

## **NCCDC PARENT HANDBOOK TABLE OF CONTENTS**

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## WELCOME TO NCCDC

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We hope that you and your child will soon feel connected to our childcare community. The purpose of this handbook is to provide you with all the information you need to have a successful and positive experience at NCCDC. In addition, this handbook contains certain information required by Oregon Law.

### NCCDC STAFF

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<b>Director</b>	Anne Frauenfelder
<b>Administrative Assistant</b>	Alicia Tate
<b>Curriculum Coordinator</b>	Linda Towers
<b>Preschool Teachers</b>	Tami Oviatt Linda Towers Abby Lucero
<b>Assistant Teacher (PS)</b>	Melody Mason
<b>Toddler Teachers</b>	Deborah Fisher Becky Brink
<b>Assistant Teacher (TD)</b>	Kathy Beigh Jeannette Schneider Cathy Merritt
<b>Aides</b>	Benjamin Boyce Marilyn Reuss Ngoc Nguyen

### NCCDC BOARD OF DIRECTORS (7/08-7/09)

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<b>Chair</b>	Amy Loftus
<b>Chair Elect</b>	Jason Luse
<b>Treasurer</b>	Catherine and David Diviney
<b>Fundraising</b>	Keri Moran-Kuhn
<b>Social</b>	Kelly Gonzales
<b>Secretary</b>	Shawna Winder
<b>Grant Writer</b>	Teresa Roether
<b>Member-at-Large</b>	Ruth Oclander
<b>NCCDC Director</b>	Anne Frauenfelder
<b>Staff</b>	Tami Oviatt
<b>Representatives</b>	Deborah Fisher

## **PROGRAM DESCRIPTION**

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### **Mission and Philosophy**

NCCDC was created in 1981 as a 501(c) 3 non-profit incorporation. The Mission of NCCDC (updated by the membership in 1999) is to provide child-centered care and education in a cooperative community of children, families and staff. To help further articulate the mission, NCCDC:

- Focuses on the children first
- Involves parents and staff in all aspects of the cooperative
- Makes learning playful
- Values a diverse and tolerant environment
- Fosters mutual respect
- Creates a safe and beautiful place to play, learn and work.

We offer a play-based curriculum in the classrooms. We feel it is important to provide a setting that nurtures and values children's play, for it is through their play that children learn best. We also feel strongly that children's play needs skillful supervision, therefore, we strive to maintain small group sizes and low children-adult ratios.

We recognize that children develop at different rates and that a child's own physical, social/emotional and cognitive development may be at different levels. Children also have different learning styles. We meet each child where she/he is and individualize our program to focus on each child's strengths while helping to further develop areas that are not as strong.

Our staff is skilled and knowledgeable in the field of child development and come from different cultural backgrounds. These adults strive to support each child's growth in a multitude of areas: emotional, social, physical, cognitive and creative. In a wide variety of open-ended activities, which might take place in individual, small or large group settings, children are helped to develop skills of observation, questioning and listening. The process of learning is as important as what is learned. In their social interactions, children are encouraged to become aware of their own feelings and to find appropriate ways of expressing those feelings. We also help children to consider the feelings of others. We want each child to learn that a group experience with peers and caring adults can be joyful, creative and fulfilling.

### **Classroom Size, Staffing and Ratios**

We offer two programs: one for toddlers and one for preschoolers. Maximum enrollment in the Toddler Room is 12 children between the ages of 1 and 3. The child to teacher ratio is never above 4 to 1. Because of parent involvement, the actual child to adult ratio is often less. Maximum enrollment in the Preschool Room is 15 children between the ages of approximately 3 and 6 (or the age at which a child leaves to attend Kindergarten). The child to teacher ratio is 7 to 1. Due to parent involvement, the actual child to adult ratio is often less.

## **CO-OP STRUCTURE and PARENT PARTICIPATION**

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### **Co-op Philosophy**

NCCDC is a membership cooperative. The members of our co-op are the parents of the children enrolled and the full time staff. Each family and staff member has one vote. Members are involved in every aspect of the Center.

Through its co-op structure, NCCDC strives to become an extension of your family rather than a separate institution. Parents are able to get to know their children's friends, other families and the staff, as well as take an active role in the classroom. The Center is a community where parents, staff and children share in their joys and challenges, and learn and grow together.

### **Membership Obligations**

Because NCCDC is a co-op, all members have a responsibility for the well being of the Center. Specific obligations mandated in our bylaws include:

- Attend all regularly scheduled membership meetings. According to our bylaws, these must be held at least two times a year. They are sometimes held quarterly.
- Fulfill minimum 8 hours of classroom shifts and/or community responsibilities.
- Participate in Fundraising Activities. NCCDC has several fundraisers a year, and families are expected and encouraged to help out with these events.

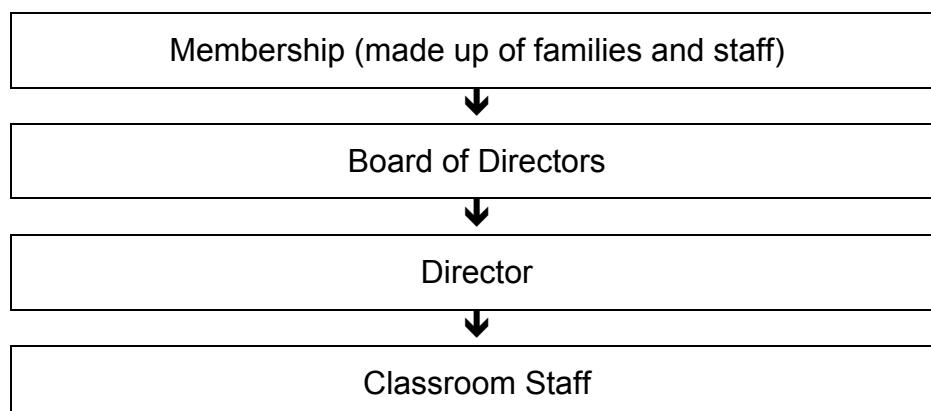
### **Community Involvement**

There are multiple ways to be involved in leadership roles in the co-op, such as serving on the Board of Directors or ad hoc committees (such as the Budget Committee). None of these are required obligations, but they are great ways to become involved.

In addition, NCCDC periodically hosts social events, such as potlucks, which are great opportunities to get to know other co-op members and have a good time. Participation helps build community and can be fun for everyone.

