

Angels Daycare & Preschool

Policy Manual



541-729-3968 (Cell)
873 Cornwall Ave. Eugene, Oregon 97404

Report absences/emergencies between 7:00 am – 7:00 pm

Angel Green, Early Childhood Educator, Owner, Provider
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Policy Effective Date: 01/01/2026

Quick Reference

Current program hours: 7:30 AM to 5:30 PM

Family communication hours: 7:00 AM to 7:00 PM

Arrival cutoff: Children must arrive by 8:30 AM unless a written exception has been approved in advance.

Drop-off: Call or text when on site. One family may be at the entrance at a time. A parent, guardian, or approved adult must remain with the child until a caregiver accepts the child into care.

Pick-up: Children are released only to a parent, guardian, or authorized adult listed in the child's file, unless prior permission is received and documented.

Payment: Tuition is due at least one month in advance, by the last day of the current month for the next month of care, unless a written alternate payment schedule has been approved.

Late pick-up fee: \$5 per minute after the contracted pick-up time.

Illness: Do not bring children who are ill, unable to participate in normal activities, or meet exclusion criteria in this handbook.

Medication: Medication requires written authorization and must be in the original labeled container.

Nap time: Toddler and preschool rest time is generally 1:00 PM to 3:00 PM. Families are asked to avoid pickup during this time when possible, but parents and legal guardians may access their child as allowed by law.

Emergency contact: Parents must remain reachable while the child is in care and must keep all emergency contact information current.

Introduction and Licensing

Angels Daycare is a Certified Family Child Care Home licensed by the Oregon Department of Early Learning and Care, Child Care Licensing Division. The licensed capacity is 16 children.

The program is inspected as required by licensing. The current license and required notices are posted in the child care home as required by law. Families may request to review available licensing information, inspection information, and posted policy materials.

Provider qualifications: Angel has an Associate degree in Elementary and Early Childhood Education, Level 9 Oregon Registry status, more than 20 years of child care experience, and prior service in the U.S. Marine Corps and Oregon National Guard.

Non-Discrimination and Equal Access

Angels Daycare provides services without discrimination as required by state and federal civil rights laws, licensing rules, the Americans with Disabilities Act, and applicable USDA/CACFP civil rights requirements.

The program does not discriminate on the basis of race, color, national origin, religion, sex, disability, age, marital status of parent, family status, or because a child needs special care.

When a child has or may have a disability, medical need, developmental need, behavioral need, or other specific care need, the program will make enrollment and continued care decisions through an individualized assessment. The assessment may include information from the child's parents or guardians, medical or developmental professionals, and caregivers. The program will consider reasonable accommodations and reasonable modifications unless doing so would create an undue burden, fundamentally alter the program, or create a direct threat to the health or safety of others that cannot be reduced by reasonable measures.

Angels Daycare participates in CACFP/USDA food program requirements. The USDA nondiscrimination statement and complaint filing information are available upon request and may be provided with food program materials.

Right to Refuse or Discontinue Care

Angels Daycare may decline enrollment or discontinue care for lawful, non-discriminatory business reasons. Examples may include inability to meet the child's needs after an individualized assessment, inability or refusal to pay required fees, repeated failure to

follow written program policies, safety concerns that cannot be resolved, or conduct that materially disrupts the program.

When possible, the program will communicate concerns and give families an opportunity to correct the issue. Immediate action may be taken when necessary to protect the health, safety, or well-being of children, staff, or the program.

Hours, Contact, and Communication

Regular hours are posted at the facility. Current hours are 7:30 AM to 5:30 PM.

Calls and texts are accepted from 7:00 AM to 7:00 PM, unless there is an emergency.

Daily communication may include oral updates, written messages, photos, texts, email, and private invitation-only online communication for enrolled families.

Confidentiality will be maintained. Information about one child or family will not be shared with another family unless required by law or authorized in writing.

Posted and Available Information

The following information is posted or available for parent review as required by licensing:

- Current child care license.
- Required serious valid complaint or serious non-compliance notices, if applicable.
- Current or pending legal sanctions, if applicable.
- DELC website and phone number.
- Information on how to file licensing complaints.
- Information on how to report suspected child abuse or neglect.
- Statement that parents may access their child and child care areas while their child is in care, unless prohibited by court order.
- Behavior and guidance policy.
- Emergency phone numbers, including 911, local law enforcement, fire department, ambulance, and local crisis resources.
- Daily schedule.
- Current weekly menu with substitutions recorded.
- Visitor and security plan.

- Floor plan showing exits, evacuation routes, and fire extinguishers.

Enrollment and Required Documents

Ages served: 6 weeks to 12 years.

