



FAMILY CARES DAYCARE

TOO, 3EE, 4OUR, 5IVE, 6IX, 7EVEN, CENTER

Contact Number: (503) 381-4266

Locations

- Family Cares Daycare * 1961 SE Elliott Pl. Gresham, OR 97080
- Family Cares Daycare T00 * 1548 NE Hacienda Ave Gresham, OR 97030
- Family Cares Daycare 3ee * 3425 SE 157th Ave Portland, OR 97236
- Family Cares Daycare 4our * 15827 NE Halsey St. Portland, OR 97230
- Family Cares Daycare 5ive * 8418 N Brandon Ave Portland, OR 97217
- Family Cares Daycare 6ix * 4326 NE Killingsworth St. OR 97218
- Family Cares Daycare 7even * 18810 SE Division St. Gresham, OR 97030

Welcome to Family Cares Daycare and Preschool

We understand that choosing the right programs for your child is one of many important decisions to make. We hope to help with that decision as you see our trained and devoted team and safe, warm and inviting locations. We look forward to working with you and your child(ren) this year. We are excited to help them achieve their full potential. Our days and weeks are filled with many wonderful experiences and opportunities to learn and grow. We are delighted you will be a part of our school family this year! We utilize the Procure App to share updates throughout the day of your child (ren). You may message the Provider/Director or Teachers at any time with any questions or concerns. Our Procure App is our main source of communication.

Family Cares Daycare and Preschool provides a safe, healthy, and nurturing environment. Our staff are an awesome team full of experience, enthusiasm, and the love of working with children and their families. They are thrilled to meet your family and get to know you. We are dedicated to ensuring that each and every child develops socially, emotionally and academically. Our vision is to build a strong foundation for future generations to grow upon. Children are unique and special gifts, who learn through exploring and interacting with others.

Our philosophy is to focus on each child and respect that they are all individuals with different needs and talents as a whole by supporting diversity and inclusion. We believe that they develop in their own way, and in their own time, in the following areas: Social, Emotional, Physical and Cognitive. We understand that children will learn by interacting with each other in a safe and stimulating environment while participating in a safe, accessible, high quality early childhood educational program using a developmentally appropriate curriculum with hands-on learning experiences.

Our goal is to provide the best childcare where our students learn conflict resolution and decision making skills based on the understanding of self awareness and appreciation of others. We believe these values will leave a lasting impression on the children that will allow them to possess self confidence and become a well rounded individual.

Children are taught and encouraged to display the 4 values including demonstrating responsibility by putting their toys away, caring towards other children, honesty, and to respect the feelings of others. You will notice these values being carried over to their daily lives.

***Family Cares Daycare promotes Equal opportunities. Family Cares Daycare is an equal opportunity and does not unlawfully discriminate against individuals based on an individual's race, creed, gender, sex, color, religion, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions, and privileges of application. Family Cares Daycare complies with all applicable provisions of the Americans with Disabilities Act (ADA)*

*** Handbook and required signature documents can be translated to other languages. Please communicate with the program what language is needed. ***

Open Door Policy - Please communicate with the On-Site Provider and/or Director when you will be visiting to ensure there are no activities or other planned events. Our Open Door Policy allows for brief visits outside of your child's classroom. We do ask that you understand that visitation can disrupt the child's daily routine as well as other children in class.

Drug and Alcohol Free Zone Facility - Family Cares Daycare and Preschool is a smoke free zone. Any type of smoking and/or alcohol is prohibited within 10 feet of the facility, that includes all outdoor play areas, in parking areas and field trips while children are present. For safety and regulation all Family Cares Daycare and Preschools are strict non-smoking and alcohol Free Zones.

Impaired or Intoxicated individuals - In the event that an individual that is authorized to pick up your child appears or shows signs of being impaired or intoxicated the programs will NOT release the child. The programs will contact someone else on the authorization list to come for the safe release of a child. If no other person is able to pick up the child the proper authorities will be called as our end result is for the safety of each child in our care.

Family Cares Daycare and Preschool Hours - Upon enrollment you will receive a copy of the classroom schedule for your child(ren). The program hours are varied at each site so the hours of operation are dependent upon the site you are enrolling your child(ren). In the event our schedule changes parents will be notified via ProCare and a posting of the hours in our Parent Information Area.

