

Therese's Child Care Parent Handbook

Loving Guidance-Safe Environment

Therese Serres

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Philosophy

I believe every child is unique and has their own way of learning by experiencing and exploring their world. I provide a safe, loving, and nurturing environment in which every child can grow. My goal is to give each child a sense of self-worth and to allow them to develop at their own pace. I provide many opportunities for socialization in which the children learn social skills and respect for others. I encourage learning through play and age appropriate activities that are essential to developing language, pre-reading and pre-math skills. I believe a partnership between parents and myself must be based upon communication and trust. A good relationship enriches the child's experience in my care.

Ethic Statements

I serve my clients; no matter their race, religion, culture, values or special needs, with respect, integrity, competence and objectivity. I keep confidential all client information both business and personal. I meet each child's needs intellectually, emotionally and physically in age appropriate manner while appreciating each child is unique and will grow and develop at their own rate. My commitment to my clients is to care for the children in a safe nurturing, learning environment.

Meet the Provider

I am Therese Serres, previous to being involved in Child Care I was in the Banking Industry. I have been in Child Care since 1991. I love my job and love the children that I am entrusted to care for. As a working mother I understand how difficult it is to find the right care for your child. I hope my Child Care home offers a "Home Away from Home" for your child.

I feel my experience as a Child Care Provider, a mother, and my continuous training are qualities needed to provide a warm, nurturing, and educational environment. I am excited to welcome your child into my care.

I take my profession as a Child Care Provider seriously and attend workshops, training and classes on a regular basis. I take classes because I want to, not because I have to,

always taking far more than the State of Oregon requires. I am also CPR/First Aid certified and keep this training current.

I believe that children should be nurtured and loved. My purpose as a Child Care Provider is to work with you as the parent(s) to insure that your child is given a loving, secure, and safe environment in which to grow. Children should be given every opportunity to explore their world and to come to a realization of the wonders of it all.

My program is designed to be inclusive of all children, welcoming all races, cultures, genders, family dynamics, or special needs. I will make any reasonable accommodations so any child is able to actively participate in my program. Due to stairs and carpet I will not be able to accommodate children in wheelchairs.

I encourage parent participation. Parents are welcome to drop in at any time EXCEPT during nap time, normally 1-3pm. Parents are encouraged to share any cultural traditions or interest with children. Parents are welcome to join us on field trips.

My Child Care Home is a business and like any business I have opening and closing hours, take paid holidays off, and have policies in my program, with payment for my services. I ask you to read the handbook carefully, making sure you understand everything. I will gladly explain anything you do not understand.

Adult/Child Interaction Policy

The way adults interact with children plays a very important role in children's learning and development. While joining the children in play I look for natural opportunities to teach and encourage the children to learn, have fun and develop a positive sense of self. Getting down on the floor with them I find that if I engage them in conversations with open ended questions it helps me to understand their interests and activities so that I can encourage them with positive emotional support.

Admissions and Enrollment

Interviews- An interview with parents and children to be cared for is required before any child will be accepted into this child care home.

References- References will be given to the parents at the time of the interview. The provider may also require references from the parents from their former child care provider.

Reservations- To reserve a space for your child a holding/registration fee equal to 2 weeks tuition must be paid up front. This fee will be used to hold your space and is nonrefundable and will not be used as future tuition. Spaces will not be held for more than a 2 months unless a weekly fee of ½ tuition fee is paid until child is in my care full time.

To reserve a spot for future newborn of current client: A holding fee equal to 2 weeks tuition and a signed contract is required to hold a space for your future newborn. Until this holding fee is paid this spot will be open and available to a new clients. This fee is nonrefundable and will NOT be used for any future tuition.

Enrollment Procedures- In order to enroll your child there is some paperwork that will need to be complete prior to beginning of care. I will not assume care of your child if the necessary paperwork, fees and supplies are not received. All information will be kept confidential and is for my records only.

Paperwork:

- Child Enrollment Form
- Client Contract and Terms of Agreement
- Emergency Permission
- Immunization Record
- General Authorization Form
- Individual Emergency Information Form
- Privacy Permission Form
- Food Program Enrollment Forms

These forms will be updated annually along with annual Family Surveys.

