



In an effort to avoid any misunderstandings, we have created this parent handbook. The following are our policies on everything from business, to discipline, to attire we would like your children to arrive in. Please take the time to read this handbook thoroughly when you have read a section, please initial that you understand and agree to the information. We then can talk about any questions or concerns you might have. If you ever have questions or concerns about the care of your child, please never hesitate to come to us. I am happy to take calls in the evening, if that is more convenient for you than your child's drop off or pick up time. Thank you, Tina of Hawthorn Circle Day Care.

**Mission:**

To provide child-centered, play-based learning experiences for young children in a safe, nurturing and inclusive environment.

**Purpose and Philosophy**

Inclusion is a philosophy that has as its central tenet “all children belong.” Hawthorn Circle Daycare adopted this philosophy in 1989 in an effort to provide better educational environment for students with disabilities. “All Children Can Learn in the Mainstream of School and Community: Diversity is Values and Celebrated.”

The way we treat people falls under the belief that we accept families, friends, neighbors, teachers, employers, and all others into everyday life. Inclusion assumes that every person is entitled to respect, dignity, equal rights under the law, and opportunities for fulfilling life within the community and its schools.

Inclusion involves the careful assessment of the needs of each student and the application of measures that will meet those needs. Properly implemented through teamwork, collaboration, co-planning, and co-teaching, inclusive practices benefit all students. Some of the many gains made through inclusive practices are in the areas of social interaction, language development, appropriate behaviors, self-esteem, and academic performance.

Inclusion means that students with disabilities are educated in supported heterogeneous, age-appropriate, natural, student-centered environments for the purpose of preparing them for their adult lives in a diverse and integrated society.

Hawthorn Circle Daycare recognizes the importance of play in the learning process for young children. Play is the basis for learning in our program. Hawthorn Circle Daycare works to empower children, promote individuality, and develop strong partnerships with families while creating an environment that helps young children attain physical, cognitive, social, and emotional achievements, preparing them for the next step in life.

Each child brings to Hawthorn Circle Daycare a history of life experience and cultural heritage. Partnerships between families and Hawthorn Circle are essential to the growth and development of the

individual child. We strive to create and promote these strong partnerships with families and create a sense of community that is thoughtful, warm and compassionate.

We are dedicated to providing a warm and inviting atmosphere that allows children to develop at their own pace. We believe that children need to have a positive self-image. We foster that image, along with their developmental growth in the areas of intellectual, social, physical, and emotional skills, through a variety of group activities, individual play, and quiet periods. Our program makes use of many play and learning materials that help the children gain confidence in their abilities to do and make things.

*Child Centered:* Teachers facilitate each child's development based on the child's interests and individuality, helping learn about themselves and the world.

*Community:* Hawthorn Circle Daycare is rooted in and contributes to our neighborhood to help our children understand their community. We also foster community amongst families.

*Health and Well-Being:* Hawthorn Circle Daycare promotes healthy lifestyles through nutritious, homemade meals and active, eco-conscious programs.

*Play:* Play offers rich experiences in which staff nurtures each child's cognitive, physical, social and emotional development, guiding and challenging each child to progress.

*Partnerships with families:* Hawthorn Circle Daycare is committed to working collaboratively with families to promote each child's success. Partnerships with families provide us with invaluable information relating to cultural backgrounds and heritage. Staff strive to build relationships with families based on cooperation and a mutual respect for the reciprocal roles that each play in the lives of the child. Partnerships with families are developed through daily discussion, newsletters and meetings. Moreover, Hawthorn Circle Daycare's open door policy aims to facilitate an open flow of communication while maintaining confidentiality and respect of the privacy and wishes of each family, resulting in the highest levels of customer service.

*Quality Staff:* Hawthorn Circle Daycare recognizes the importance of quality staff in all areas, and recruits, retains and supports highly qualified and skilled educators. Independent of the formal qualification in the field of early childhood that they hold, the staff are consistently developing and refining their professional practices, attending additional training to keep abreast with and effectively address evolving issues within the setting. All staff strictly abide by a specialized code of ethics, ensuring that duty of care is successfully honored at all times.

