eligibility and billing arrangements need to be confirmed prior to child care 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 3<sup>rd</sup> of the month. If the parent portion and any late fees are not paid by the 10<sup>th</sup>, 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. Final tuition payment is due at time of notice

Thank You for choosing Grandma's Place Early Learning Centers.

**"The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint form, found online at [www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complain form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690- 7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov) Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer."**