Admission Procedure and Tuition Payments - Family Cares Daycare and Preschool accepts children ages 6 weeks to 12 years of age for enrollment. We are open Monday - Friday. It is very important to know each location's hours of operations as they do vary per location. **Payments** - Family Cares Daycare and Preschool accepts the following forms of payment: CashApp, Zelle, and Credit/Debit Card and ACH via the ProCare payment system. All ERDC families are to ensure they are properly connected to the program for proper billing. If the ERDC billing is discontinued or paused your child (ren) may not attend the program until resolved. **Enrollment Fee for Centers ONLY** - A non-refundable enrollment fee will be due at the time of registration to ensure your child has a space in our program. This fee is used to cover administrative costs, ensure enrollment commitment and plan resources effectively. **Tuition** - Please ask your Provider/Director of your tuition details and due dates as there is a late payment fee that is assessed if payments are not paid in a timely manner or bounced/returned ACH payments have happened. Unpaid dues will result in paused attendance until resolved.

Forms - When your child(ren) is enrolled with Family Cares Daycare and Preschool we require a variety of forms that are to be filled out accurately by the parent/guardian. The forms are: Enrollment Form, Emergency Consent Form, Non-prescription Medical Form, Medication Form (if needed), Special Transportation, Allergy Form, Written Care Plan (if needed), Food Program Form and Parent Handbook. Immunization records are due within 30 days of enrollment. If immunization records are not up to date we require a doctor's note or appointments set or an exemption form. Child's attendance will be paused if immunization records are not turned in. There will NOT be an extension of time after the 30 days for Immunization records. If any Parent/Guardian or child information changes, please notify your program Provider/Director as soon as possible of the changes.

Attendance Guidelines - We have outlined the following procedures to ensure the safety of our students, families and staff:

Signing In and Out - Children must be signed in and out using the ProCare App by the adult who is dropping them off and picking them up each day for verification of attendance. Children are not permitted to sign themselves in or out. Please refer to your location Provider/Director with operation times of drop off and pick up. **Late Pick-Up** - Per the State of Oregon Regulations of Early Childhood Education and the Child Care Licensing Department we may NOT have children in the programs before or after the licensed hours of operation. Family Cares Daycare and Preschool may not provide care for a child(ren) over a ten hour period of time in a single day. We urge families to please keep to their pick up and drop off times for their children as we staff our programs accordingly. **Authorized Pick-Up** - Anyone who is picking up a child from our program must be listed on the "Authorized Pick Up List" and must bring a photograph identification, if this person does not have a photograph identification the child(ren) will not be released to the individual. We will contact someone else on the authorization list to pick up the child. We will not accept a telephone call to make changes to this list. The parent/guardian is required to make any changes to the list in person. **Child Supervision** - As a security precaution, please walk your child into the school. Children are not to be left in the parking lot, front door, office, or hallway. (FOR CENTERS ONLY - If there is no one in their classroom, please do not leave them there unsupervised, return to the Office and we will assist you with finding your child's assigned group.) When dropping off or picking up your child please follow the speed limit of 5 miles per hour in our parking and street crossing areas.

Parking Areas - Family Cares Daycare and Preschool provides designated parking spaces for easy drop off and pick up of your child(ren). To ensure the safety of our families and staff please follow these safety guidelines while using our Parking Areas:

1. Never leave ANY child(ren) unattended in your vehicle or parking areas.
2. Enter and leave the parking areas with extreme caution following a 5 MPH speed limit.
3. Always hold your child's hand when going to and from your vehicle- DO NOT let your child run ahead.
4. Ensure your child(ren) is safely seated and buckled in your vehicle. Please keep all or any conversations to a minimum to allow accessibility of the parking area for other pick ups and drop offs.
5. Family Cares Daycare and Preschool is NOT responsible for any stolen valuables or property left behind in vehicles. Please assure your belongings.

