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 **A Little Dreamer’s**

 **Child Care Center**

 **PARENT HANDBOOK**

THANK YOU for trusting in us to care for your Little Dreamer. Our promise is to work together through communication and plans of action so we can provide a safe, loving, and encouraging environment to help raise successful, confident, and healthy children. A sincere and warm welcome from our family to yours!

 ***LANCASTER LOCATION* KEIZER LOCATION**

***3925 Rich Drive NE Salem, OR 97305 982 Shangri-La Ave NE Keizer, OR 97303***

 ***License #: CC503639 License #: CC504413***

 ***Director: Miss Brandi Director: Miss Jessy***

 *Assistant Director: Miss Crystal Assistant Director: Miss* *Lexie*

 **WELCOME TO A LITTLE DREAMER'S CHILD CARE CENTER!**

***“We pride ourselves in having a warm, loving, and safe environment for your child to explore, learn, and experience!”***

***-Amy Dustin (Owner/Director)***

 ***503-798-7920***

 ***amy@alittledreamers.com***

 ***Features that we ensure your child’s safety are:***

\*Adequate ventilation all day throughout the center.

\*Electronic coded locked main door entry way and automatic locking outside doorways

\*There are no guns or firearms on the premises.

\*Fire extinguishers are routinely checked and maintained properly by professionals.

\*Toys are age appropriate, kept in great shape, and routinely sanitized.

\*Electrical outlets are always protected and safe.

\*Sharp objects and supplies are always kept out of the children’s reach.

\*Cleaners and chemicals are always out of reach and always stored in locking cabinets.

\*Medications are always out of reach and in locked cabinets within the classroom.

\*First aid kits are routinely checked and always kept in the classrooms/play areas.

\*Animals are not on premises.

\*All Staff are CPR/First Aid certified and complete mandatory training hours per state requirements.

\*Playground is routinely cleaned free of splinters and harmful objects.

\*Playground toys and equipment are routinely checked, kept in great shape, and free of any defects.

\*Yard/landscape is routinely maintained.

\*Entire backyard/playground is fenced and covered for privacy.

\*Cameras installed around the center, in classrooms and around outside of building.

\*Children are always supervised by appropriate staff.

 ***Some of our features that help insure your child’s health are:***

\*Government Health Policies and Procedures are strictly adhered to.

\*Good hygiene is exercised and always stressed.

\*Specific staff members are hired just for cleaning/sanitizing from open to close.

\*Blankets/bedding are routinely laundered on premises and are not shared.

\*Children do not bring toys from home; show and tell is the only exception.

\*Children are prevented from sharing cups, utensils, napkins, etc.

\*Toys and play areas are routinely cleaned and sanitized.

\*Children nap on individual mats specifically labeled for your child, which are routinely sanitized.

\*Food preparation is done in a safe and hygienic manner by a licensed professional.

\*Our facility undergoes a yearly sanitation inspection to adhere to state laws and regulations.

\*Our bathroom facilities are continuously cleaned/sanitized.

 **REQUIREMENTS FOR ENROLLMENT**

Requirements for enrollment must be followed to enroll your child. All paperwork and deposits must be received before your child may start and immunizations/records must be received within 2 weeks.

**OUR PHILOSOPHY OF PRESCHOOL EDUCATION**

Here at A Little Dreamer’s, we strive to enhance the lives of each child in our care. We achieve this by top notch curriculum for every age with very skilled staff to teach. Our main goal is to create an environment for your child to learn and grow while having fun doing it! We want to provide tools of opportunity for your child to achieve goals that will help guide them to a healthy life. We focus on preparation for school so your child will have the skills/fundamentals to achieve and excel to their best potential.

 **PRE-SCHOOL**

During the month, many activities take place that help promote basic skills letter & number recognition, color & shape recognition, large motor skills, small motor skills.

**CURRICULUM**

We provide preschool curriculum into our daily activities for fun and to prepare the older children for school. We provide and teach personalized curriculum for our program which provide daily activities, monthly information for parents, guidance for our teaching staff, and incorporate fun into learning! We also provide a daily sheet at the end of the day to let you know everything that we did and how your child felt, ate, slept, and any potty-training information.

 **INDOOR PLAY**

Indoor Play constitutes the majority of our play-time (when the entire year is averaged). We provide a variety of clean and excellent condition age-appropriate toys for your child to play with. Since the ages of the children we watch vary, all the toys are safe for even the youngest and we provide enough for all ages. It’s preferred that no toys be brought from home. We will not be responsible for toys from home that are broken or lost at daycare. The responsibility remains with the child and the parents. If toys are permissible for a day at school, we will inform you ahead of time.