Trial Period

Your child's adjustment is important to all of us. Therefore a two-week trial period will exist before arrangements for continued care become final. At the end of the trial period, the parents and I will discuss how your child has adjusted to the new setting. At this time either party may terminate care for any reason without written notice. After this trial period, the parents must give a minimum of two weeks written notice to terminate.

Termination of Services

A written two-week notice is required to withdraw your child from care at Therese's Child Care. Full tuition payment for the two weeks notice period is required at the time the Notice of Withdrawal is submitted, whether or not your child will be present during the final two weeks of care.

In the event I should ever find it necessary to end our agreement, I will also give the parents at least two weeks written notice. Except for reasons such as, but not limited to: destructive uncontrollable or violent behavior, habitual tardiness in picking up of child, and lateness of payment or non payment. These situations will be grounds to immediate termination. If it becomes necessary for me to resort to legal action to collect fees, the parents will be responsible for any legal fees incurred by Therese Serres.

Hours and Fees of Child Care

Hours: I no longer have set business hours. My hours are determined on an individual basis. These hours will be arranged in your contract prior to starting childcare. Once your individual hours are set I insist the drop off time and pick up time are strictly observed. If there are days you need me to watch your child earlier or later and I am able to do it, a fee will charged

Fees: The basic charge for childcare is \$_____ per week and shall be paid in advance each Monday morning the week of care. If payments is not paid Monday morning, there is a \$10 per day late charge until payments is made. No child care will be provided until payment and any late fees are paid. If this becomes a problem I will terminate my services without written notice. Payment obligation is based on the time slot you agree to use for childcare, not on the actual days of attendance. No refunds or deductions will be made for days your child is absent for any reason, including but not limited to, illness, parents vacation, holidays, or bad weather. I accept cash or check. A penalty charge of \$25 will be assessed for each check returned. In addition the parents will pay for all expenses I incur resulting for this returned check. In the event of a second check being returned, I will only accept cash for payment. **I reserve the right to adjust fees at any time with at least one month's written notice.**

Early/Late Pick Up Fees

Early/Late is considered any time outside the agreed drop off/pick up time. At the discretion of the provider the following charge will be assessed for being early or late, payable upon arrival to pick up child.

- \$1 per each minute early/late
- \$20 per hour or portion thereof for prearranged overtime.

I am under no obligation to provide an extension of time. Late arrival does not justify late departure. This over time fee is due and payable at the time incurred. Habitual lateness is grounds for immediate termination.

Tardiness and Absences

I require the parents to notify me before 8:00 am if your child will be absent due to illness or personal reasons. Failure to notify me could result in the termination of my services. Please let me know at least two weeks in advance of your vacation plans. If you are going to be late in dropping off your child let me know ASAP. If your child is not here at the agreed upon time, I will assume you are not coming and if we have plans we will leave. Let me know as soon as you can when you need to pick up your child early so if we are out on an adventure we can make sure we are home.

Maternity Leave/Leave of Absences

I cannot hold your child's spot while you are not working or on maternity leave , etc unless you continue to pay your regular contracted rate for child care services..

Holidays

Therese's Child Care will be closed in observance of the following holidays:

- New Year's
- Good Friday
- Memorial Day
- 4th of July Legal Holiday
- Labor Day
- Thanksgiving and the Friday after
- December 24, 25 and 26th

These are paid holidays and days and payment is charged for them

Vacation

Each calendar year Therese's Child Care will be closed 2-3 weeks for provider's vacation. Parents will be given as much advanced notice as possible. No payment is required for this vacation time. Parents are responsible for making other arrangements for childcare while I am on vacation.

Personal Days

Although I will make every attempt to be available each day, there may be occasions when I am ill and unable to provide service. Parents will be notified as soon as possible of any personal or family illness, funeral, or emergency. Payment will not be required for any occurrence. It is the parent's responsibility to make other arrangements for childcare.