Transportation - Family Cares Daycare and Preschool offers transportation for families enrolled in our programs that live within the school districts tied to the location. We have outlined the following policies to ensure our transportation process runs smoothly and effectively so that children arrive to their destination in a timely manner:

- Five (5) minute rule - the driver will wait five minutes **ONLY** for students to come to the vehicle. We have multiple families that need to be picked up and dropped off.
- Absence Notification - If your child **PRIOR** to the daily transportation time. Please notify when transportation services will resume for your child. **This is crucial so that we may schedule appropriate transportation times to allow all pick-ups and drop-offs to be done in a timely manner.**

- Elementary School Days Off or Family Cares Daycare and Preschool Closures - There will be no transportation services during these days.
- **Please note that transportation services can and will be stopped due to vehicle maintenance, unexpected incidents, no driver or other reasons. All families that are enrolled in the transportation services will be notified within a timely manner if there is not a vehicle available for transportation. If there is no transportation available, families will be placed on a waitlist and notified when transportation services will be offered.**

Staff and Safety Closure Policy - In the event of a shortage in staffing, for the safety and well-being of the children in our care we will CLOSE. In the event of unexpected electrical, water or structural damage or emergency shut-off, per the Child Care Licensing Department we are not able to stay open for the safety and security of the children in our care. We will always communicate with all families of any of these closures as soon as we are aware.

Family Cares Programs Closure Calendars - Family Cares Daycare and Preschool follows two closing calendars dependent upon the program in which your child(ren) are enrolled. Families enrolled in our Preschool for All classrooms will utilize the Preschool School Year Closure Calendar. Families who are enrolled in all other programs will utilize the Annual Program Closure Calendar. In the event additional closing dates are required, we will notify parents as soon as possible. (There will be no discount in tuition for the dates we are closed.) Closure Calendar dates will be provided at the time of enrollment to ensure the correct School Closure Calendar is provided to your family.

Inclement Weather Policy - Family Cares Daycare and Preschool will follow the same guidelines for closing in cases of inclement weather as the districts in your enrolled location area. If they are closed for the day we will be closed. We will be closed if the school district has a two (2) hour late opening or school closure, Family Cares Daycare and Preschool will be **CLOSED**. **Additionally, if the inclement weather occurs during school hours and we need to close prior to closing time we will contact all families directly to pick up their child(ren) as soon as possible.**

Outing and Walks - Family Cares Daycare has all children in their care to have outdoor time. That includes walks around the surrounding neighborhood, to the park, libraries or mail offices that are safe walkable distances to the programs. These walks allow the student regular movement, exploration and understanding and knowledge of outdoor safety in the street, parks and surrounding areas. We utilize safety vests for all our children for safety, as well as maintain an appropriate ratio of staff to children for these outings.

Parent Conferences - We will offer parent teacher conferences twice a year. The conferences will be scheduled on Monday or Tuesday during Spring Break and Thanksgiving week. You will be given time slots to choose from via the ProCare app to ensure that all families are provided the same opportunity to discuss the growth and development of their child. Please select the best time for your conference to be scheduled as each classroom teacher has to meet with all children enrolled. If you schedule a time and are not able to attend the conference, please contact your child's teacher so that a new time can be scheduled. The conference notes will be dated and signed by the parent and teacher and a copy will be maintained in your child's folder.

Developmental Screening Process - The purposes and uses of child assessment includes:

- Identifying and communicating about child interests, strengths and needs
 - Obtaining information on all areas of child's development and learning, including cognitive skills, language, social-emotional development, approaches to learning, health, and physical development
 - Assisting teachers in adapting and improving curriculum and to individualize teaching
 - Arranging for additional development screening & referral for diagnostic assessment when indicated
- Children will be screened by Family Cares Daycare and Preschool staff using the *Ages and Stages Questionnaire (ASQ): A Child-Monitoring System*. The ASQ screening system is composed of 19 questionnaires designed to be completed by parents and teachers at specific months of age. All children will receive this screening within 45 days of program entry. In most cases, these questionnaires could identify the need for further evaluation to determine whether a child is in need for early intervention services. While observation and assessment is an ongoing, daily process, formal observations and assessments will be documented. Teachers will meet with parents a minimum of twice a year for parent-teacher conferences. At this time, the results of the ASQ's observations and the child's work will be shared with parents. Teachers and parents will use this information to work together to set goals to support the child's development and to develop specific instructional strategies for home and school. Additional conferences may be scheduled if needed. All screenings are performed at Family Care Daycare and Preschool and kept in the child's confidential file. Staff will provide follow-up, guidance and support to families as needed. Additional information can be found in the parent resource area.