### **Leadership Structure and Decision Making**

#### **Structure of the Organization**



## **CO-OP STRUCTURE and PARENT PARTICIPATION, continued**

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### **Board of Directors**

The Board of Directors is made up of the following elected officers: a Chair/Chair Elect, Secretary, Treasurer, Fundraising Chair, and Social Chair. These officers along with the Director constitute the Board. The Board of Directors officers are elected by the membership and serve for two years. The Chair Elect serves the first year of the term as Chair Elect and the second year as Chair. A teacher representative from each classroom attends Board meetings.

### **Authority and Decision Making**

#### **General Membership's roles and responsibilities:**

The general membership sets program goals, major policies and approves the annual budget.

#### **Board of Directors' roles and responsibilities:**

The Board of Directors is responsible for interpreting the policy decisions of the membership, advising the Director on administrative and management decisions, personnel policies, reviewing financial records, serving as the final authority for disputes, and for hiring, firing and evaluating the Director. They also study major policy issues and make recommendations to the membership.

#### **Director's roles and responsibilities:**

The Director is responsible for the day-to-day administration and management of the Center. She/he is also responsible for hiring, evaluating and firing personnel.

#### **Teachers' roles and responsibilities:**

The teachers are responsible for the children while in the classrooms and for developing classroom curriculum and activities. They are also responsible for providing direction to aides and parents working in the classroom.

### **Whom to Ask if You Have a Question**

If you have an administrative question, please direct it to the Director. This would include changes in enrollment, billing questions, policy questions, etc. If it is a classroom related issue, please speak to the teachers. Examples of classroom related issues are behavior in the classroom, curriculum, your child's special needs, etc. See the Director if you are ever unsure who should address your question or concern.

### **Guidelines for Interactions with Staff**

Please treat all the staff with respect. This includes teachers, substitute teachers, aides, and the director. They are all working as part of a team and we need to support them.

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## Grievances

**Step One:** Talk to the staff member or other parent with whom you have an issue or problem as soon as possible. It is best if this is done face to face and *not in the presence of children*.

**Step Two:** If this does not resolve the difference, discuss the issue with Director.

**Step Three:** If you feel the your concern still has not been resolved, discuss the issue with the Chair of the Board of Directors. He or she can intercede to help you resolve the issue or tell you how to proceed to bring your grievance before the Board of Directors, whichever is most appropriate.

If you hear others complaining about a third party, please ask them to discuss the issue with the individual involved.

**Complaints regarding State Certification:** Families who have issues regarding state certification and potential non-compliance with childcare regulations that cannot be resolved through the Board of Directors, may take their grievances to the Child Care Division of the State of Oregon at 503-669-7112.

## ENROLLMENT AND TRANSITIONS

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### Enrollment Process

**Application:** When you are confident that you would like your child to enroll at NCCDC, fill out our enrollment form and pay a \$50 non-refundable application fee. The fee reserves your space on the waiting list. If there is no waiting list, you may be offered a space for your child immediately.

**Waiting list:** If there is a waiting list, you will be notified as soon as an opening appears. The Director will stay in touch with you about upcoming openings.

**Offer of Space and Acceptance:** Once you are offered a space, you have one week from the date of the offer to accept or decline the space. The first month's tuition is due within three business days of accepting the space. Unless special arrangements are made with the director, your child must begin attending within the next 30 days or the space will open for another child. If you withdraw after accepting the offer of space, tuition will not be refunded. The \$100 enrollment fee and pro-rated annual fee will be charged upon enrollment. The second month's tuition will be pro-rated based on your child's start date.

**Visits:** After you have selected a starting date for your child, we ask that you make two visits with your child. One should be for several hours of play. The second visit includes lunch and naptime, as these can be difficult transition times for some children. In addition, you may make informal visits to NCCDC with your child to play. Please call ahead to determine which days are best for visits.

**Forms/ paperwork:** Before your child can start at the Center, you must submit the following documents:

- Emergency Information Form
- Immunization Form
- Field trip / photo release form
- Child Developmental Information Form
- Sunscreen / diaper cream permission form
- Handbook Acknowledgement
- Criminal History Registry Applications (for any persons doing classroom shifts)

The State of Oregon requires that this paperwork be in your child's file as a condition of enrollment.

### Changing Your Enrollment or Leaving the Center

All changes in enrollment (such as reducing your scheduled days) or withdrawal from the Center require 30 days written notice. Please use the blue forms that are located near the parent cubbies. If you do not provide the Center with 30 days written notice, you will be charged the full month's tuition in effect before the change or withdrawal. Increasing enrollment may be effective immediately if space is available.

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## Transitions from Toddler to the Preschool Room

We prefer to transition children from the Toddler Room to the Preschool Room at the optimal developmental stage, usually between 36 and 40 months of age, assuming there is space in the Preschool Room. However, Preschool spaces usually open up in the summer and/or fall.

Preschool slots will be allocated to older toddlers on the basis of how long they have been enrolled at the Center and their developmental level. Once known spaces have been filled, any remaining older toddlers will be placed on a Preschool waiting list in the order in which they enrolled at NCCDC. The NCCDC Director will make every effort to give families a minimum of six months notice of an approaching shortage of Preschool spaces.

When your child is within two months of transitioning, a Toddler teacher will arrange a conference with you and a Preschool teacher. We will look at some specific developmental skills to help make this transition smooth and successful. These include:

**Social and Emotional Skills:** moves from one activity to another with a minimum of adult help; is willing to give up all bottles and pacifiers while at the Center; and is able to stay within set boundaries.

**Physical Skills:** uses the toilet independently (this means using the toilet without reminders and being mostly “accident-free” for at least one month) and dresses him or herself with little assistance.

**Language/Cognitive Skills:** understands basic requests; makes his/her needs understood verbally; and can follow two or three step directions.

When your child is developmentally ready, based on the availability of space in the preschool, we will set up two formal visits for you and your child to the Preschool Room. The first visit occurs during playtime and the second includes lunch and nap transitions. We also encourage informal visits for you and/or your child prior to his or her transition to the Preschool Room.

## **SCHEDULING**

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### **Hours of Operation**

NCCDC is open from 7:00 am to 6:00 p.m.

To discourage parents from being late, a fee is assessed when you pick up your child after 6 p.m. See Billing Information for more details.

### **NCCDC Calendar 2007-2008**

NCCDC will be closed on the following dates in 2007-2008:

Monday, September 3	Labor Day
Friday, October 12	OAEYC Early Childhood Conference (Teacher In-Service)
Tuesday, November 6	Teacher In-Service Training
Thursday, November 22	Thanksgiving
Friday, November 23	Break
Friday, December 21	NCCDC Closes at 6:00pm for the Holiday Break
Wednesday, January 2	NCCDC Reopens after Holiday Break
Monday, January 18	Martin Luther King Jr. Birthday
Wednesday, March 26	Teacher In-Service Training
Monday, May 26	Memorial Day
* Thursday, June 12	Teacher In-Service Training and
* Friday, June 13	Parent-Teacher Conferences
Friday, July 4	Independence Day
Wednesday, August 6	Teacher In-Service Training
Monday, September 1	Labor Day

\* The Church requires us to close to children for 2 days for their annual carpet cleaning and floor waxing of NCCDC. These dates are subject to change depending on custodial schedule. NCCDC will provide one month's notice of date change.