Before the first day of care, parents must complete and return all required enrollment documents. Documents may include, as applicable:

- Child Care Enrollment Form.
- Authorized Medication List.
- Health History and Emergency Care Plan, if applicable.
- Parent/Provider Contract.
- USDA Food Program Enrollment Form.
- Current immunization record or required immunization documentation.
- Emergency contacts and authorized pick-up information.
- Required permission forms.
- Any court orders affecting custody, pick-up, contact, or access.

Parents receive a full enrollment packet at enrollment. Emailed copies are available at no cost. Printed duplicate packets may be charged at cost.

Parents are responsible for keeping all records current. Enrollment forms and child records must be reviewed and updated at least annually or whenever information changes.

Trial Period

All new enrollments begin with a 60-day trial period. During the trial period, either the family or the provider may end care without notice.

The trial period allows the program and family to determine whether the placement is appropriate. The program may end care during the trial period for reasons such as adjustment concerns, safety concerns, failure to follow policies, payment issues, or inability to meet the child's needs.

Annual Conference and Paperwork Review

An annual parent/provider conference is required each August for continued enrollment in September. The conference may include review of:

- Current policies.
- Updated forms.
- Emergency contacts.
- Authorized pick-up list.
- Health information.
- Immunization documentation.
- Rates and contracted schedule.
- Child progress, needs, or concerns.

Failure to complete the annual review may affect continued enrollment.

Schedules, Attendance, and Absences

Children under age 5 who are not in kindergarten must enroll full-time, generally 30 to 50 hours per week. Part-time enrollment may be approved at the provider's discretion.

Children must arrive by 8:30 AM unless a written exception has been approved in advance. Late arrivals disrupt the daily routine, meal service, supervision planning, and transitions.

Parents must notify the program as far in advance as possible if a child will be absent, late, or picked up early. Notice should be given before the scheduled arrival time.

If a child is expected from another location, such as school or transportation, and does not arrive as scheduled, the provider will contact the sending location and the parent or guardian.

Arrival, Departure, and Sign-In Procedures

A parent, guardian, or approved adult must accompany the child into and out of the child care home each day.

The adult bringing the child must remain with the child until a caregiver accepts the child into care.

Only adults age 18 or older may sign children in or out unless a different arrangement is approved in writing and allowed by law.

Parents and authorized adults must wait until staff confirm that the child is signed in or signed out before leaving.

Attendance records will show each child's arrival and departure times.

Authorized Pick-Up

Children will be released only to a parent, legal guardian, or person listed in the child's enrollment file as authorized for pick-up.

If a person not listed in the child's file needs to pick up the child, the parent or guardian must provide prior permission. Permission may be written, electronic, or documented by the provider when allowed. The person picking up must show photo identification if not known to the caregiver.

The program will not release a child to an unauthorized person.

If there is a custody order, restraining order, or other legal restriction, the parent must provide the program with a current official copy. The program cannot enforce verbal custody disputes or informal agreements.

Parent Access

Parents and legal guardians may access their child and the child care areas while their child is in care, unless a court order limits that access. Advance notice is not required.

To protect supervision, safety, and the privacy of other children, parents must check in with staff upon arrival and follow staff direction while in child care areas.

Intoxication or Unsafe Pick-Up

If a parent, guardian, or authorized pick-up person appears intoxicated, impaired, or unsafe to transport the child, staff will take reasonable steps to protect the child. This may include contacting another authorized pick-up person, encouraging safe transportation, or calling 911 if there is an immediate safety risk.

The program cannot physically prevent a parent or legal guardian from leaving with a child unless directed by law enforcement or court order. Staff will document the incident and may contact appropriate authorities when needed.

Fees, Payments, and Collections

Tuition rates are guaranteed according to the signed Parent/Provider Contract. Tuition includes scheduled holidays and provider vacations unless the contract states otherwise.

No credits are given for absent days, sick days, family vacations, weather closures, holidays, or days the family chooses not to attend, unless required by law or stated in the contract.

Payment is due at least one month in advance, by the last day of the current month for the next month of care. ACH auto-withdrawal is required unless another written payment arrangement is approved. Cash is not accepted.

Alternate payment schedules must be approved in writing.

An annual registration or enrollment fee may be charged as stated in the contract.

Additional fees may apply for hours beyond the contracted schedule.

Late pick-up fee: \$5 per minute after the contracted pick-up time. Late fees are added to the next invoice.

Balances more than 20 days past due may be charged 1 percent monthly interest, equal to 12 percent annually, if allowed by the signed contract and applicable law. Families may also be responsible for lawful collection costs, court costs, and attorney fees if allowed by the signed contract and applicable law.

Unpaid balances may be referred to lawful collection, small claims, or other legal remedies. The program will not contact a parent's employer about the nature or existence of a debt unless specifically allowed by law.

