

# Children's Club, Inc.



# Parent Handbook

# INTRODUCTION

Children's Club Inc. originated in 1968 and is located at 3520 SE Yamhill Street in SE Portland. Children's Club offers quality childcare 2 1/2 to 12 (5th grade) years of age. A sliding fee scale assures accessibility to all income levels. A well balanced, mainly vegetarian, nutritious, low sugar, low salt diet is served daily. Children are grouped by age and skill. A multi-cultural atmosphere encourages children and adults to respect and value their own race and culture and that of others. Children's Club is a 501(c)3 not-for-profit, tax exempt corporation. It is funded by fees for service, grants and gifts (e.g. Kiwani's Club). Our fees for childcare services are determined by a sliding scale developed by Children's Club Board of Directors.

## PHILOSOPHY

Our aim is to develop social and emotional skills, which are age-appropriate and necessary for positive interaction among children. Children's Club operates on the belief that children learn through play to classify and organize their environment and develop a sense of direction in their lives.

## PROCEDURES

Collection of Service Suspension Policy If a family is 30 days past due on childcare fees the family will receive a note with the billing and must make arrangements with the Executive Director within the following two weeks. If arrangements are not made, services may be suspended. No service is suspended if parent make continued efforts to pay the bill. Delinquent bills will be turned over to a collection agency after 60 days. Anything over 30 days will be charged 1.5% interest and 18% APR, also the parent(s) will be responsible for all collection & attorney fees.

## Fee Adjustments

Adjustments to the monthly bill will only be made for reasons such as enrolling a child in the middle of the month or for vacations previously arranged with the office.

## Hours of Operation

Children's Club opens at 6:15 a.m. and closes at 6:15 p.m. Monday through Friday. The preschool programs for all ages begin between 9:00 – 9:30 a.m., please have your child come to school no later than this time. We believe it is more positive experience for your children to participate in the entire morning program. If you must arrive later than 10:00 a.m. you need call so we have an accurate lunch count.

## **Meal Time**

### **Breakfast 8:00–8:30**

**If your child needs breakfast, please have him or her here on time. We eat breakfast between 8:00-8:30. We stop serving breakfast by 8:25. (If your child goes to school earlier than this, we do feed them earlier to get them to school on time) If you bring your child after breakfast, please have them fed before they arrive so they can keep up with the class.**

### **Lunch 11:30-12:00**

Please call by 10:00 a.m. if you are going to be late so we can count your child for lunch.

### **Snack 3:00-3:20**

Those children who arrive off buses after snack time will be saved snack.

## **Arrival and Departure Procedures**

Children's Club needs a list of people authorized to pick up your child in case of an emergency. It is your responsibility to keep this list up to date. We will not release your child to anyone who is not on the list. It is very important to keep contact numbers up to date so we can reach you if your child become sick or an emergency arises. If you are having some one not on the list picking up your child, please let us know ahead of time and we will accommodate you.

## **Attendance Records**

All parents are required to walk their child in, sign in, and personally deliver their child(ren) to staff person in charge. Sign-in sheet are located in the hall or wit teachers. Children's Club cannot be held legally responsible for a child unless he/she is signed in. Please make sure you sign them in and out. Also make sure the teacher is aware of your child's presence before leaving.

## **Unable to Return to the Facility**

If during an emergency that forces us to leave the center and we are unable to return this is the action plan we will follow:

(a) In nice weather we will stay out at Sunnyside Park. (b) If the weather is bad we will go over to Nickel Arcade (Avalon Theater)  
or Sunnyside School, for inside shelter.

## **Access to Center**

Custodial parent and licensing agencies have immediate access to the center during the hours of operation.

## **Concerns and Grievances**

To report a complaint to Child Care Division regarding certification requirements or other concerns call the Child Care Division certifier for Children's Club at 503-731-3386.

## **Food Information**

Children's Club nutrition program is basically vegetarian with exception of occasional tuna and fish sticks. The children receive a balanced diet with the emphasis on fresh fruits and vegetables. We serve a low sugar, low salt diet.

We know that children have individual taste and attitudes as far as food is concerned. That is why we encourage the children to take a taste of everything. We ask that you do not send food with your child unless authorize/arranged by the director.