**Parent-Teacher Conferences will also be scheduled in January during school hours.**

The Center is closed for six (6) in-service days a year. These days are for the staff to do long term planning, attend training and conferences, and work in the classrooms. Closures are rotated among the days of the week so families are impacted equally. We have tried to schedule most teacher in-service closings on days on which Portland Public Schools are closed. We hope that this will assist you in finding alternative childcare if you need to work on those days.

## **Inclement Weather**

When weather conditions are severe, NCCDC may delay opening, not open or close early for safety reasons. Please call NCCDC and listen to our answering machine for any information about closures. There will be a message on the answering machine by 7:30 am. In general, the following are our guidelines:

- If Portland Public Schools open late, NCCDC will open at 9:00 am (rather than 7:00).
- If Portland Public Schools are closed, NCCDC will be closed.
- If Portland Public Schools close early, NCCDC will close at 5:00 pm (rather than 6:00).

If extreme weather conditions develop during the day, Westminster Presbyterian Church may decide to close. In this case, the Center also must close. NCCDC staff will call parents to notify them of the closure and ask them to pick up their children. We will also put information about the closure on the answering machine. Call NCCDC if weather conditions become severe during the day so we can keep you posted. Remember to notify us if your phone numbers change so that we can easily reach you during the day.

## **Family Vacations**

Please let us know about your family vacations well in advance. In the fall and again in late spring, we pass out family vacation forms for you to fill out. This helps us plan our winter holiday and summer staffing needs appropriately. By encouraging the staff to take their vacations at times of low enrollment, we can reduce our costs.

## **ATTENDANCE**

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### **Daily Absence**

Please let us know if your child is not coming to childcare for any reason. Leave a message on our answering machine as soon as you know you won't be bringing your child in. This helps us plan our day.

### **Extra Days**

Because we have a fixed number of children enrolled each day, it is not possible to switch days or allow make up days for absences. If we are under our maximum enrollment on a particular day, you are welcome to bring your child in and pay the extra day fee (see Billing Information for details). Please let us know as soon as possible if you are considering this so that we can confirm an available space and plan staffing for that day.

## TODDLERS BILL OF RIGHTS

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If I like it, it's mine  
If it's in my hand, it's mine  
If I can take it from you, it's mine  
If I had it a little while ago, it's mine  
If it's mine, it must not appear to be yours in any way  
If I'm doing, or building something, all the pieces are mine  
If it looks just like mine, it's mine  
If I saw it first, it's mine  
If you're playing with something and you put it down, it's mine  
If it's broken, it's yours

## WHAT PRESCHOOLERS DO

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They ask and want answers  
And zip up their coats,  
And measure and pour  
And count and explore.  
They write and they draw  
And learn social "law",  
Like being a friend  
And how to defend,  
To take turns and wait  
And put the block straight.  
They read their own names  
And play little games,  
And sort things and label  
And set the snack table.  
The catch and they throw  
And roll the play-dough.  
They lace and they string,  
Do puzzles and sing,  
And cook and clean up,  
And use paint from a cup.  
They laugh and get dirty  
And it's only 10:30!  
-Marty Long

## **BILLING INFORMATION**

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### **Tuition & Invoices**

Tuition is due and payable on the first day of the month. An invoice will be placed in your cubby on the last weekday of the month for the coming month (e.g., on July 31<sup>st</sup>, the invoice for August will be placed in your cubby). Unfortunately, we cannot allow credit for a child's vacations or illnesses. If you need your invoice stamped "paid" for tax or reimbursement purposes, clip it to your check. It will be signed, dated and returned to your cubby.

### **Additional Charges**

Your monthly invoice will include your tuition plus any extra charges from the previous month. These charges may include:

**Annual fee:** is due in May of each year. The fee is \$100 and reserves your child's space at the Center for the upcoming school year (September-on). This fee, which helps to pay for supplies and field trips, is charged to families with children starting at the Center as well as continuing children. It is prorated on a quarterly basis for children who enroll after July 30<sup>th</sup> as follows: August-October, \$75; November-January, \$50; February-April, \$25.

**Extra days:** are charged at \$65 a day for the Toddler Room and \$55 a day for the Preschool Room.

**Late payment fees:** Tuition is due on the first day of the month. If your tuition payment is not received by the 10<sup>th</sup> day of the month, your account will be considered overdue and a late fee of \$25 will be assessed. This charge will appear on your next month's bill.

**Shift fees:** Shift fees may result from arriving late for your shift or missing a shift without prior notice. (See Shift Policies for more details on these fees.)

**Late pick up fees:** The Center closes at 6:00 p.m. If you are late picking up your child, you will be charged \$5 for the first 1-5 minutes, and \$1 per minute for every minute after that. This late pick up fee will be on your next bill, and the money will be passed along to the teacher who waited with your child.

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## **Late Tuition Policy**

Tuition is due on the first day of the month. Tuition is considered late after the 10<sup>th</sup> of the month. After the 10<sup>th</sup>, a notice will be placed in the cubby notifying parent/s that a \$25 late fee will be charged, and requesting that the parent/s either pay the full amount or meet with the Director to arrange a weekly or bi-weekly payment plan.

If no payment is received by the 10<sup>th</sup> of the second month, a notice will be sent for the withdrawal of the child from the Center. Withdrawal of the child will be suspended if payment is received and/or a payment plan is in place. Withdrawal will be enforced if the payment plan is not adhered to or if the family becomes a full two months in arrears.

The family may appeal this decision to a designated subcommittee of the Board of Directors comprised of the Director, the Chair or his or her designee, and a third member of the Board. Be aware that two months' tuition has a dramatic impact on the fiscal viability of NCCDC.

## **Tuition Increases and the Annual Budget**

Each spring, a budget committee works with the Director to develop a budget for the coming year. Our fiscal year runs from July through June. The budget they develop is presented to the entire membership for its approval. It is through this budget process that tuition or fee changes are considered. If you have suggestions or concerns about our tuition or fee structure, we encourage you to participate in the budget committee.

## SHIFTS POLICIES AND COMMUNITY RESPONSIBILITIES

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### Shift Requirements

All families have a two-hour per week average shift commitment to the NCCDC community. Most months, families are required to do eight hours of shifts. Four times a year there are five-week months when 10 shift hours are required.