Subsidy, DHS, JOBS, and ERDC Families

Families using DHS, JOBS, ERDC, or another subsidy program are responsible for all copays, uncovered amounts, authorization gaps, attendance issues, and amounts not paid by the subsidy program.

Only Angel may waive a copay or balance, and any waiver must be in writing.

Subsidy families must pay balances on the same schedule as private-pay families unless a written alternate payment arrangement is approved.

Nonpayment or authorization problems may result in suspension or termination of care. Nonpayment may be reported to the subsidy program when allowed or required.

Parents are responsible for keeping subsidy authorizations current and for promptly responding to requests from DHS, ERDC, or other agencies.

Receipts, Tax Statements, and Provider Identification

Monthly receipts are not automatically issued. Families may request payment documentation.

An annual payment statement will be provided by January 30 for the prior calendar year.

Duplicate annual statements may be charged at cost.

Families claiming child and dependent care tax benefits may need the provider's name, address, and taxpayer identification number. Provider tax information will be provided through appropriate tax documentation or upon lawful request.

Termination and Suspension

During the 60-day trial period, either party may end care without notice.

After the trial period, parents must provide 30 days' written notice to terminate care. Parents remain responsible for the final month's payment whether or not the child attends during the notice period.

The program may terminate care immediately or with less than 30 days' notice for serious concerns, including but not limited to:

- Nonpayment or repeated late payment.
- Failure to return required forms or maintain required records.
- Repeated late pick-up.
- Repeated failure to follow written program policies after communication.
- Threatening, aggressive, harassing, deceptive, or coercive conduct by a parent, guardian, authorized pick-up person, or household member.
- Conduct that creates a safety risk or significant disruption.
- A child's behavior creates a serious safety concern that cannot be resolved through reasonable supports.
- The program determines, after an individualized assessment when required, that it cannot safely or appropriately meet the child's needs.
- Attempts to involve staff in private arrangements, conflicts, or communications outside approved program channels.

When concerns involve a child's disability, medical need, developmental need, behavioral need, or other specific care need, the program will complete an individualized assessment and consider reasonable accommodations or modifications before ending care, unless immediate action is required to protect health or safety.

Care may be suspended temporarily while safety concerns, illness concerns, paperwork issues, payment issues, or licensing concerns are addressed.

Health, Illness, Exclusion, and Return to Care

Do not bring a child to care if the child is ill, has symptoms requiring exclusion, is unable to participate in normal daily activities including outdoor play, or requires care beyond what the program can safely provide.

Do not give fever-reducing medication before arrival to hide symptoms. A child who needs fever-reducing medication to participate should remain home.

A child may not attend care if diagnosed with or carrying a child care restrictable disease unless written approval is provided by the public health administrator or a licensed health care provider.

A child may not attend care with any of the following symptoms unless written clearance is provided by a licensed health care provider or public health authority when allowed:

- Fever over 100.4°F. The child may return after being fever-free for 24 hours without medication.
- Diarrhea, meaning three or more watery, bloody, or loose stools in 24 hours, sudden onset of loose stools, or inability to control bowel function when previously able. The child may return 48 hours after diarrhea resolves or with written medical clearance.
- Vomiting at least one time without explanation. The child may return 48 hours after the last unexplained vomiting episode or with written medical clearance.
- Severe or persistent coughing. The child may return after symptoms are improving for 24 hours or with written medical clearance.
- Unusual yellow color to skin or eyes. The child may return with written medical clearance.
- Open sores or wounds discharging bodily fluids. The child may return when the rash is resolved, when sores or wounds are dry or can be completely covered with a bandage, or with written medical clearance.
- Stiff neck and headache with other illness symptoms.
- Uncharacteristic lethargy, decreased alertness, increased irritability, increased confusion, or a behavior change that prevents participation in usual activities. The child may return when symptoms resolve, behavior returns to normal, or written medical clearance is provided.

- Difficulty breathing or abnormal wheezing. The child may return after symptoms are improving for 24 hours or with written medical clearance.
- Complaints of severe pain. The child may return after symptoms are improving.
- Eye lesions that are severe, weeping, or pus filled. The child may return after symptoms resolve or with written medical clearance.

Additional program exclusions may apply when symptoms create a health or safety concern, prevent the child from participating in normal activities, or require one-on-one care that the program cannot provide while maintaining supervision.

If a child becomes ill while in care, the child will be separated from other children while remaining within sight and sound of a caregiver. Parents will be notified and must pick up the child as soon as possible. The child will be provided an individual cot, mat, or bed that can be cleaned and disinfected after use.

Failure to pick up an ill child promptly after notice may result in suspension or termination of care.

Communicable diseases will be reported to public health or licensing when required. Parents will be notified of exposures as required by law while maintaining confidentiality.

Angels Daycare is not approved to provide care for mildly ill children beyond what is allowed under regular licensing rules.