### **Trial Period**

Because we are dedicated to providing only quality care, and because we care deeply for all children, there may be times, unfortunately, when the care we provide is not suitable for certain children or families. Therefore, we must be very stringent in imposing a trial period of two weeks, during which, if we (the parents or we the faculty) deem the care inappropriate for the child for whatever reason, the provision of care will stop without the need of a two-week notice and the un-used portion of the deposit shall be refunded.

### **Cancellation**

In the event that either party wishes to terminate this contract, a minimum of a 30 day written notice is required, although we reserve the right to discontinue care immediately if the payment policy is abused. If for some reason a 30 day written notice is not followed, you will be responsible to pay for the final 30 days of care.

**Hours**

My home is open for childcare Monday through Friday from 7:30 am to 4:30 pm (unless pre-approved for later). Parents are requested to message if there is a variation of over 30 minutes in the agreed-on schedule. If the schedule changes weekly, then a written copy must be given of the upcoming week's schedule the Friday before. If children are here 30 minutes after agreed upon time without a parent's call, we will call all the numbers on the pick-up list until we have someone willing and able to pick up the child. If after 2 hours, we are unable to contact anyone on the pick-up list and still have had no contact with parents, we will call children Services to have the child picked up into custody.

**Payment**

Because this is a small business, your fees are responsible for the direct operation costs such as materials, liability insurance, food, and upkeep. All of these things must be available for your child, whether he/she attends or not. When you enroll your child, you are reserving the time, space, and rate. This includes full pay for bank holidays and absent days. Payment for care must be paid by Friday prior to the next week's services. Payment is due regardless of child's attendance. This includes your child's illness and your family vacations. All bank Holidays are Paid days off unless otherwise agreed upon prior to the holiday. We also take 4 weeks paid vacation through the year. We will notify you of these dates well in advance. There will be a \$35.00 charge for NSF checks. If there is a NSF check received we will request to go on a cash only basis. If for some reason payment is made late, there will be a \$25.00 late fee per day additional fee. In the event that we must seek legal action or send your account to collection, the parents will be responsible for the past owing bill, filing fees, and legal costs, mileage, lost wages and/or back-up care charges. Rate is for the contracted hours of care. All overtime is at a rate of \$5.50 per every 15 minutes unless pre-approved at a lower rate. Tuition is as follows:

5 days a week: \$1750 per month per child

4 days a week: \$ 1575 per month per child

3 days a week: \$1350 per month per child, or if paid weekly

Drop in \$125 per day per child (not more than 8 hours per day)

Please ask for clarification if you qualify. Any changes in schedule must be pre-approved, and a minimum of two weeks' notice must be given for any decrease in days to allow for business planning. Exceptions to this are emergencies and sudden illness, and they will be handled on an individual basis.

Please circle all that apply to your child's schedule:

5 days a week: Monday/Tuesday/Wednesday/Thursday/Friday

4 days a week, please list days:

3 days a week please list which days:

Infant – 24 months -OR- Preschool

Please fill out hour's care is required: \_\_\_\_\_ to \_\_\_\_\_  
The payment fee shall be: \_\_\_\_\_ for the care of my child. Payment date/dates: \_\_\_\_\_

To help keep costs down, we ask that all families bring to leave here: a change of clothes that is appropriate for the weather, diapers if child is not toilet learning, and wipes. If toilet learning, we request 3 full sets of learning gear in addition to the above listed.