**Two-day enrollment:** Families of children enrolled two days per week have a maximum 6 hour obligation per month.

**Multiple children:** Families with more than one child enrolled have the same two-hour per week average shift obligation. Shifts may be divided between two classrooms.

**Single parents:** If the enrolled child has a single-custodial parent or guardian, or if the joint-custodial parent lives outside the Portland Metro area, the total monthly shift obligation is halved to four shifts hours (maximum six for five-week month).

**Community responsibilities:** Families may reduce their classroom shift requirement by fulfilling Community Responsibilities. Fulfillment of Community Responsibilities typically reduces the shift requirement by 4 hours per month.

### Scheduling Shifts

Families specify shift preferences upon enrollment and periodically through the year. Families are scheduled into a regular slot based upon these preferences, while balancing seniority with the need to accommodate all families into the schedule. It is sometimes necessary to wait for a shift slot until the regularly scheduled family relinquishes the slot. Notify the office of permanent changes in your shift requirements or preferences.

Draft shift schedules are posted in the classrooms next to the daily child sign-in sheet two weeks prior to the beginning of the next month. Parents are responsible to check the draft schedule to be sure they are available for the shifts for which they are scheduled. The final shift schedule is posted in the classroom and also placed in each family's cubby.

### Changing Shifts

Everyone is free to make changes directly to the draft schedule. To change a shift once the final monthly shift schedule has been placed in cubbies, a family may fill an available slot or arrange a trade with another family. To claim an available slot, write your name in the slot on the schedule posted in the classroom.

**Working a shift on a day your child is not enrolled:** It is preferred that you work shifts on a day your child is enrolled at the Center. Confirm with the Director that your child can be accommodated in the classroom on other days. If bringing your child causes the classroom to exceed its legal teacher-child ratio, we cannot allow your child into the classroom.

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### Annual Shift Credits

Each family receives annual shift credits to be used for any purpose deemed appropriate by the family. Families with full shift requirements receive 6 shift credit hours each year, credited in January. Families with reduced shift responsibilities receive a total of 4 shift credit hours. Families entering the Center after January receive pro-rated shift credits with a minimum of 2 credits allotted.

**Earning Additional Shift Credits:** Families can earn additional shift credit hours, to a maximum limit of 12 credits (6 for families with reduced shift responsibilities).

**Filling a needed field trip chaperone slot.** Staff determine the number of chaperones required for a field trip. These slots will be filled on a first come, first served basis. Chaperones receive two shift credit hours per trip.

**Filling an unfilled classroom shift.** Parents may work shifts beyond the required minimum to earn additional shift credits. These shifts may be chosen only after the final shift schedule is posted. Families may sign up for shifts in the other classroom if none are available in the family's regular classroom. Extra shifts are subject to the regular shift policies, including late and missed shift fees. However, extra shifts can be cancelled 12 hours in advance without penalty or rescheduling.

**New Baby and Donated shift credits:** Families of newly born or adopted children receive a gift of 8 shift credits. Families with shift credits can also donate credits to another family to cover special situations such as birth/adoption, illness or accident. Donation is at the discretion of the donating family and is coordinated with the Director.

## Using Shift Credits

Shift credits can be used for any purpose deemed appropriate by a family. Prior to the posting of the final monthly shift schedule, indicate your choice to use credits on the draft schedule or notify the Director, and indicate use of credits in the classroom shift sign-in book. After posting of the final shift schedule, credits should be used for emergencies and illness only.

## Missing Shifts

**Missing a shift with 12 hours notice:** If a family misses a shift and provides the Director with more than 12 hours notice, the appropriate number shift credits are used, or the family may reschedule the shift. If the family provides the Center with less than 12 hours, the family is charged \$30 for a missed shift.

**Missing a shift with no notice:** If no notice is given prior to the shift, the family is charged a \$50 no-show fee. When the family is charged a fee, they are not expected to reschedule the shift or use shift credits.

**Missing a shift due to illness:** If a parent must miss a shift due to illness, the Center must be notified as soon as possible. The family may use shift credits or reschedule the shift.

## **SHIFTS POLICIES AND COMMUNITY RESPONSIBILITIES, continued**

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**Missing a shift without shift credits:** If a family has used all its shift credits for the year and must miss a shift, they are required to reschedule that shift by trading with another family or filling an available space.

**Arriving late or leaving early from your shift:** If a parent is more than 15 minutes late for a shift, the family is charged \$9. If a parent is more than 30 minutes late, they are considered a no-show and charged \$50. If a parent needs to leave a shift early, it must be arranged in advance with the Director.

## **Disagreements**

The Director has the authority to implement the shift policies. In the case of a disagreement concerning the implementation of the shift policies, the Board of Directors acts as an arbitrating body.

## **Community Responsibilities**

We recognize that it is difficult for some parents to schedule time during the week to be in the classroom. Community Responsibilities provide a method by which families can earn shift credit without doing scheduled shifts in the classroom. Each Community Responsibility is worth four hours of shift credit per month. The actual responsibility may take more time than that to complete. It is our hope that parents choose a Community Responsibility because they find it interesting and it fits well into their schedule.

Community Responsibilities are assigned for a one-year period in September. Families may reapply for a position at the end of that time period, however preference will be given to new applicants so that everyone has an opportunity to do one of these positions. Membership on the Board of Directors (Chair, Secretary, Treasurer, Social, Fundraising) also counts as Community Responsibility and is for a two-year term. In addition to the positions listed below, others may be added on an ad hoc basis.

### **Examples of 2008-2009 Community Responsibilities:**

Shift Book Tally/New Parent Mentor.....	Drake/Roether Family
Snack Shopping.....	Nasserziayee/Supnet Family
.....	Rodgers/Baggott Family
.....	Kelley/Mahon Family
.....	Talmadge Family
Scrip Coordinator .....	Deibele Family

## IN THE CLASSROOM

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### When You Drop Your Child Off

***Please sign in every day.*** Daily sign in sheets are in the classroom. These are very important. In the case of an emergency building evacuation, we use these attendance sheets to ensure that all the children have left the building and are safe. Please make special comments you want the teachers to know on the daily message log. This is a good place to let us know about anything that might affect your child's day. Things like a difficult night, changes in routine, a different person picking your child up, are all welcome information. By putting your comments on this log, you assure that each teacher reads the information as they arrive and that your child will receive more individualized attention.

**Protected Times:** While NCCDC is fairly flexible about arrival times, there are certain protected times of the day that make drop offs difficult for both children and staff. We ask that you either bring your child in before, or after these protected time. We request this because a teacher may not be available to help your child transition into the classroom at that time. If, on occasion, you cannot avoid bringing your child at one of these times, please stay with your child while he/she settles in.