Backup Care

Your child will have the comfort and consistency of only one provider, myself. I do not have multiple people coming in and out of my home and have no substitutes Parents are responsible for providing their own back up care for illness, holidays, provider's vacation, provider's illness and any personal day I may need to take.

Arrival and Departure

Parents must accompany their child into the house. I will have a Sign In/Out sheet by the front door that the parents must fill out and sign daily.

Occasionally you may send someone other than yourself to drop off or pick up your child. Be sure to notify anyone doing so of the drop off/pick up time procedure. Always notify me should there be someone other than yourself dropping off or picking up for the day.

Any person picking up your child must be listed on the “Person’s Authorized to Pick Up My Child” form. If they are not listed a written authorization from you is required. I will not release your child to someone without your approval for both the protection for your child and myself. Let the person who is picking up your child know that I will be asking for ID.

Communication: Though I am very open to any questions or concerns you may have about your child, drop off and pick-up times are generally not the best times to discuss these concerns in depth. Instead please feel free to phone me during nap times or in the evenings when I am able to give you my undivided attention.

Separation: It is normal for some children to have difficulty separating from parents in the morning or not wanting to leave when it’s time to go home. Please be brief during these transition times. The longer you prolong the departure the harder it gets for both of you. A smile, cheerful good-bye kiss and a reassuring word that you’ll be back are all that is needed in the morning. In my experience, children are nearly always quick to get involved in the activities as soon as the parent leaves.

Boundaries: Pick up time is also a time of testing when two different authority figures are present (the parent and the provider). At this “transition of power” most all children will test to see if the rules still apply. During arrivals and departures, I expect parents to support my rules and support me. If your child misbehaves while you are here I will remind the child that their behavior is inappropriate and take action to correct if needed.

Safety: Please be in control of your child during pick up times. At pick up, do not let your child leave the house until you are leaving also. Children are not allowed to go out to the car unattended.

Intoxication: If you or anyone else authorized to, arrive to pick up your child and are under the influence of alcohol or other drugs, I will strongly encourage you to not take child and I will call other parent or emergency contact for pickup. If you choose to still take your child, the police will be notified.

Visitors

As per State regulations, any visitors in my home while child care children are present will sign in and out on a visitor log. At drop off and pick up time this is not required. Individuals who are not enrolled in the CBR (Criminal Background Registry) or persons that are conditionally enrolled in the CBR and are on the Child Care premises will be directly supervised by another adult who is registered with my child care. I will be with

the children at all times. In the event of an emergency while a visitor is present, the visitor will be given a role that doesn't allow unsupervised time with the children, such as calling 911 or seeking outside help while I stay with the children.

Meals and Snacks

Meal time is our time for all of us, provider and children, to slow down, sit and eat together at the table and chat about our day. It is also a learning time for table manners.

I am enrolled with a USDA Child Care Food Program. Through this program I am provided with nutritional training that helps me serve nutritious meals to your child. Each child in my care is enrolled in this program.

Well balanced, age appropriate sized portioned breakfasts, snacks and lunches will be provided. Food is offered to your child but your child is not forced to eat. Feel free to ask me questions about my requirements. Menus are recorded on a daily basis.

If your child will not be arriving until after the mealtime, please feed them before they arrive. Our meal time is as follows:

Breakfast: 7:00-8:00am
Morning Snack 9:30-10:00am
Lunch: 11:30-12:30
Afternoon Snack: 3:00-3:30

If your child requires a modified diet, I will need a physician's written instructions.

Food from Home: Please do not bring food, gum, or candy from home. Food brought from home will be put away until it is time to leave. If you want to bring a snack to share with everyone, please talk with me ahead of time so I may plan it in with the daily menu.

Developmental Screening

A developmental screening, using the Ages and Stages Questionnaire, (ASQ), is conducted on each child within 45 days of when the child enters my program and on an annual basis in order to refer children for specialized assessments when indicated. All results will be held in the strictest confidence and only shared with the specialist with your signed permission.. On the results of the questionnaire or if parents have any concerns I will help refer you to appropriate specialist. For more information go to www.asqoregon.com

Dress for Play

All children must arrive dressed and ready for the day. When dressing your child, please keep in mind that we do many messy activities such as painting, baking, and playing

outdoors. Please do not dress your child in clothes you would not like soiled. Though I try my best to keep the children's clothes free from the above, sometimes I lose this battle.