### **Illness and Restriction from Care**

We have very strict guidelines with regards to disease control set by the State of Oregon, hence there may be times when we are either forced to send an ill child home, or not accept an ill child into care. For that reason, parents would be wise to have a plan for such times. If a child becomes ill here, we will do everything possible to comfort the child until the parent or emergency contact person arrives to take the child home. The child will have to be isolated from the other children. If your child does have symptoms (coughing, allergy conditions, etc.) please do not medicate before letting me also see these symptoms. Parents will be notified and required to remove the child within one hour if a child exhibits any of the following symptoms:

- Fever of 100.4° F
- Persistent diarrhea (2 bouts of unusually loose stool)
- Sever coughing
- Difficult or rapid breathing
- Conjunctivitis
- Unusual spots or rash
- Vomiting
- Yellowish color or tint to the eyes or skin
- Difficulty in swallowing

Any other symptoms which, in my opinion as the caregiver, indicate the possible presence of a contagious disease. Parents will be notified of contagious diseases affecting the children in care. **A child with a communicable disease will not be readmitted into care until the period of contamination is passed or until the child is fully recovered from illness for 24 hours and/or accompanied with a note from the doctor.**

By state regulations we can administer medication only with a dated note with child's name, type of meds & dose, times to be administered. This includes sun screen and diaper ointments. Please bring medication in original container and if prescribed by doctor, the child's name must be on it. We cannot give another sibling prescription medication or over the counter medication that does not have the child's age/weight/dose on it. Please remember these are safety requirements and need to be followed.

Immunization record is to be kept current so please let us know updates as they occur. We request that day of shots that child stay at home for the remainder of the day when ever possible to recover and be assured that there are no adverse reactions.

### **Behavior Management**

Hawthorn Circle Daycare believes in a positive approach to behavior management and is committed to providing an environment where children feel safe, comfortable and have a great time. Behavior management policies shall be followed to protect the safety of all children and staff persons.

Staff shall ensure that each child is provided with a positive model of acceptable behavior. Children are encouraged to practice those skills that will allow them to resolve conflicts and have their needs met without the use of aggressive or destructive behaviors. This is seen as a means of preventing behavioral difficulties between children and lessens the need for disciplinary action on the part of staff. When situations occur which require intervention, teachers will provide children with clear explanations as to why specific behavior is inappropriate and help them to find an alternative behavior that fits within program guidelines. These guidelines revolve around concerns for the safety of all children and for the materials within Hawthorn Circle Daycare. Program rules are tailored to the developmental level of the children in attendance, be short and simple, be stated in a positive way and be used consistently. All children are encouraged to set rules together.

If a child is displaying persistent, unacceptable behavior, the staff will take steps to help the child gain self-control. A staff person will first attempt to help the child understand the gravity of the behavior. Staff will then re-direct the child to activities that hold the child's attention (the choice is made with the child). If the behavior continues, the staff person will consult with fellow staff members to develop alternatives for helping the child gain acceptable control of his/her behavior. If the problem persists, the staff person will contact the child's parent for suggestions on measures to take to extinguish the behavior. The parent will be informed that if the measures do not work, the child may need referral and evaluation by an outside source such as ESD. The goal is to help the child strengthen his/her skills of self-control. Separating the child from open independent choice and kept within arm reach of staff is a final step that would be taken after other measures have been tried extensively. Every day is a new opportunity.

Separation from parents often causes young children to have difficulty adjusting to a new environment. Staff needs to be particularly sensitive to this issue in back up childcare. If a child is having difficulty because a parent has left, staff will first allow the child to express his feelings, in a manner safe for the child and others in the program. At the same time staff will offer comfort and try to engage the child in an activity. If the child continues to be upset and cannot be consoled within a reasonable time or refuses to participate in the program, the parent will be called and asked for suggestions on how the staff might help the child. The goal is to help the child adjust, have a good time, and have a successful day.

Staff members must adhere to the following policies:

- No child shall be subjected to emotional abuse, which includes but is not limited to name calling, ostracism, shaming, making derogatory remarks about a child or the child's family, and using language that threatens, humiliates, or frightens the child.
- No child shall be subjected to cruel discipline.
- No child shall be subjected to the use of mechanical restraints, such as tying.
- No child shall be subjected to corporal punishment, which includes but is not limited to rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting, and spanking.
- No child shall be force fed or denied food as a punishment for unacceptable behavior. Neither will food be given as a reward for good behavior.
- No child shall be denied light, warmth, clothing or medical care as a punishment for unacceptable behavior.
- No child shall be punished or criticized for soiling, wetting or not using the toilet.
- No child shall be separated from the group as a means of behavior management

We believe that children need guidance, understanding, and a few easy-to-follow rules in order to learn appropriate behavior.