*In the Preschool room*, please try to bring your child in at a time other than **circle time** or **rest time** (see the Preschool Room Schedule, pg. 25, for these times).

*In the Toddler room*, please try to bring your child in at a time other than **lunch time** or **nap time** (see the Toddler Room Schedule, pg. 25, for these times).

**Good Byes:** Saying goodbye can be difficult for both the parent and the child. A short, but focused and caring goodbye from the parent is encouraged. Explain who will pick them up and when. If you can stay for a short time, explain to your child how long you can stay (e.g., "I can read one book and then I must leave.")

**Bike/Trailers:** Bikes, children's bikes and bike trailers may not be propped up or left in the hall of the building or in the courtyard, as they are a trip hazard.

## IN THE CLASSROOM, continued

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### When You Pick Your Child Up

***Please sign out every day*** on the sign in sheet in the classroom. Let us know if you plan to pick your child up earlier or later than normal so we can prepare your child.

We are concerned about safety between the time parents arrive to pick up children and the time the family leaves. At times it is unclear whether the teacher or parent is watching a particular child. Communication is critical. Here are a few guidelines:

- The staff will assume they are responsible for the child until the parent tells them they are taking the child and has signed the child out.
- While the parents are in the Center or playground, the teacher will continue to monitor behavior and set limits that are part of school policy. Parents will support staff in this.
- Parents are responsible for the behavior of siblings who accompany the parent. Siblings are expected to follow the behavior used at NCCDC.

**Check the theme board** to see what your child did during the day. A diaper/nap board in the Toddler Room and a nap board in the Preschool provide additional information about your child's day.

**Check your child's cubby and office mailbox** for dirty/wet clothes, artwork, and other important community and classroom notices.

**Good Byes:** Leaving at the end of the day can be as difficult as arriving. Saying hello to your child and telling her/him it is time to go is effective if you leave when you say you will. If possible, give them a few minutes to say goodbye to other children and teachers.

### When Others Pick Your Child Up

Only individuals listed on your emergency release form will be allowed to pick up your child. If you would like to add anyone to this list, please let us know.

Parents are responsible for notifying a teacher or administrator if their child is going to be picked up at school by someone other than a parent. This information should be written on the daily sign-in sheet, or in an emergency, it may be called in to the office during the day.

If a person with permission to pick up a child is someone unfamiliar to the staff, even if the person is a family member such as a grandparent, the teacher in charge in the child's classroom **MUST** check the i.d. (driver's license or other photo i.d.) to verify that this person is the person with permission to pick up the child.

## **IN THE CLASSROOM, continued**

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### **What To Bring for Your Child**

Please bring the following for your child, labeled with your child's name:

- At least one complete change of clothing, labeled with your child's name. Be sure to replace clothes that are used each day. We encourage messy play and also play outside in all kinds of weather!
- A crib-size blanket and a small pillow (optional), and a pillowcase. In the Toddler Room linens will be stored in your child's individual cubby. In the Preschool Room linens will be stored on each child's cot. Please take the blanket and pillowcase home and wash them weekly. A small toy may be used to snuggle with at naptime. In the Preschool, these can be used at naptime only. In the Toddler Room we recognize that blankets and snugglies are important, and can be used throughout the day. Please provide snugglies that are expendable.
- Disposable or cloth diapers for your toddler. If you use cloth diapers, you will also need to bring rubber pants and pins or diaper wraps. Parents will take cloth diapers home to be laundered each day.
- Diaper cream labeled with your child's name, if used.
- Sunscreen in the summer. Please label the bottles with your child's name.
- A sack lunch, with ice pack if necessary. We do not refrigerate lunches. We provide organic milk, soymilk and water, so drinks from home are not necessary.
- If your toddler uses a bottle, sippy cup, or pacifier please bring them labeled individually with your child's full name. We provide the children cow or soy milk unless you provide something else (like formula, rice milk, etc.).
- Special foods. If your child has special dietary needs, you need to bring your own food to be served to your child in place of the Center's food at our snack times. Please label all food containers with your child's name.

### **Toys**

Please do not bring any toys from home, other than snugglies. Toys at NCCDC belong to everyone, whereas toys from home do not. This can be confusing to the children.

## NUTRITION POLICY

**Snacks:** NCCDC provides snacks three times a day. The first snack is breakfast and is served to toddlers at 8:45 a.m. and to preschoolers at 9:00 a.m. The Center also provides mid-afternoon (3:00 p.m.) and late afternoon (5:00 p.m.) snack. Eating snacks is optional. Menus are posted on the freezer in the kitchen.

NCCDC is committed to providing healthy food choices for our children. To such end, shoppers and snack menu planners are encouraged whenever possible to purchase and serve organic food, avoid hydrogenated oils and refined sugars, and favor fresh and local produce. Daily snacks should offer a diversity of foods and food types, including grains, protein and calcium sources, fruits and vegetables.

Specific directions for shoppers/menu planners are as follows:

### **Dairy products:**

- Purchase organic milk (whole milk for toddlers and 2% milk for preschoolers).
- Purchase organic enriched soymilk for children on a non-dairy diet.
- Milk and soymilk are to be offered at morning snack, lunch and 3pm snack.
- Purchase organic and/or growth-hormone-free dairy products (yogurt, cottage cheese, etc) when available.

### **Fruits and vegetables:**

- Purchase organic produce.
- Favor fresh, local produce. Reserve non-fresh produce for occasional use, such as when fresh choices are not available.
- Provide a wide variety of fruits and vegetables.

### **Packaged Foods:**

- Favor whole grains and provide a variety of grains in the selection of crackers, cereal, bread, and other grain products such as tortillas, english muffins and bagels.
- Avoid processed foods with additives, preservatives, and refined sugars, including high fructose corn syrup.
- When possible avoid **trans fatty acids** (processed vegetable oils labeled as “hydrogenated” or “partially hydrogenated oils,” or “vegetable shortening”).
- Canola margarine is recommended.

### **Juice and Water:**

- Purchase 100% juice only (no added sugar).
- Juice is to be diluted with water and limited to 5pm snack only.
- Offer filtered water throughout the day. Ensure filters are replaced as necessary.