I feel the children need fresh air daily and with weather permitting we play outside at least once a day. In warmer weather we go outside daily. Please dress your child in appropriate clothing. Please send jackets and hats in cooler weather and lighter clothing in the summer. If you want you may keep a jacket and hat here so you are always prepared for this ever changing climate.

You can't hike or climb a jungle gym with sandals or flip flops. So while I don't ban these shoes from my house I will require you to keep a pair of tennis shoes at my house so your child can change into them for walks around the neighborhood, hikes and playground time.

Active Play

I have scheduled in our day from 10-11am some sort of large motor activities. We are hiking Mt Talbert, at one of the many parks in the area, playing with other providers and their children, at one of the several indoor playgrounds or playing outside in the backyard. In the backyard the children have many options. I have balls for playing catch or kickball, hula hoops, hoppy balls, a brick wall for climbing or balancing. They can have races in the jump sacks. They can also play on one of the many pedalers or push vehicles or play on the slide. In the heat of the summer we bring out the slip and slide and the water sprinklers. In the rainy days we can also "shake our sillies out" inside with one of the many movement cd's.

Quiet Time

All children five and under will have quiet time. Our quiet time is usually 1pm-3pm. I provide your child a quiet place to rest. I will also provide them with their own sleeping mat, pillow and blanket. Infants under two yrs will be placed in a safety regulated play pen (pack n' play) for naps only. If your child has a special stuffed animal/doll or blanket that they use to sleep with, you may bring that item. Older children will be given books to read if they are not ready to sleep right away. There will be no drop offs or pick ups during quiet time unless there is an emergency.

I believe children who rest during the day sleep better at night. Please do not ask me to keep your child up at naptime.

Children who do not fall asleep or wake up early will be directed to quiet activities that will not disturb other sleeping children.

Screen Time

Screen time, television or electronic games or computer, is very limited at Therese's Child Care. I follow the American Academy of Pediatrics recommendations on screen time as close as I can.

“Children under two should have no screen time.”

“Children over 2 should watch less than 30 minutes per week at child care and less than 2 hours total.”

I feel that TV and other electronic media can get in the way of exploring, playing and interacting with others, which encourages learning and social development.

Therefore I will restrict screen time by:

Allowing a max of 30 minutes total a week of educational and age appropriate screen time.

Allow no more than 15 minutes of educational computer time per day

Not allowing any screen time during meals and snacks.

Having zero screen time for children under 2 yrs of age. During any screen time other activities will be available to those that don't wish to participate.

No electronic games or cell phones will be brought into Therese's Child Care.

No electronic media will be used by me for personal use during child care hours

Potty Training

The decisions should be up to you and your child on when to potty train. I will talk to you as to when I feel your child is ready. Only after you begin at home, and are successful, will I assist you. This can be a very emotional time for you and your child. At no time will punishment be used to potty train in my home. Each child is different and individual and will be treated as such. During this time you will need to bring Pull Ups and 2-3 changes of clothing, including socks.

Discipline

Discipline in my home is as follows, I will explain to the child what is appropriate or not appropriate and giving them reasons why and reminding them. I will talk to the child to find out the cause of the behavior and suggest possible solutions. Children often solve their own problems without an adult entering into it. I will encourage this as long as it does not involve physical aggression, hitting, biting, pinching and fighting. If talking with a child does not work, that misbehavior will be dealt with a time out equal to one minute for each year of age. Children too young to understand will be removed from the situation and interested in a new activity or toy. I also believe in positive reinforcement. I use lots of hugs and complements. If there is a situation that I cannot resolve, I will include the parents in deciding what the next step should be.