Parent Resources - Please review our Parent Information Newsletters and Procure updates. Here are other resources available to all parents/guardians.

National Association for the Education of Young Children www.naeyc.org

National Child Care Information programs www.nccic.org

Division of Early Childhood Child Care Aware www.dec-speed.org www.childcareaware.org

National Network for Child Care National Safe Kids Campaign www.nncc.org

1-888-DASH-2-DOT www.safekids.org

Multnomah Early Childhood Program (MECP) (503) 261-5535

Early Childhood Special Education (ECSE)

Parent Participation and Non-Parental Visitors - We encourage parents to be involved in their children's educational experience. All non-parental adult visitors must check in with Family Cares Daycare and Preschool and MUST make advance appointments with authorization from the Program Provider or Director PRIOR to the visit. We offer many opportunities for parents to participate in the

program. Visitors and Volunteers MAY NOT be alone (must have teacher supervision) with any child under any circumstances unless they have completed the Central Background Registry and are REQUIRED to sign the visitor log.

Social Media and Advertising Waiver - Photographs or live recording of children who participate in this program may appear on all social media platforms Family Cares utilizes. Throughout the year the school will randomly be taking **photographs** and/or **video** footage. These photographs and/or video footage may be used in public viewing in presentations, websites, bulletin boards, newsletters, brochures, and/or advertising material. **Your permission for your child to participate in the media is a part of this agreement.** This agreement may be terminated at any time by written request of the parent or guardian with the understanding that any previously released posting, printing, photograph, live scene and/or video footage may not be able to be removed and that the termination notice will be effective immediately for all future use.

Illness Policy - Family Cares Daycare and Preschool staff can recognize signs and symptoms of most illnesses so that they can prevent other children from getting ill. If such illness symptoms should start at home, Please keep them home until they are well. If your child exhibits any of these symptoms while in our care, you will be notified and will need to pick up your child as soon as possible within two (2) hours of being notified.

If your child is out sick or leaves early due to illness, we require that the child is out of our care for 48 hours and symptom free and no longer contagious to return. If your child leaves due to an illness which includes expelling bodily fluids such as diarrhea or vomiting they are required to be out for 72 hours.

Additionally, please refer to the list of signs or symptoms below for timelines that your child will need to remain out of care due to illness prior to returning to our care.

List of signs or symptoms:

1. Yellow/green drainage from eyes, ears, or nose - 72 hours out of care
2. Pink eye or Drainage from the eyes-yellow/green or crusty - 72 hours out of care
3. Chronic/excessive coughing - 48 hours out of care
4. Fever at or above 100.4 degrees - 48 hours out of care fever free without medication
5. Rashes - 72 hours has to be clear and dry or with doctors note
6. Infestations such as Ring worm, Lice and nits or fleas/ticks (require a 72 hour out of care with treatment and be cleared before return - if upon return any are found will not allow return until clear before return)
7. Nausea/Vomiting /Diarrhea (more than three) - 72 hours out of our care
8. Hand, Foot and Mouth (must bring a doctor's note, as well as, be out of care until all liquid-filled blisters have opened and are no longer present on the child's skin.
9. Skin/Eye Lesions - 48 hours out of care (if still open wound, they are to return once fully healed)
10. Unusual Difficulty in Breathing/Abnormal Wheezing - 48 hours out of care
11. Chicken Pox (must bring a doctor's note, as well as, be out of care until all liquid-filled blisters have opened and healed and are no longer present on the child's skin

There may be other symptoms which cause us to feel there is a concern that is not listed. In any event the management has the right to decide when to require a doctor's note for return. This applies to injuries as well as illnesses. If you have any questions or concerns please communicate with your program provider/director.