### **Special Diets:**

- Parents of children with special diets or **food allergies** are encouraged to bring designated snacks for their child. ***Any food allergies should be listed on your child’s intake form and noted on the classroom and kitchen allergy charts.***

**Lunch:** Here are some guidelines that help make our lunch times enjoyable and yummy for the children:

- Lunches should be simple to open, easy to eat and non-perishable.
- Items that need heating (such as soups) are not appropriate.
- Remember to do any extra preparation (such as peeling and cutting fruit) at home. This way, the staff can spend more time assisting and socializing with the children.
- Bring a variety of foods for your children.
- Pack lunches in easily opened containers. Reusable containers minimize garbage.
- We provide organic cow milk, soymilk and water, so drinks from home are not necessary.
- Save desserts for at home. We discourage chips, candy and other empty-calorie “treats” and encourage fruit and veggies.
- Remember that lunches are not refrigerated. Include an ice pack in your child’s lunch box if needed.

**Breads and Grains:**

pasta with cheese or pesto  
bread sticks  
crackers  
pita bread  
bagels with cream cheese  
tortillas or quesadillas  
muffins  
pasta salad  
cereal bars  
dry cereal  
rice cakes  
rice and rice salads  
sandwich bread  
pizza

**Fruits and Veggies:**

fresh fruit (peeled, diced)  
frozen berries  
dried fruit  
applesauce  
fruit leather  
jam and fruit spreads  
avocado  
carrot and celery sticks  
cucumbers  
zucchini  
broccoli  
peas  
turnips

**Proteins:**

hummus  
salmon or tuna  
bean dip  
cheese shapes  
cream cheese  
eggs scrambled / boiled  
string cheese  
pierogies  
yogurt  
cottage cheese  
chicken  
deli meat  
hot dogs or tofu dogs  
(sliced length-wise)

**Allergies and special diets:** If your child has an allergy or special dietary needs, be sure to let us know. Staff members are careful to keep in mind any allergies that a particular child might have, so it’s important that this be mentioned in the child’s enrollment forms. Families provide their own food for special diets to be served to their child in place of the Center’s food at snack time.

## **IN THE CLASSROOM, continued**

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### **Clothing**

Loose, easy to manipulate clothing is best. Bring several outfits clearly labeled with your child's name. Remember that we go outside regardless of the weather, so stock your child's cubby with appropriate clothing. Provide good shoes for running, climbing and lots of active playing.

In the cold weather, provide a winter rain jacket that your child can easily play in and can take on and off. Gloves, boots and a hat are also needed. If your child wears a dress, please place a pair of pants/leggings in their cubby so that we may put them on later.

In sunny weather please apply sunscreen before coming to daycare. Put an extra pair of shoes in your child's cubby, as they may get wet during water play.

### **Field Trips**

Parents are asked to accompany classrooms on field trips whenever possible. You and your child may attend field trips on days you are not normally enrolled at the Center. Families will be notified at least one week in advance of a field trip by a notice posted in the classroom(s) and/or the newsletter telling 1) where we are going, 2) the date, time of departure and return, 3) how we will transport the children, and 4) interesting facts about the trip. All children will be assigned to a specific adult and specified in the daily census. Copies of the emergency release forms and a first aid kit will be taken with us on the trip.

**Arrival time and permissions:** Field trips frequently occur in the morning hours and occasionally you will be asked to bring your child in by 9:00 am on field trip days. For special trips, you will be required to sign a permission slip.

**Transportation:** On many trips we utilize public transportation. However, there are times when we need to carpool to our destination. Your participation is needed in order for us to provide field trips. Staff members do not drive children for liability reasons.

If driving your own vehicle on these occasions, please observe the following guidelines:

- Cars must be in safe, workable conditions and you must have proof of liability insurance and a valid driver's license. No one may carry children other than their own on school trips without this information.
- All children must wear seat belts or be placed properly in an approved restraint appropriate for the child's age and weight.
- No smoking, use of alcohol or medication that may impair your ability to drive is allowed.
- If you are driving and transport children who are enrolled in the Center on the day of the field trip, you will be asked to return them to NCCDC.

**Name Tags:** Each child will be provided with a name tag by the Center. The name tag will include: the child's first name, NCCDC's full name, our address and phone number, and any emergency medical information.

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## Celebrations

**Birthday parties** must be prearranged with your child's teachers. We welcome simple celebrations. Typically, parents participate in a classroom party and bring in a special snack for the afternoon snack (regulations require that this be commercially prepared). Similar parties often occur on the child's last day of enrollment.

**Holidays:** NCCDC does celebrate various holidays. If you have a special holiday or tradition you would like to see observed, please let the staff know. We would be happy to include an activity important to your family and encourage you to share your family celebrations with the children.

**Last Days:** We traditionally have a Last Day party for children who are leaving NCCDC. It is a way to honor the child and to formally say goodbye. The child's parents generally bring a special snack for this occasion. Please talk to your child's teachers to get some ideas about what might be appropriate.

## Enrichment Programs

NCCDC offers two enrichment programs. Our music enrichment program, Music with Philippa, is offered every other Monday. Stretch-n-Grow is an exercise program that is offered every Wednesdays. If your child is not scheduled on these days, they are more than welcome to attend these programs as long as a parent/guardian comes with them. Both programs are held in the Music Room in the basement of the Church.

<b>Enrichment Program Schedule:</b>	Music with Philippa (every other Monday)
	Preschoolers- 10:00 – 10:30
	Toddlers- 10:30 – 11:00
	Stretch-n-Grow (Wednesdays)
	Preschoolers- 10:15 – 10:45
	Toddlers- 10:45 – 11:00

## **IN THE CLASSROOM, continued**

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### **Preschool Daily Schedule**

#### **Morning**

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7:00 - 9:00 a.m.	Preschool Room opens. Welcome! Choice time: interest areas open.
9:00 - 9:30 a.m.	Morning Breakfast Snack
9:45 - 10:00 a.m.	Music Circle-Whole Group
10:00 - 10:45 a.m.	Outdoor Play
10:45 - 11:15 a.m.	Small group morning circles / small group activity time
11:15 - 12:00 p.m.	Large group Choice time
12:00 - 12:45 p.m.	Lunch
12:45 - 1:00 p.m.	Transition to rest time

#### **Afternoon**

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1:00 - 2:00 p.m.	Nap/ Rest
2:00 - 3:00 p.m.	Awakening, quiet activities for non-nappers
3:00 - 3:30 p.m.	Afternoon Snack
3:30 - 4:15 p.m.	Outdoor Play
4:15 - 4:30 p.m.	Story-Whole Group
4:30 - 5:45 p.m.	Choice time
5:00 p.m.	Late snack (optional)
5:45 - 6:00 p.m.	Pick up time: clean up room, quiet activities, good-byes!
6:00 p.m.	Preschool Room closes

### **Toddler Daily Schedule**

#### **Morning**

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7:00 a.m.	Toddler Room opens. Welcome! Free play
8:45 - 9:15 a.m.	Morning breakfast snack
9:15 - 10:00 a.m.	Outdoor Play
10:00 - 10:45 a.m.	Small Group Activities
10:45 - 11:00 a.m.	Combined groups, music activities
11:00 - 11:45 a.m.	Lunch

#### **Afternoon**

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11:45 - 12:15 p.m.	Transition to Naptime
12:15 - 2:30 p.m.	Naptime
2:30 - 3:00 p.m.	Awakening, Quiet Activities
3:00 - 3:30 p.m.	Afternoon Snack
3:30 - 4:15 p.m.	Inside Play
4:15 - 5:00 p.m.	Outside Play or Small Group downstairs
5:00 - 6:00 p.m.	Late Snack (optional), quiet activities, good-byes.
6:00 p.m.	Toddler Room closes.