### **Child Abuse**

All caregivers are required by law to file a report with SCF or law enforcement agency of any suspected cases of neglect or abuse. According to this law, the parents will have no advance warning.

### **Family Contribution to Goals and Program**

We enjoy hearing from each and every one of the families we work with. At contract renewal time each year, we request an opportunity to communicate about the learning and development goals for your child. This can be done via a meeting, text message or email. We encourage this at times off assessment as well as any time that either you the family or us as the provider feel inclined.

### **Adult-Child interaction**

Infants and toddlers are explorers – their interactions with trusted adults provide the emotional fuel there very young children need to puzzle out the mysteries of the social and physical world.

Because trusting relationships are so important, we strive to for positive, reciprocal relationships with children – relationships in which encouragement is the key. We cuddle, hold, play, and talk with children in a warm, unhurried, give and take manner. We establish a psychologically safe environment, where children's initiatives are regarded as purposeful rather than naughty or bothersome for adults. Guided by

practical theories of child development, we attempt to see things from the child's point of view encourage rather than thwart children's efforts and communications, take cues from children rather than impose our own ideas, and assume a problem-solving approach to children's interpersonal conflicts rather than punish children or solve their problems for them.

Very young children are just formulating a sense of themselves and an understanding of what the rest of the world is about. Their interactions with parents and caregivers significantly influence the life-long conclusions children draw from their experiences. If parents' and caregivers' interactions are supportive this shapes children's perceptions of themselves as capable, trusted, and trustworthy human beings.

Preschool children interactions is the process of working alongside children and communication with them both verbally and nonverbally to encourage learning. A key strategy for adult-child interaction is sharing control with children. Additional strategies include supporting children's play, using encouragement instead of praise, using open ended questions to engage in frequent conversations with children, join in activities, validate emotions, use repetition and parallel talk, and taking a problem-solving approach to conflict.

### **Screening and Assessment**

As per National recommendations we at Hawthorn Circle Daycare conduct regular standardized screening and assessments that are then used to customize the care and activities provided in our program. The schedule for this is within the first month of care and once a year there after we do an ages and stages questionnaire. At the mid-point each year, we also use a program called Teaching Strategies Gold. Once these are completed, we provide a copy for your records and any recommendations for referral if there are indications for developmental concerns. We will be happy to schedule a time that works for all parties to discuss results if desired. We recommend that you take your copy to well-child appointments with your physician as well as to kindergarten round up when the time comes to better assist all that work with your child.

### **Toys, Clothing, and Personal Belongings**

Being a kid is a mess! We spend a lot of time outside, and doing other messy, but fun activities. Dress your child in appropriate clothing for our activities. I can't guarantee that their clothes won't get stained. Be sure clothing is appropriate for the weather (I request shorts and tank style shirts wait till our highs reach 74 degrees F. before wearing here as most children spend the day showing how cold they are feeling). At certain times of the year the weather can be very different in the afternoon than in the morning when you dress them. If you pack an extra outfit on those days, I will be happy to change them if need be. Parents are asked to keep a complete change of clothes on hand in case of an emergency here at all times regardless of age of child in care. Clothing battles with toddlers need to be solved at home. Diapers and/or training pants are required for younger children who are not yet through toilet learning. Art supplies and a great variety of toys are provided for the children's use. No other toys are needed. If your child does bring a toy from home, I cannot be responsible for breakage and when I see it, it will be put up till pick up time the only exception to this is a lovey. I will never take a lovey away or make them share but request only 1 special non-changing lovey here as tracking more than that for each child takes away from the time I can spend with the children.