 **OUTDOOR PLAY**

Please dress your child appropriately for the current weather and in play clothes with shoes that adequately protect the feet that are not slick-soled. Flip flops are not allowed or a good choice, tennis shoes are the best. When the weather cooperates, we will spend a lot of our time outdoors allowing children to express built up energy as well as to learn to socialize and play with other children. Our outdoor play areas are covered fencing to insure the privacy of the children and they are always supervised by our staff.

**NAPS**

 All children up to Kindergarten age are required by Oregon state law to have a rest time. We will provide a comfortable, safe, clean, warm, and quiet place for your child to rest. Children 12 months and older will sleep on a mat in the quiet room. Children who wake up before the rest will be guided in finding a quiet time activity to engage in that will not disturb any sleeping children. Children will have their mats set out for them with their blankets but are taught to fold their own mats and blankets after nap time. Parents need to provide a blanket which we will routinely clean along with their assigned mat. A Travel pillow optional but must have removable case for laundering.

Note: Please no stuffed animals as we keep all our nap items laundered every weekend and nothing goes back and forth to home.

**HOURS OF OPERATION:**

**Lancaster Location:** Monday thru Friday - 7:30 AM to 5:30 PM Saturday & Sunday – CLOSED

**Keizer Location:** Monday thru Friday – 7 AM to 5 PM Saturday & Sunday - CLOSED

 **SCHEDULE**

Our time is very valuable to us and our families, as is yours to you. We expect that you follow your schedule, we provide a rates and times form to you at enrollment. Please follow your schedule so that we may accommodate other Families, licensing ratios and our staff with correct schedules for their time.

 **LATE FEES**

There is a $1.00 per minute charge assessed after closing time. The late charge is due to staffing and scheduling needs. If you are late, then the staff schedule becomes overtime. Those responsible for the late charge, need to bring that late fee in the next morning to be given to our staff for their time. If you do not bring it that morning your child will not be allowed to attend for the day.

**Note**: We can incorporate it into your tuition if paid ahead but the extra fee will be due when tuition is due next to ensure all balances are paid in full.

**UNEXPECTED DELAYS**

If you suspect that you may be late in picking up your child, you will need to arrange for a backup person to come in your place. Please let us know in advance if someone on your emergency release list will be picking up your child and instruct this person to show staff their photo identification upon arrival for your child to be released.

**ATTENDANCE**

If your child will be absent or late, please call to let us know ASAP at least before 10AM as this will help us plan our day and is especially helpful in planning staffing schedules. Your child’s absence will NOT reduce your weekly fee unless you instruct us to use a “**float day**” which is a day you do not have to pay for. Please remember you may only use 2 “float days” per week max. We allow 5 float days for the year.

**Note**: If you do not arrive on time, and have not called by 10AM, you risk us not being available to take your child, as we may have opened that day up to a drop-in situation and have assumed you will not be there.

 **VACATION & FLOAT DAYS**

 **(ONLY After your first 90 days of enrollment you become eligible for unpaid time)**

Each calendar year, a family has 10 days total from Jan.-Dec. to use for unpaid time. After that, any unused time is gone and does not carry over. If you will be using more than 2 days in one week you will need to give a 2-week notice. Sick days can be called in that morning and a day that week can be applied as a non-paid day if requested at that time (no more than 2 per week)

**Note:** Your vacation or sick days cannot be included to discontinuation of care or used when the facility is closed.

***\*Due to the nature of vacation days and summer breaks in a school teacher’s schedule, please ask the manager about Christmas, Spring and Summer break rates.***

***\*Part-time/Drop-in enrollments are upon special request and based on availability.***

 **TUITION**

**FULL-TIME Monthly rates are:**

 **1 Year: $1500.00**

**2 Years: $1260.00**

 **3 Years to 5 Years: $1020.00**

**FORMS OF PAYMENT**

 Personal Checks are the best and the most preferred payment option. We discourage any cash payments, but you may also pay by credit card, money order, or through Sandbox on our website (www.alittledreamers.com). Payments made with credit cards are charged a 3% transaction fee and will be added to next month’s tuition invoice.

**Please make all checks payable to: A Little Dreamer’s Childcare Center LLC**

How you decide to make your tuition payments is on your rates and fees page. If it needs to be altered, please let us know 2 weeks in advance so that we can adjust the budget for the business. For example: if you pay monthly and you need to pay weekly for a while that is fine, but we need to know, so we can adjust budget transactions.