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## Outdoor Play

Children play outdoors in all types of weather, and parents are often expected to help supervise playground time during their shifts. Please familiarize yourself with the Playground Rules:

- Attend to the children when you are outside. Please don't chat with parents or staff.
- Be where the children are. If you notice a place with many kids and no adult, fill the gap.
- Try to maintain awareness of whole playground.
- Be particularly watchful of smaller children in high places and when older children are also present on the playground

## NCCDC Playground Rules

Use positive phrasing for the following rules (rather than a lot of "nots") and remind children that the rules exist to help them keep their own and others' bodies safe.

**Shoes or sandals** must be worn at all times outdoors.

**Toy Storage Room is for adults only.** Keep doors closed and latched. Please note that NCCDC toys are stored on the left side. We do not use the Hancock Street Preschool toys stored on the right.

**Stone Walls:** Feet need to stay on ground – there is no sitting or standing on the wall.

### Climbing Structures:

- Children should not be helped to get to high places where they are not able to climb on their own.
- Children on monkey bars need to be spotted unless strong and tall.
- Children must stay under bars, and may not climb or sit on top.
- Toys (buckets, ropes, etc.) need to stay off climbers.

### Slides:

- Blue slide children may climb up or slide down.
- Red slide is one-way down.
- Toddlers and younger preschoolers should be spotted on red slide.

### Gravel Box:

- Gravel is for digging, pouring, driving trucks, etc. Gravel may not be thrown.
- Gravel stays inside box as much as possible.
- The gravel box should be covered at end of the day by adults.

**Sticks** stay on the ground—running, pointing, poking and waving sticks is dangerous to self and others.

**Chalk** may be used on sidewalk but not on walls. All chalk markings must be removed on Friday.

**Bushes and Shrubbery:** Please discourage children from playing in and behind the shrubbery. Many bushes have spines and their height obstructs children from view.

## **IN THE CLASSROOM, continued**

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### **Parent Shift Activities**

**When you arrive**, sign in the shift log, check in with the teachers, store personal belongings, check the theme board and read the class log. Also, if your child is at the Center, prepare him/her by telling them that it is your day in the classroom and what time you will be arriving and leaving. Parents who are late for their shifts or miss their shifts are charged fees. Please do not leave during your shift or leave early unless you have an emergency.

**During the shift** your child may focus entirely on you during the first few times. This is okay. Your first responsibility is your own child and playing with him/her is okay. As time goes by, you will be able to make contact with other children.

**A shift entails** both helping with chores (e.g., setting up snacks, sweeping the floor) and playing and participating in classroom activities. Ask a teacher or refer to posted guidelines in the classroom. It helps to identify a group of 3 or 4 children to monitor and get involved with them.

**Attend to the children** when you are working a shift. Please don't chat with other parents or ask the staff conference-type questions. That ties up several adults and greatly diminishes the effective adult-child ratio.

**Be where the children are.** If you notice a place with no adults and lots of kids, fill in the gap. During free choice time, the possibilities are endless. You can tell stories, read a book, sing songs, play with puppets, do just about anything.

### **Guidance & Discipline Policy**

Our policy is aimed at helping children to learn to respect others and to cooperate in a group setting. During conflicts, a teacher will help children to verbalize their feelings instead of being physically aggressive. Whenever possible he/she will also help them to reach a solution they find fair.

If a child is using materials inappropriately after being reminded of appropriate behavior, he/she can be redirected or removed from that space ("When you are ready to treat these books carefully, you can return to that book area").

If the child is unable to be with other children (he/ she is being aggressive, uncooperative or verbally hurtful), we will separate them from the others and give him/her a spot to sit alone or with a teacher until he/ she is ready to play safely in the group. Note: This approach is more appropriate for preschoolers than toddlers.

## **Guidance & Discipline Policy, continued**

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As required by the Oregon State Child Care Division, we must specify that the following punishments are prohibited by law. NCCDC does not use the forms of punishment listed below, nor does NCCDC accept parental permission to use these punishments.

Hitting, slapping, shaking, striking with the hand or instrument, pinching, tying or binding or inflicting any other form of corporal punishment;

Mental or emotional punishment including, but not limited to, name calling, ridicule, yelling, or threats;

Non-prescription chemical restraints used for discipline or to control behavior;

Confining a child in an enclosed area (e.g. a locked or closed room, closet, box);

Forcing or withholding meals, snacks, rest or necessary toilet use; or

Belittling a child or forcing a child to clean up after a toileting accident.

### **Helping Children with Extreme Behavior**

The parents and staff at Northeast Community Child Development Center have a commitment to provide each child with an environment in which he/she can grow and develop, which promotes a concept of self as capable, loved and loving, which promotes a sense of the world as safe and secure, and which provides opportunities for the development of children's own interests and talents.

It will be the policy of NCCDC to recognize that some children need specialized outside professional help in order to benefit from our developmental program.

When a child is having persistent behavioral problems that prevent him/her or other children from getting full benefit of our program, the following steps will be taken:

- Teachers and parent/s will meet to discuss the child. Teachers and parent/s will observe and document the child's behavior at home and at school for a time period to be agreed upon (one to two weeks is suggested).
- After the documenting time period, the teachers and family will hold a conference to discuss their observations of the child's behavior and needs. Teachers and parents will go over strategies that might remedy the behavior. Every effort will be made to maintain continuity between home and school in dealing with the child's inappropriate behavior and in supporting the child's positive behavior.
- If the child's difficulties continue and the child: 1) takes a disproportionate amount of the teachers' time away from other children; and/or 2) consistently physically or emotionally injures other children, then an outside early childhood specialist will be contracted to observe the child in the classroom. The cost of the outside resources will be the responsibility of the family. All reasonable efforts will be made to keep the costs to a minimum. If the parent(s) refuse to allow the observation of their child, they will be given a two-week termination-of-enrollment notice.
- After the child has been observed, either once or as a series of observations, a meeting will be scheduled with the parent(s), the teachers and the specialists to 1) share observations, 2) develop a plan that includes reasonable behavioral goals and a corresponding timeline for the goals to be reached. A plan of action will be written at this meeting, signed by all and copies given to everyone present.