Biting Policy

Biting will not be tolerated. I understand that biting in young children is typical in normal early childhood development. However, I do believe it is in the best interest of the children placed in care to set limits for aggressive behavior such as biting that have the potential to harm others. Biting can occur for many different reasons such as

- Anger
- Fear
- Attention
- Frustration
- Over stimulation
- Teething
- Lack of language
- Reaction
- Curiosity

It is my goal to recognize triggers that cause biting and try to prevent the biting with shadowing the child and make sure that if there is a certain person the biting is being directed towards they will be kept apart in a structured way and redirect a child before the incident occurs. Biters can also be given a biting ring so if the need to bite is there they can use that. In the event I am unable to intervene the following steps will take place:

- I will first attend to the bitten child by comforting and cleaning the bitten area with soap and water. Ice will be applied if swelling and bruising occurs.
- The child who did the biting will be removed from the setting and in an age appropriate manner. I will explain that the behavior is unacceptable: “biting hurts” or “we bite food not people”. Care will be taken not to reward the child that did the biting with extra attention.
- The biting will be documented and parents told that their child bit someone. The parents will be asked to work with their child in discouraging the aggressive behavior.

Excessive biting could result in termination if the biting does not stop.

Transportation and Field Trips

My regular program includes neighborhood walks, field trips, and other out of house activities that involve transportation of children by foot, in strollers or in vehicles.

I will observe all laws and regulations set forth by the State Motor Vehicle Department and the State of Oregon. Each child will be securely belted or placed in a regulation car seat.

Parents must sign an authorization sheet for transportation and participation for field trips or activities. The parents may be asked to pay for any admission charges and other expenses involved in the field trip..

Health and Illness Policy

State Law requires that every child in a child care setting have an Immunization record on file. I must have these prior to enrollment.

I understand as a working parent that you cannot take time off every time your child has a sniffle. I have the same considerations. At my discretion I will care for children when they have a cold or other minor illness if there is no fever present, are not contagious, and the child is able to participate in activities with us. Children who have symptoms of infectious illness are likely to be contagious and need to stay at home. Symptoms include, but are not limited, fever of 100 degrees orally, nausea or vomiting, diarrhea, sore throat, hacking cough, rash, or lice.

Ill children expose other children, as well as myself, to the spread of their illness and require special care and attention that I am unable to give them. If other children become sick because someone brought their sick child, other parents will become unnecessarily inconvenienced. If my family or I become sick due to exposure to a sick child, all of the daycare families may need to find other care until we are all well again. Cooperation is extremely important on this issue.

If your child becomes sick in my home I will place him/her in a room away from the other children and call you immediately. Parents are required to pick up their child within one hour of being called by the provider.

Any child who has seen a doctor and has been prescribed an antibiotic for an illness will not be accepted into my child care for 24 hours. This rule is to protect your child and the children in the childcare in case there should be an adverse reaction to the medication. This applies also to immunizations. Please arrange to have your child vaccinated on a Friday afternoon so they will be allowed back into child care on Monday.

I have the right to refuse care to any child I feel may be too ill to be in my care.

Medications

I will only administer medications if I have a Medical Administration Form signed by the parents allowing me to give their child this medication. Any medication must be in its original container bearing the name of the child, name of medication, directions of dosage, expiration date, and physician's name. All nonprescription medication must be in its original container bearing the original label, expiration date, and direction for dosage.

Communicable Diseases

Parents should notify me if your child has been exposed to a contagious disease such as pinkeye and chicken pox. The exposed child will not be excluded from care but I need to be watchful of symptoms your child and others may develop. In the event these diseases manifest themselves while your child is in my care, I will call you to pick up your child. The child may not return to care until all signs of the disease are gone or a written notice from your doctor is received indicating the child is no longer a health risk to the other children. If your child is exposed to any communicable diseases here I will notify you as soon as I am notified.

Emergencies

Parents must complete the Emergency Permission form that allows the provider to obtain emergency medical treatment for their child should the need arise. The parents must allow the provider to call 911 response team, the child's dentist, doctor, or hospital if emergency medical treatment is necessary. It is understood that every attempt will be made to contact the parents or emergency contacts on the Enrollment Record before any action is taken except in an emergency. The parents must allow the care provider to call an ambulance at the provider's discretion. Parents are responsible for the ambulance and any medical treatment for their child.