## **Medication**

In order for Children's Club to administer medication to children, parents must complete a medication request form, which include the following information.

1. Name of medication 2. Dosage to be given 3. Time medication is to be given 4. Name of physician 5. Reason for medication 6. Dates medication is to be given 7. Parent's signature and child's name

When prescription medication is dispensed the request form must agree with your doctor's orders. All prescription medicine MUST BE in original container with correct dosage and current expiration date. Teachers will be responsible for giving medication, recording date and dosage on request form. Completed medication forms will be kept in child's file.

## **Immunizations**

Upon registration children must have a current immunization record. Immunization record must agree with the State Health Department minimum requirements. These will be kept in child's file.

## **Allergies**

Any medical allergies or other medical recommendation from parents must be noted at the time of enrollment or whenever diagnosed. This protects children in an emergency. Children with food allergies must have a written statement from a physician or registered dietitian describing the allergy and appropriate substitutes.

## **HEALTH**

### **Illness – Contagious Disease Policy**

Children's Club can provide quality care to families only when child(ren) is healthy and active in group programs. A sick child takes a teacher away from the whole group.

We appreciate your help in maintaining a healthy environment for all the children and staff at Children's Club. Please keep child home in cases of illness.

A child is considered sick and sent home if the following is evident:

- Head Lice
- Rashes or redness of skin
- Eye discharge or redness
- Diagnosed cases of Hepatitis, Strep Throat, Scabies, Chicken Pox, Measles, Mumps, etc.

A child is also considered ill and sent home if the following is evident:

- 100 degree temperature
- Cough frequently
- Skin rashes indicative of contagious or allergic reaction
- Eye – nose discharge indicative of contagious and / or other serious condition
- Tiredness due to illness
- One to one care due to illness
- Fussy / cranky due to illness or lack of sleep
- Nausea/ vomiting/ diarrhea

A child is sent home if symptoms of a possibly contagious disease or condition are present and may not return until symptoms have subsided, treatment has been obtained from physician and / or medical facility, or treatment as prescribed by Children's Club is followed, as in the case of head lice (nit free). Children with diagnosed contagious conditions will only be allowed to return with doctor's written permission and if the child is able to participate fully in typical classroom activities.

## **DISCIPLINE POLICIES**

### **GOALS**

- To Promote harmony, cooperation, and friendship.
- To alter inappropriate behavior.
- To define social limits of behavior.
- To teach children not to hurt others or themselves.

## **METHODS**

- Positive reinforcement
- Redirect
- Choices
- Time away
- Taking away of privileges

If inappropriate behavior continues, we may need to take away privileges for a short period of time according to the extent of the behavior. This may include field trips. If your child is not allowed to go on a field trip, we will inform you of this decision ahead of time so you can send some books and homework for your child to help keep him/ her occupied while the other children are off the premises.

## **PARENT INVOLVEMENT**

### **Family Participation**

Families are requested to provide service, 24 hours per year, at Children's Club Inc. This averages 2 hours per month. You may find an opportunity that will take longer than 2 hours. If so this will be credited to the next month.

We have lots of choices available to fit your skills or time. Check with the office for suggestions. Assistants may be parents, grandparents, aunts, uncles, or siblings over the age of 15.

**If you choose not to assist you will be charged an additional 5% each month. We value your time more than your money for these 2 hours each month. And Assisting is very rewarding.**

### **Notes or Phone calls**

If we are having problems with your child's behavior we will put a note in your box or call you at work if necessary. We feel it is important to have parent informed of such problems so that Children's Club and the parent can work together to help the child to make better choices.

### **Conference and contract**

If inappropriate behavior continues, parent may be asked to confer with staff and child to draw up a contract to correct behavior and meet the needs of both child and staff.

## **DISMISSAL/ SUSPENSION POLICY**

Reasons for dismissal from Children's Club include behavioral problems that endanger the child or others, physical complication, or developmental delays we cannot address at Children's Club, and non-payment of bills for two months.

## **Procedure for dismissal**

Any member of the staff may raise the need to dismiss a child at any time during regular staff meeting. Reasons for dismissal should be discussed and the following measures should be taken before a child is dismissed.