**PAYMENT SCHEDULES**

**\* Monthly tuition is invoiced to your email address on the 1st of every month and is due by the**

 **5th of each month.**

**LATE PAYMENTS**

If a tuition payment is late, we will notify you by the 6th of the month and if payment is not paid by pickup on that day, we will assess a $5 per day late fee until payment has beenreceived in full. If no arrangements have been made in a timely manner, your child will be immediately disenrolled.

**Note**: Please talk with us if you are running into any problems with the ability of paying on time and we can further develop a plan of action to help you.

 **RETURNED CHECKS**

If a check is returned, management will notify you and will ask for another option of payment plus a 25.00 fee. After the second returned check, only cash or money orders will be accepted, and you will no longer be able to submit checks for payments.

**Note:** We discourage cash payments due to record keeping and tax purposes. If you do need to pay cash, please identify who it is for in an envelope before you put it in the payment box. ***If it is not labeled, it will not be credited!***

**REFUNDS**

If you pre-pay your tuition and decide to give me notice to discontinue, you will need to finish your pre-paid tuition. We can incorporate the two weeks into what you have already paid. If there is a left-over balance it will not be refunded.

**Example**: You have a 3-week credit and you give me a two-week notice, we will not refund the third week to you. You will need to wait until the last two weeks to start your last two weeks of care.

**Exception of pre-pay**: If you paid a one-week deposit that can be included in your notice.

 **FACILITY CLOSURES**

**A Little Dreamer’s Child Care Center will be CLOSED for the following Holidays:**

 JAN FEB MARCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC **New Year’s Day Pres. Day None None Memorial Day JuneTeenth 4th of July None Labor Day Columbus Day Thanksgiving Christmas Eve**

**MLK day Friday afer Christmas**

 **Veteran’s Day**

**Note**: If any of these Holidays take place on a weekend, we will take the Monday or Friday off when it is the legally recognized Holiday.

 **WEATHER**

If there is a day when the weather is snowy or icy and the school district in which the facility is located under has closed for the day. **WE ARE CLOSED** as well.

We will not open for families who request it.

We close due to the school deeming it too dangerous for kids to travel to school and parents having the possibility of getting stuck in the weather.

**Note**: Please remember there is not a break in tuition for these days. The same policy goes for bad weather days when the power is shut off. We cannot provide care for children without heat or electricity.

Note: If Salem/Keizer schools are already closed due to break time or no school days, management reserves the right to call a closure day due to not being staffed sufficiently. There may be a danger for staff to drive into work. Management will make the call to Families by 5AM if the decision is made before school. We do reserve the right to close during the day if the snow starts due to safety concerns.

**TERMINATION OF CARE**

If you decide to disenroll at A Little Dreamer’s Child Care Center, ***we require a two-week written notice***.

Payment is due for the two-week notice period and any outstanding fees must be paid on or before the child's last day.

**Reminder**: You may not use your vacation days for your last two weeks.

**BEHAVIOR GUIDELINES**

Our behavior policy is to redirect the child to make the best decisions. If a break is necessary, we will give the child time to reflect on their decisions with their teacher according to the child's age. We will make every attempt to stop an incident before it happens. If behavior becomes a problem and it is becoming disruptive to the program, we will consult with parents and/or legal guardians to come up with a plan of an overall redirection.

If this does not change in a reasonable period, an immediate termination will occur. We will continuously let you know how the day was so that open communication will hopefully help you by letting you know how your child's day went and what YOU can work on at home.

 \*DISCLAIMER

It is important that your child is a "good fit" to the program we run here. If we can no longer care for your child for any reason, we will let you know immediately. There might be a time when immediate termination would be warranted. It is our job to ensure the safety of all kids in our care.

 **TERMINATION OF CARE (with or without notice):**

\*Failure to complete required forms.

\*Lack of parental cooperation.

\*Failure of child to adjust to the Center, after a reasonable amount of time (usually 2 Weeks)

\*Our inability to meet the child's needs, without additional staff

\*Lack of payment.

\*Lack of respect by the parent or child for the provider or other children.

\* Physical, Mental, or Verbal abuse/violence directed or inflicted on any person/child.

**RELEASING YOUR CHILD**

Our normal procedure is to release the child only to his or her parents or someone that the parents designate and is in our system. If someone other than the parent is to pick the child up, please notify us ahead of time. A verbal notice is fine on that day if this person is on the list of those authorized to pick up your child. If the person is not on that list, I must have written permission to release your child.