Legal Requirements

- The child care home and outdoor play area shall be maintained safe and free from hazards to health and safety. Periodic and unannounced inspections by the State insure that the regulations are met.
- The Contract, Food Program Form, Enrollment Form, General Authorization Agreement for Transportation and Emergency Medical Treatment Form, Privacy Permission Form and Immunization Record shall be completed and returned to me prior to enrollment. Failure to have these forms on file will result in termination. These forms will all be updated annually.
- I am required by Oregon law to report any case of suspected child abuse or child neglect to the Dept of Human Service or the Police Department.
- I am required to report, in writing, any accident or illness occurring during my care requiring any medical treatment, hospitalization, or death.
- I am Infant/Child CPR certified. I am also certified in Standard First Aid and keep my training current.
- Parents must sign in/out your child every day.
- I will not release your child to anyone other than the parents and the authorized persons on the Enrollment Form unless I have prior authorization from you. I will

- be checking their driver's license or photo I.D. before child is released. Whenever possible written notification is to be given to me prior to pick up time.
- I am required to have a written plan of action in Case of Fire, Flood, and Severe Weather and Natural Disasters

Emergencies and Evacuations

I keep a list of all children and a copy of emergency phone numbers for all the children in my care both in my back pack, which goes everywhere with us, and also a copy in the car and that list is also in my cell phone if I need to contact you while away from the house.

Fire-Each level of the house has two exits. In case of fire, we will all go outside to our predetermined meeting spot, . We will check to make sure everyone is okay, call 911. Parents will be called as soon as it is safe to do so. We do monthly fire drills so the children will know what to do and where to go and so that they won't be scared if they hear the smoke detectors go off.

Flood-My house is not in a flood plan, but in the chance that there may be a flood I would move the children to higher ground, call 911 and when safe to do so call all the parents as to our whereabouts.

Severe Weather-All children will be brought inside in case of inclement weather. If the storms worsen, strong winds and hail or tornado, we will all go to a safe windowless room until the weather gets better. When safe to do so I will inform parents. In case of Blizzard, heavy snowfall or ice storm please leave work early to pick up your child while roads allow travel. It is more important to leave early and be safe driving your child home than to be caught in a heavy storm and having an accident.

Power Blackout-If there is a power blackout lasting longer than 2 hours I will call all parents and ask that you come pick up your child.

Lock Down-In the event of a lock down, I will keep the children inside away from locked doors and windows. Should there be a neighborhood lock down I will notify all parents by phone to let you know of the situation so you don't try to come into the neighborhood until it has been deemed safe to do so.

Terrorist Attack- In the event of a terrorist attack all parents will be required to pick up their children immediately. I will do what is instructed by the government officials at the time if it effects our area.

Earthquake- In the case of an earthquake all persons will be instructed to DROP, COVER AND HOLD. As soon as the shaking stops we will evacuate and conduct a basic

damage assessment of house. If we cannot reenter the build for safety reasons we will evacuate to Eastridge Church or the nearest Red Cross Shelter. If evacuation to an emergency shelter is necessary, a sign will be posted on the front door alerting parents where their children will be located. In the event that local phone service is out I will try to contact a designated out-of-state contact that will have information on where we are.

Natural Disaster Contact Person- This person will be our contact person for any Natural Disaster that could separate us. Diane Vig, 952-926-8162/952-807-3021
I will make sure the children are as safe as possible under any circumstances.

Communication

To provide the child with the best possible care, parents and I are encouraged to keep the lines of communication open. It is only through parent/ provider interaction that the goal of quality nurturing can be achieved.

I/We, _____, have read this handbook and will comply to all provisions contained herein, and at this time enter into agreement with Therese Serres for the care of our child(ren) _____, with the understanding that we shall work together on behalf of the child.

Signed _____ **Date** _____

Signed _____ **Date** _____

I, Therese Serres, have discussed and reviewed this contract with _____ and agree to provide childcare for _____ as long as the terms of the Handbook and Contract are upheld.

Signed _____ **Date** _____