Medication Policy - If your child requires prescribed medication you must fill out a medication permission form provided to you by the Program Provider/Director. The programs will not administer the first dosage of medication to the child and the child must remain at home for the first 24 hours of initial dosage. The medication permission form must be filled out completely with the name of medication, the time we must administer the medication and the amount of medication to be given. Only the authorized employee will administer and sign once the medication is given. All medication must be in the original container and bear the full name of the child to whom it is given. Dosage of medication will not exceed the written instructions on the prescription label and the tool required for administering the medication must be provided. **DO NOT leave these items in your child's cubby, backpack, diaper bag or lunch box as these items are toxic and are REQUIRED to be locked/secured at all times while at the programs.**

Allergies - Family Cares Daycare and Preschool requires all families to complete an allergy care plan form - if your child does not have any known allergies please state this and sign the form to be maintained in your child's file. Before attending Family Cares Daycare and Preschool a parent/guardian must make the Program Provider, Director and Staff aware of such allergies. Failure to do so can result in refusal of admission into our program. When a child shows signs of any type of allergy; we will phone the parents accordingly. As the parent it is your responsibility if suggested, to pick up your child and take him/her to their doctor. Also, if requested to bring a doctor's note to verify their prompt return to school, the note must be the original and state the child may return to school without limitations. If not provided, the child will NOT be permitted back to Family Cares Daycare and Preschool until such note is provided.

Family Cares Daycare and Preschool requires that two (2) EPI Pens must be provided to the programs to keep at all times. These will be maintained in the child's classroom for emergency use- please provide a list of all life threatening allergies to the program immediately upon enrollment to our programs.

Medical Emergencies - In the event of a medical emergency the parents will be notified by the Provider/Director or next Person In Charge using the Emergency Contact Information completed in the Enrollment Packet. Your child may **not** return to the program without a doctor's note prior to 24 hours after receiving emergency service care to ensure the well being of your child. If a child is to be transported by an emergency vehicle, a Family Cares Daycare employee will accompany the child with a copy of the Emergency Consent Form. Family Cares Daycare will take necessary and possible actions to ensure the safe guard of the child and immediately contact 911, then address to contact parent/guardians.

Reporting of Child Abuse and Neglect - Family Cares Daycare and Preschool is responsible for reporting any sign of child abuse and or neglect. We will comply with all aspects of Oregon Administrative Code State Statute 414-360-0270 in that any caregiver who has reason to believe a child has been abused or neglected is required to report the matter immediately to the Oregon Child Abuse Hotline by calling 1-855-503-7233, Department of Human Services Child Welfare or law enforcement agency. This requirement applies 24 hours a day. This requirement applies to any suspected physical, sexual or emotional abuse, Child neglect, Child endangerment, or child exploitation, inappropriate sexual contact between two or more children, or attempted suicide or threats of suicide by a child. These reports are confidential.

Meals - We provide well-balanced breakfast, lunch, and morning/afternoon snacks and dinner (depending on the location offering dinner) for your child. All food is prepared by a trained food service employee on-site as our facilities are equipped with proper food preparation equipment. A menu is posted in your child's classroom. Family Cares Daycare follows USDA guidelines. Children with special dietary needs must provide a doctor's note with identified needs and acceptable substitutions to the programs. Pare. Extra snacks or food from home is prohibited to bring for caution of food allergies.

Infant Food Service - Parents are to provide formula or human milk for their child. In the event your child needs any additional formula we will have a back-up formula of Similac available for emergency use only. Infants under the age of 12 months will need to provide a written feeding plan that includes the types and amounts of formula/human milk and food which is to be updated regularly according to new foods introduced. Parents will need to provide a minimum of four (4) bottles with lids a day. If you are providing human milk for your child, the bottle must be labeled with the child's first and last name, the date the milk was expressed. Any human milk that has not been served will be returned to you at the end of the day. We are unable to mix formula with cereal, fruit or other foods without a medical practitioner's written permission. Children under six (6) months of age will not be given water to drink.

Special Events and Occasions - We have a wide variety of parent/guardian events we hold throughout the year. Family Cares Daycare encourages parent(s)/guardian(s) to be committed to these events as it results as an exceptional social and emotional developmental instrument for your child(ren) as well as encourages the unity of programs and families. We will inform all parent(s)/guardian(s) of when these dates will be to give parents enough time to schedule to be present for these events.