Please inform your emergency contacts that if we do not know them and the child is too young to recognize them ("Hi, Grandma!") that I will ask for identification. We do not mean to offend them, but this is simply a measure taken for the child's protection.

**MEALS AND SNACKS**

 **Breakfast Morning Snack Lunch Afternoon Snack**

 7:30 AM – 8:30 AM 10 AM-10:30 AM 11:30 AM – 12:30 PM 3 PM – 3:30 PM

 **\*Please provide your Child/Children’s Breakfast, Lunch, and Snacks according to the guide below.**

**GUIDE FOR BRINGING BREAKFEST, SNACK, AND LUNCH**

**Breakfast**: Starch, fruit, and milk

**Lunch**: protein, starch, 2 vegetables, or vegetable, fruit and milk

**Snacks**: food from two of the above-mentioned groups

Sweets may be included occasionally.

Each facility has different mealtimes, if your child is not here at these times, meals or snacks will not be given at unscheduled times, so please be sure that they have eaten. If your child has an allergy to a specific food, please let me know. We will never force a child to finish any of their meals or snacks, but I do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like!

**TREATS & PARTIES**

If you wish to provide snacks at your child's birthday or holiday party, store bought is allowed. We do celebrations for birthday parties, accomplished potty training, and holidays.

**DAILY SCHEDULES**

Children develop differently and activities will be done at their own pace. We will remain flexible throughout the day and adjust as the children’s needs change. This will be noted on your child’s daily sheet which will be given to each parent at the end of the day by your child’s teacher.

**ILLNESS**

We will not provide care for a child who is sick or cannot participate normally for the day. This is solely due to the safety of the other children and staff. If a child becomes ill during care, we have a special clean and sanitary area for them to be comfortable while waiting to be picked up.

***Please read our illness policy we provide and if you need a copy please let us know. You can also download a copy on our website. These policies are provided to us by the State of Oregon.***

**IMPORTANT:** Do not bring your child if they show any of the symptoms while in care. Our policy is to remove them from the group and notify the parent or authorized adult to pick up the child. Parents have one hour from time of notification to pick up the child. Please remember that if everyone follows these rules we can cut down on overall absences. You would not want YOUR child to play with a sick child who should be home.

Also, you can read our COVID-19 policy provided and you MUST sign our COVID-19 Contract due to the current rules and regulations also enforced by the State of Oregon.

**MEDICATION**

If your child is on medication that needs to be administered while they are in care, parents must have a signed RX form on file and the medicine must be in the original container, labeled with the child's name, doctor's name, name of medication, dosage, and when to be taken. We lock our medication up in a cabinet away from the children and put it in a bag labeled properly.

***Note:*** Over the counter medicines will not be administered without a RX form signed by a parent/legal guardian.

 **INJURIES AND OTHER EMERGENCIES**

Minor cuts and abrasions suffered while at the Center will receive proper care. Treatment will be logged, and we will submit a form telling you how and when the injury occurred, and the treatment given.

We are also required to log any injuries, bruises, scrapes, unusual marks we observe on your child that have occurred outside of my care. We must make mandatory reports to the State of Oregon.

 **MEDICAL EMERGENCY**

If there is a medical emergency, we will contact a parent first, unless doing so endangers the child's life. In that case, we will take necessary steps, putting the child first (calling 911, poison control).

If a parent is unable to be reached, we will keep trying all contacts documented until the parents are available.

**NATURAL DISASTER**

In the event of a natural disaster, we will ensure the children’s safety with routine drills and documents plans. We will do everything we can to make sure you get connected to your child ASAP. Drills will be practiced monthly, so the children are familiar with what to do, and our plan is displayed in the front entrance of our center.

 **ITEMS TO BE BROUGHT TO DAYCARE**

 -Two complete change of clothes

 -Diapers (you will be notified when supplies are low)

 -Swim suit & bath towel (summer)

 -Blanket for nap (travel pillow optional)

 -Potty Trainers or Pull-ups for naps

All items must be labeled in permanent marker!

Each child will have their own cubby for items and you will be notified when replacement items are needed.

If supplies are not provided, we reserve the right to call you out of your work and have you brought the supplies your child needs.

Your child will be creating, painting, playing on the grass and sand, and various other activities. Please do not expect us to keep your child’s clothes clean and free from stains, although we do our best to prevent them.

IF you have any questions/concerns or comments, please feel free to contact me directly! Thank you so much for your understanding and welcome to our Family!

-AMY DUSTIN

503-798-7920

amy@alittledreamers.com