## **Potty Training/Toilet Learning**

Toilet learning is a very important step in a child's life. Every child progresses at a different rate. We don't believe a child should be pressured in any way to begin learning. A fantastic resource book (this is the method we have used for many years successfully is Oh Crap! Potty Training : Everything modern parents need to know to do it once and do it right. By Jamie Glowachi)

When you feel your child is ready for toilet learning, we ask that you begin practicing at home during a weekend or vacation. PLEASE NOTE: We will only assist your child in toilet learning if you have successfully begun learning at home for one week prior. We will follow through and encourage your child while in care. toilet learning will be done in a relaxed manner with the cooperation of the family. We require that the child be at least 20 months of age and must also show signs of readiness (Please read the toilet learning Readiness Checklist below). Positive reinforcements and consistency must be continued at home. Please keep in mind that the activity level here at Hawthorn Circle Daycare can distract your child from responding to an urge to use the toilet, more so than at your home. It is required that parents provide a few extra change of clothing. If there are 3 accidents or a soiled accident, we will return to a diaper for the day as this is a sign they are not ready that day this can fluctuate wildly at first and we want this to be positive for them. We will be happy to resume the next day of care.

### **Proper Clothing**

Do not bring your child in panties or underwear until he/she has naptime and bedtime control established. During toilet learning your child needs to be dressed in "User friendly" clothing as much as possible. The best items are shorts and pants with elastic waist. Please DO NOT dress your child in the following:

No tight clothing

No shirts that snag in the crotch

No pants with snaps & zippers

No overalls or bib type clothing

No belts

No one piece outfits

The clothes listed above can make it difficult for your child to reach the toilet in time. Your child also needs to be able to pull his/her pants up and down and these items will hinder your child's ability to do so.

### **Required Supplies**

The following items are to be left at the childcare and replaced as needed. Soiled clothes will be returned in a plastic bag or dry bag at the end of the day.

Two (2) changes of clothing including socks (an extra pair of shoes if available) A bag of pull-ups – you will be notified when the supply is running low.

### **Toilet Learning Schedule**

For the first week, the child will be scheduled to use the Toilet at consistent times of the day whether the child indicates the need to use the Toilet or not.

Upon arrival at daycare

Before and after breakfast

Before and after lunch

Before and after nap

Before and after going outside

Just before going home

**Meals**

I participate in the USDA food program. I serve all meals and snacks in accordance to their rules. We do allow treats on special occasions like birthdays so if you wish to send something please let me know in advance. We also have one day a week that I call treat days. Treat days are every Friday. Please do not send candy, gum, treats or other food items without talking with me at least a full day before hand first.

**Naps**

All children in care are required to have a quiet time. Quiet time starts at approximately 12:15 and ends about 2:30/3:00. Older children may get up from quiet time after 30 minutes and play or read quietly until the younger children wake up. This is my break time and I try to get planning and paper work done during this time. Unlike most jobs, I do not have a break or down time during my work day so I need this time to rest and prep for other child care events.

**Drop off and Pick up**

**Children must be accompanied to and from the car.** Because of the quality of care I provide, drop off and pick up times must be limited to 5 to 10 minutes. If you would like to have an in-depth conversation, please ask to schedule a time with me to do so. **At drop off please knock and wait to be let in, as until children are in care, this is my home.** When your child is in care you may feel free to walk in at any time. Only those authorized on your information form will be allowed to pick up your child. This is for their safety, so please fill out forms out carefully. Picture identification will be required for all new faces picking up your child (even if your child runs up yelling "grandma").

If there has been a legal separation/divorce between parents of a child in care, it will be required to have copies of legal papers that show the custodial agreement between parents and if there are no legal papers then I will accept a written agreement between both parents signed and notarized or signed in front of myself as I do not wish to get involved in a battle between loving parents.

Both signatures are required (if living with both parents) please fill out completely.  
Thank you Tina of Hawthorn Circle Day Care.

Signature of Parent 1 \_\_\_\_\_ Signature of Parent 2 \_\_\_\_\_  
Date of Birth \_\_\_\_\_ Date of Birth \_\_\_\_\_  
Date \_\_\_\_\_ Date \_\_\_\_\_

Signature of Provider \_\_\_\_\_  
Date \_\_\_\_\_