## **Ground for suspension or permanent removal**

- In the scenario where a child is physically aggressive in the last hours of the day, your child will need alternative childcare the following day.
- If arrangement to pick up or your child cannot be made that day, your child will need alternative childcare the following day.
- If you are called to pick up your child more than 3 times a week, suspension will be enforced until meeting can be held with office and parent(s) discussing permanent removal.
- If your child is suspended more than 3 times in a month your childcare will be terminated.
- Contact parents at least 15 days in advance unless the problem is urgent. The problem should be explained and all attempts should be made to find a solution within the Children's Club setting.
- Children's Club staff will make final decision.

## **REPORTING**

### **Abuse Reporting Policy**

Children's Club, as a child care provider, is a Mandatory Reporter. This means we must report to the proper authorities all suspected cases of physical, mental, and sexual abuse where there is reasonable cause, as required by Oregon State Law.

If a parent has a concern, please contact the Executive Director. If your concern does not receive proper attention within five working days, you should contact the Children's Club Board Chairperson.

### **Accident/ Incident Reporting Policy**

In the event of an accident, a splinter, bump on the head, or more serious accident, a detailed accident report will be filled out and kept on file, and one will be placed in the parent box.

In the event of behavioral incident, an incident report will be completed and same procedure will be followed.

### **Custody Documentation Policy**

In case involving court order custody of the children, Children's Club must have on file appropriate legal documentation of the custody order to assure compliance with any limited court order.

## **CHILDREN'S CLUB CLOSURES**

### **Holidays**

Children's Club will be closed on these holidays:

New Year's Day President's Day Memorial Day July 4th Labor Day Thanksgiving Day and day after (2 days) Christmas Day

If the holiday falls on a Saturday the preceding Friday will be observed. If the holiday falls on a Sunday the following Monday will be observed.

### **In-Service Days**

There will be 2 in-service days observed at the Children's Club. These days are needed to clean, rearrange rooms, and work on curriculum for your children's benefit.

- There is 1 day observed at the end of the public school year to get ready for the summer program.
- There is 1 day at the beginning of the public school year to get ready for the fall/ winter/ spring program.

These dates will be announced at the beginning of the calendar year and reminders will be given 3 weeks before in-service days.

### **Bad Weather/ Snow Policy**

Children's Club will follow the PPS decisions with regard to snow days.

If PPS opens 1 hr. late/ CC will open 1 hr. late @ 7:15 instead of 6:15 If PPS opens 2 hr. late/ CC will open 2 hr. late @ 8:15 instead of 6:15 If PPS closes/ CC will open 2 hr. late @ 8:15 unless the weather is dangerous for staff and families.

**Please call 233-2246 and listen to message on phone if you are in doubt.**

If you have any questions feel free to contact office for further information.

## **GENERAL INFORMATION**

### **Absentee/ Vacation Policy**

Parents are requested to call Children's Club when their child will not be coming on their regular scheduled days due to illness or other reasons. If your child is going to be late we ask you call by 10:00 a.m. so that we can count your child for lunch.

### **Vacation credits are as follows:**

- Full time care/ 10 days vacation
- Part time care/ 5 days vacation



- School aged SOP is a monthly fee during school year.

*The credit for SOP, we only bill for the weeks used during the summer program. (If your child comes all year and you take your vacation different than summer time. please contact office for arrangements.)*

**Vacation days must be prearranged with office at least one week ahead to receive credit. Please fill out a change of care form found in the front hall and turn into office.**

### **Late Policy**

Children's Club closes at 6:15 p.m. Any parent or authorized person that is late will be charged \$1.00 per minute. Anyone late 3 times in one month could face possible dismissal. Our staff deserves to get off work on time to meet their personal commitments.

### **Withdraw Policy**

When withdrawing your Child(s) from Children's Club, you must give 14 days notice. A change of care form needs to be submitted to the office in order to receive pro-rated billing.

### **Toy Policy**

We ask that your child only bring toys from home on show and tell day (check with class teacher for what day this is). Please make sure your child's toy is marked with child's name, preferably unbreakable and durable, and a non-violent toy to support our strong commitment to teaching children non-violent and peaceful behavior.