Clothing, Supplies & Backpacks- We ask that all families make sure that their child(ren) are dressed according to the weather changes throughout the year. If you would like to leave a larger jacket in the colder weather months at our facility you are more than welcome. It is mandated by the Child Care Licensing Department that children are provided outside activities daily no matter if it is raining or shining. If your child is not dressed properly for the weather, you will be asked to bring your child the proper clothing. We do not have "extra" clothes to change your child and request that you have two (2) sets of additional clothing in your child(ren) backpack. **It is mandatory that your child wear close-toe shoes - no exceptions - this is for the safety of your child.** Your child will need to

bring a backpack that is large enough to hold a 9x12 inch notebook without folding or bending. Backpacks with wheels are NOT allowed, they are too cumbersome and impractical for young children to handle independently. Backpacks will be used daily for storage of extra clothes, so please be sure your child brings his/her backpack each day and CLEARLY mark the outside of your child's backpack as many look alike.

Diapers, Wipes & Pacifiers - Please provide diapers and wipes for your child. If your child is in cloth diapers, you will need to provide enough for a full day along with the plastic diaper covers. Please note that we are not able to rinse out soiled cloth diapers and will return them home at the end of the day in a sealed plastic bag in your child's backpack. If your child is in need of diaper ointment, you will need to provide the ointment and complete a written permission form. Toilet training children need two change of clothes in their backpacks in case of toileting, food spills or other emergencies. You will be notified on the ProCare app when your child who is in diapers or if they are potty-training is changed or taken to the toilet. All clothing should be labeled on the inside fabric of tops and bottoms and in the toe for socks. Preschool children's clothes need to be in a zip-lock bag sealed and labeled in their backpack. Infant pacifiers are to be labeled with first and last name. The pacifier may not be attached to the child's clothing as this is a choking hazard. We are unable to have pacifiers or bottles in classrooms other than infant care per the Child Care Licensing Department without a written physician's statement.

Toilet Training - Toilet training requires cooperation between school and home. Please notify your child's program when your child is ready to begin this process. We will notify you of the times your child has tried and successfully used the toilet and has been changed throughout the day using the ProCare app. Please note that once your child is fully potty trained we will no longer notify you of your child's toileting using the ProCare app.

Nap Time and Quiet Time - As outlined in the Child Care Licensing Department Rules and Regulations, all children who are in care are required to have a nap/rest time every day. If your child is not used to a nap/rest time and this is their first year in a child care programs or preschool classroom, at the parents request we have observed in the past that doing a half (1/2) day schedule from drop off until 12:30 (so that child leaves after lunch) has really helped transition the child into the routine. If a child, after 30 minutes, has not fallen asleep they will be provided a quiet activity such as books, a stuffed animal or 1-2 sensory items that can help the child feel at ease to be able to rest during this time. We do ask that the children remain on their mat/cot during this time so as to not disturb their friends who were able to fall asleep. We encourage all families to practice this routine with their child(ren) to have a safe time while we prepare for nap/rest time. We provide mats/cots with sheets and blankets for naptime for the infants through Preschool age children. Mats/Cots are cleaned and sanitized daily or as needed if a mat/cot becomes soiled. Infants will be provided a sleep sack and follow the Safe Sleep guidelines by placing the infant on their back to sleep. **We do not accept any blankets from home for the safety of child(ren) in our care.**

Outside Play - Fresh air and exercise is very important for growing children. The children will go outdoors daily, weather permitting. When the weather is not favorable indoor gross motor activities will be offered. Closed toe shoes with rubber soles are mandatory. Please do not send your child in sandals or open toed shoes as they are **not allowed**. Please dress your child appropriately according to

the weather. We will take the children for a neighborhood walk, to the local park, the local library or to the splash pad as a part of the outside play activities.

Field Trip Policy - Family Cares Daycare and Preschool provides fun, educational and interactive field trips for children who are enrolled in the Preschool through School-age programs. If you do not wish for your child to attend a field trip you **MUST** make alternate arrangements for care. Your child may not stay at the programs when their group is on a field trip. The program must have a signed permission statement in the child's folder for your child to attend the field trips. We will post a notification of the field trips in the front office, send notifications on ProCare, as well as post information about the field trip in the parent information area of your child's classroom. All children that attend a field trip **MUST** wear the programs provided vest. We prepare our staff using staff to child ratios for the number of children we leave the programs with each day, therefore, you must arrive at the program before the van/bus leaves for the trip, you may not bring your child to the field trip **UNLESS** you plan to stay and bring your child to the program after the trip. Field Trip Permission Forms will be available when the field trip is posted - you **MUST** sign the specific field trip form for your child to attend.