## **IN THE CLASSROOM: Helping Children with Extreme Behavior, continued**

- We recognize that NCCDC may not be able to meet the needs of all children, and that in certain situations a child may benefit more from a different program. If, after a reasonable period of time, the teachers and director decide that the plan and timeline have not been successful for the child and/or the Center, they will seek the approval of the Board of Directors Chair (or Chair-Elect if the child in question is the Chair's) to request that the child be withdrawn from NCCDC. The family will be given a minimum of two weeks' notice. The decision will be final and not subject to appeal.

### **Aggression & Ways To Help**

These are some suggestions used by teachers to help children with appropriate behavior. We encourage you to use them during your shifts as well as at home.

- Watch for the beginnings of a conflict. Intervene before there is aggression. "I see you have a problem. How can we solve it?"
- Stop children from hurting each other. Step between them or remove one from the situation. Try hugs for one or both of the children.
- Give them choices only if each choice is acceptable to you. You have to live with their decisions! Try to make it fun. "I bet you can pick up five books."
- Stay with a child who has been given a direction. Encourage follow through.
- An adult must state the rules. "I cannot let you hit people. If you need to hit something, hit the floor (punching bag, clay)." Kneel down and talk directly to the child while looking into his/her eyes.

## HEALTH AND SAFETY

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### Guests and Custodial Access

Parents need to confer with teachers and the Director before any guests come to the Center. Custodial parents have access to the Center during all times of days that their children are enrolled.

### Immunizations

Particular immunizations are required by the County in order to attend childcare. Upon enrollment, families are asked to complete an immunization sheet. If you are missing any required immunizations, we will notify you.

### Exclusion for Illness

In consultation with the Oregon State Health Department, Office of Family Health as well as a book published by the Centers for Disease Control, The ABC's of Safe and Healthy Childcare, The Exclusion for Illness Policy was passed by the Board of Directors on December 17<sup>th</sup>, 2001.

Your child's health is of major importance to us. She/he may be sent home if she/he appears to be ill. Please keep your child home if she/he has any of the following symptoms:

- **Fever-** having a temperature of 100 F or higher under arm, 101 F orally, or 102 F rectally;
- **Diarrhea-** runny, watery or bloody stools;
- **Vomiting-** 2 or more times within a 24 hour period;
- **Body rash with fever; undiagnosed, potentially contagious rash;**
- **Sore throat and fever with swollen glands;**
- **Severe coughing-** child gets red or blue in face and makes high-pitched whooping sound after coughing;
- **Eye discharge-** thick mucus or pus draining from the eye, or pink eye;
- **Yellowish skin or eyes;**
- **Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health and safety of other children in our care.**

Your child may come to school if:

- She/he has a cold but her/his activity level is normal, is eating well, and has no signs of a fever;
- She/he has been exposed to a communicable disease, but the school has been notified so that the incubation period can be discussed and it can be determined what dates she/he should stay home;
- She/he has a communicable disease but has been on antibiotics for 24 hours;
- She/he has been fever-free, has not vomited or had diarrhea for at least 24 hours.

## **HEALTH AND SAFETY, continued**

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### **Diapering Procedures**

In the Toddler Room, parents may feel free to change other children's diapers as well as to change their own child's, as long as both parties feel comfortable. The diapering procedure below is also posted near the changing table in the Toddler Room.

- Diapering is a time to give special attention to each child. Establish eye contact, talk softly and give gentle handling to let the child know she/he is special.
- All changing will be done on the changing table and nowhere else. After each use, the table will be sprayed with water and bleach solution and wiped down with a paper towel.
- All children will be washed after each diaper change with a diaper wipe.
- At no time will a child be left unattended on the changing table. At all times the caregiver will be blocking the child with his/her body or have a hand on the child.
- Soiled and wet diapers will be disposed of immediately in the proper receptacle.
- Children who are potty trained are encouraged to use the potty at diaper changing time. Please encourage any child who shows interest in using the potty. Do so if the diaper is wet or dry. Allow the child to sit on the potty for a short time to "try" and then praise him/her for their effort.
- Caregivers and children will thoroughly wash their hands after each diaper change or potty use.

### **Bottles, Sippy Cups and Milk/Formula**

All filled baby bottles will be stored in the kitchen in the refrigerator or in your lunch box that has an ice pack. All unconsumed formula will be discarded after a feeding; it will not be used for another feeding.

Bottles and sippy cups from home with anything in them—milk, water, juice, etc—should be labeled individually (not just on bottle bag) with your child's full name. Also, all should have some sort of covering over drinking part to keep it clean in the refrigerator.

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## Medications

For the administration of prescription or over-the-counter medications, parents must complete the Authorization to Administer Medication form. We will only administer the medication for the dates specified on the form. These forms are in a binder near the sign in sheets in each classroom. We will only administer medications that are in their original bottles and clearly labeled with directions for use. For safety purposes, medicine is locked in a box in the refrigerator.

## Accident/Incident Reporting

Please keep your emergency numbers and authorizations up to date in your file. It can be very difficult for the staff and frightening for the children if we cannot reach you in emergency situations.

If during the day any minor accident or incident takes place, the staff will tape a note to your child's cubby letting you know of the incident. Most often we will verbally tell you of the incident when you arrive. However, the written note assures that you are notified even if the staff changes during the day. If the incident involved another child, the name of the other child will be kept confidential. The other child's parents will also be notified of the event.

## Emergency Procedures

**Injured child or adult:** One adult stays (preferably the teacher) with the injured child or adult and provides first aid if necessary and lots of TLC. If more help is needed, a second adult goes to the office phone or the church office upstairs to call 911. When calling 911, it is very important to stay on the line until you are told to hang up. After 911 is called, the parent(s) of the child will be called. A third adult goes out to the street to wait for the emergency vehicle and to direct them. If a third adult is not available, ask someone from the church to do this.

A copy of the staff emergency handbook is kept on the desk in the office

**Evacuations:** In the case of an emergency requiring the evacuation of the classrooms, such as a fire, the children will be evacuated to the parking lot across from Church on Hancock Street. One adult will make emergency phone calls to parents to pick their children up.

**Lockdown:** In the event of a lockdown, all children will be immediately brought into their classroom. All doors and gates into NCCDC and Westminster will be locked. No one will be allowed to enter or leave until the lockdown is lifted.

## Child abuse

To report suspected child abuse, call Child Services at 503-280-6993. If any staff member suspects child abuse, he/she is required by law to notify Child Services, rather than the family.