Guidance and Discipline Policy - Family Cares Daycare and Preschool uses the guidance and discipline philosophy of building and developing a positive self-image of the children in our care. We hope to encourage children to be self-directed, exhibit self control, and be able to begin self regulation by becoming problem-solvers. This philosophy approach is based on providing a positive, supportive environment that focuses on prevention and the teaching of appropriate behaviors guided by staff in their interactions with the children and one another. Our programs use positive reinforcement, conflict resolution, limit setting and redirection as the guidance strategies. Children are given choices to encourage appropriate behaviors, manners and structure. If the child introduces inappropriate behavior and behavior does not improve the parent will be called for next steps of resolution conferences. If a conference is scheduled, the parent/guardian and teacher will discuss strategies to assist the child with appropriate behaviors and develop a plan for change. We can refer parents to programs who can assist in the screening and assessment in the areas of concern. We will work with families to create an agreed upon plan of care to assist in meeting the child's needs. If child continues to show inappropriate behaviors that can endanger themselves or the safety of others and is unable to regulate themselves we will implement the physical restraints as allowed by Early Childhood Learning Division. We do realize that there may be circumstances that keep a child from being capable of fully participating in a group program and recognize that the program may not be equipped to deal with all circumstances underlying certain behavior issues. It is our intent to work together with families to promote a positive experience for them and their child.

It is imperative that parent(s)/guardian(s) and teachers work together to support the child to have a healthy, safe and structured journey in their early childhood education, without collaboration from both parties this could damage the structure, routine, and progress that a child begins to establish.

Physical Restraint Policy - At Family Cares Daycare and Preschool we strive to make the safety of all the children in our care always our first and foremost priority. We have found through our on-going professional development training that at times we can help in a situation where a child's safety or the safety of others may be threatened and physical restraint may need to be used. What physical restraint consists of at Family Cares Daycare and Preschool is a teacher holding a child as gently as possible from different levels to make sure the child does not endanger themselves or others while restraining with ease and comfort to not hurt the child. The main objective is to restrain the child in

the effort to help the child regulate themselves, to not hurt themselves or the other children in care or staff of the program. If all efforts to resolve the situation have been exhausted and we are not able to calm the child or the use of physical restraint has not been allowed, Family Cares Daycare and Preschool will request a meeting with the family to discuss options available that can meet the child's needs effectively. A signed report will be given to the family and a copy will be kept in their file if physical restraint has to be used for their child.

Parent/Guardian Code of Conduct - Family Cares Daycare and Preschool wants to ensure that all families feel welcome, comfortable and safe, in order to do so, we ask that you remember to:

- Be a good role model for others, especially children and youth
- Be safe for the benefit of yourself and everyone else
- Dress appropriately for a public place
- Follow all rules described or posted
- Pick up after yourself
- Respect other families and staff with confidentiality
- Respect other persons, equipment, supplies and facilities of the program
- Please do not date or solicit relationships with Family Cares Daycare and Preschool employees
- Please adhere to all Family Cares Daycare and Preschool policies including drop off and pick off policies
- Please adhere to the main source of communication policies utilizing Procure
- Please contact the On-site Provider if you have any concerns or questions about a staff member. No confrontations with staff members allowed at any time - please refer to our zero tolerance policy.

By respecting this Code of Conduct we are confident that everyone will feel welcome, comfortable, and safe at Family Cares Daycare and Preschool.

We have a zero tolerance policy for violence and will press charges. Our program is a safe place for all children, staff and families to ensure this occurrence, we will not tolerate the use of abusive language or acts, obscene language and/or music. Not permitted on the premises of our programs (except by police officers or other authorized authority figures) possess guns, firearms, weapons or ammunition .

Emergencies and Evacuation Plans - Family Cares Daycare and Preschool practices monthly Fire and Evacuation drills. A copy of our evacuation plans are posted on the Parent Information Boards in each classroom. We have implemented "Lock Down" Drills as our School Shooting Drill as recommended by the Multnomah Sheriff Department, the Great Shake Down drill annually as a part of our earthquake preparation. We read developmentally appropriate stories about the drills to help prepare the children in our care for when they occur.

Complaint and Grievance Procedure- Family Cares Daycare and Preschool strives to have excellent and quality care for your child(ren). Your positive comments and suggestions are always welcome and greatly appreciated. We have a suggestion box located in the foyer of the programs so that you may drop off any suggestions, comments or concerns for us to get back to you. In the instance that a

complaint should be warranted please bring this to the On-Site Provider/Director immediately. If the On-Site Provider is unable to assist you with this concern please bring the matter to the attention of the Owner. If you feel there is a problem or concern regarding a staff member or the facility, please follow these steps to promote a positive resolution to any questions or concerns that you may have:

- Speak with a staff member/educator involved with your child(ren) in an unconflictual manner and follow our communication policy.
- Allow time for follow up from the staff member/educator to you
- If you are not satisfied with the result of your concern, please make an appointment with the On-Site Director. This is the appropriate time to voice and discuss any concern or question you have regarding your child(ren). Staff members/educators frequently report to the Director of any concerns, questions or situations that arise regarding all children in care.
- In the event you are not satisfied with the outcome of your conversation with the On-Site Provider, please ask to make an appointment with the Owner/Director of Family Cares Daycare and Preschool Anita Hunter or you can reach out to her personally on her cellphone at (971) 404-9518.

Withdraw Procedures - Parents are asked to give two full weeks, written notice of withdrawal. Failure to give appropriate notice will result in two weeks' tuition being charged. If your child withdraws from Family Cares Daycare, parents are required to pick up the child's belongings within 3 days of the withdrawal. After 3 days the items will be donated.

Child Care Licensing Declaration of Viewing - Family Cares Daycare and Preschool have fulfilled all of the licensing guidelines with the State of Oregon Department of Education and Early Learning Division. Family Cares Daycare and Preschool has a Certified Child Care license posted in a clear viewing position on the Parent Information Board for all parents to view. All Family Cares Daycare and Preschool employees have been certified and fully licensed and trained in all areas of our facilities to care and educate the children in our care.

Family Cares Daycare and Preschool Parent Handbook Updates - The Parent Handbook is reviewed on an on-going basis therefore it is not limited to changes dependant upon Child Care Licensing Department rule changes, policies and/or procedure changes, changes in the Oregon Office of Education and Early Learning requirements, rule changes, policies and/or procedure changes. In the event that a change is necessary an addendum to the handbook will be provided to all families. After reading carefully and if needed questions have been answered for understanding of the addendum the policy is to be signed and placed in the family folder with a copy to be scanned to the family email address we have on file. Family Cares Daycare and Preschool have the right to make and will do any changes at our discretion.



FAMILY CARES DAYCARE

TOO, 3EE, 4OUR, 5IVE, 6IX, 7EVEN, CENTER

Family Cares Daycare and Preschool Parent/Guardian Handbook Acknowledgement and Signature

Name of Parent/Guardian _____

Name of Child(ren): _____

Location: ☐ Family Cares Daycare ☐ T00 ☐ 3ee ☐ 4our ☐ 5ive ☐ 6ix ☐ 7evenn ☐ _____

Drop Off Time: _____ ☐ AM ☐ PM Pick Up Time: _____ ☐ AM ☐ PM

By signing below I/we the parent(s)/guardian(s) acknowledge reading the entirety of the Family Cares Daycare and Preschool Parent/Guardian Handbook. I/we agree and commit to follow all rules, regulations and policies set forth. The parent/guardian agrees and understands Family Cares Daycare and Preschool policies for the success and progress of developmental growth, social and emotional development of each child enrolled in Family Cares Daycare programs.

Parent/Guardian Signature

Date

I/we the parent(s)/guardia(s) acknowledge and give full authorization to allow the publishing of photographs and/or recorded videos of my/our child(ren) enrolled with Family Cares Daycare programs to be displayed in any and all social media platforms used by Family Cares Daycare.

Parent/Guardian Signature

Date

I/we the parent(s)/guardian(s) acknowledge and recognize the need to utilize physical restraint when needed for the safety of the enrolled child(ren) and other child(ren) in care with Family Cares Daycare. Parent(s)/Guardia(s) fully authorize and give full consent of the usage of physical restraint to Family Cares Daycare faculties, administrative and parties within Family Cares Daycare. Parent(s)/Guardian(s) understand that all communication will be provided in writing to them as well as the guidelines to set forth a care plan for the child(ren).

Parent/Guardian Signature

Date