Medication, Sunscreen, and Diaper Cream

Medication, including prescription medication, non-prescription medication, pain relievers, cough syrup, nose drops, and similar products, may be administered only when all requirements are met.

Before medication is given, the program must have signed and dated parent authorization that includes:

- Child's name.
- Medication name.
- Reason for medication.
- Dosage.
- Dates and times medication is to be given.
- Method of administration.

- Whether refrigeration is required.

Medication must be in the original container and labeled with the medication name, dosage, administration directions, and storage instructions. Prescription medication must include the child's name, date filled, prescribing provider, and length of time to give the medication.

Medication will not be given past the expiration date.

Medication provided by parents must be labeled with the child's name and will be administered only to that child.

If parent instructions differ from the medication label, written instructions from a licensed physician are required.

Phone authorization may be accepted for a single dose of non-prescription medication when allowed by licensing rules. The date and time of consent will be documented, and the parent must sign the documentation at pick-up.

Medication administration will be documented with the child's name, medication, date, time, dosage, side effects if any, and the signature of the person administering it. Parents will be informed daily of medication administered.

Medication is stored under a child safety lock, in a locked room, or otherwise as allowed by licensing rules. Emergency medication may be kept inaccessible to children or with a caregiver as required by the child's care plan.

Sunscreen and diaper cream require annual written parent authorization. Sunscreen and diaper cream are used as needed and according to manufacturer instructions. Application of sunscreen and diaper cream does not need to be documented as medication administration. Items provided by parents must be labeled with the child's name and used only for that child.

Insect repellent requires written parent authorization and will be used according to manufacturer instructions and applicable health and safety requirements.

Allergies, Special Diets, and Care Plans

Parents must disclose all allergies, medical needs, dietary restrictions, developmental needs, behavioral needs, and other specific care needs before enrollment or as soon as they become known.

Children with allergies or specific health needs may require a written care plan. The care plan may include:

- Diagnosis or condition.
- Primary care provider and specialist contact information.
- Medications given on a schedule.
- Emergency medications and when to use them.
- Allergens and avoidance steps.
- Signs and symptoms to watch for.
- Dietary modifications.
- Activity or environmental modifications.
- Triggers to avoid.
- Behavioral supports.
- Emergency response steps.
- Training needed for caregivers.
- Services provided at the child care home.

If epinephrine is administered, emergency medical services will be contacted immediately, and licensing will be notified as required.

Specific food allergies will be shared with caregivers who prepare or serve food. Allergy information will be kept accessible to caregivers but not displayed publicly to unauthorized persons.

Injuries, First Aid, and Emergency Medical Care

Minor injuries will be cleaned and treated with basic first aid. Parents will be notified at pick-up or sooner depending on the injury.

Serious injuries, head injuries, or incidents requiring immediate parent notice will be communicated as soon as possible. A written injury or incident report will be completed when required. Parent signature, or confirmation by text or email when allowed, will be obtained within the required timeframe.

All caregivers are trained in first aid and infant/child CPR/AED as required. There is no AED on site unless otherwise posted.

In a medical emergency, staff will call 911 as needed. The default emergency transport location is Sacred Heart ER Springfield unless another location is designated and emergency responders agree it is appropriate.

Parents are responsible for ambulance, emergency, and medical costs.

The provider may accompany a child for emergency medical care only when ratios and supervision requirements can be maintained for children remaining in care.

The program maintains first aid supplies as required. Supplies are kept accessible to caregivers and inaccessible to children.

Standard Precautions, Cleanliness, and Hygiene

Caregivers use standard precautions when handling blood, vomit, urine, feces, saliva, or other potentially infectious fluids.

When cleaning bodily fluids, caregivers will use disposable gloves, clean and disinfect surfaces, dispose of contaminated materials in a tied or sealed bag, remove and discard gloves safely, and wash hands afterward.

Handwashing is required for caregivers and children before and after meals, after toileting, after diapering, before food handling, after assisting with feeding, and at other required times.

Hand sanitizer with 60 to 95 percent alcohol may be used only when allowed and with supervision. Hand sanitizer is stored out of children's reach and is not used on children under 24 months.

Bedding and cots are assigned to each child. Sheets and blankets are washed weekly or as needed. Mats and cots are cleaned and sanitized at least weekly, when soiled, and before use by another child.

Separate eating utensils are used. Highchair trays, eating surfaces, food-contact surfaces, toys, bathrooms, and commonly touched surfaces are cleaned, sanitized, or disinfected as needed.

Nutrition and Food Program

Angels Daycare participates in CACFP/USDA food program requirements. Parents must complete the required USDA eligibility or food program forms.

Meals are provided at no extra cost and generally include breakfast, lunch, and afternoon snack. Menus are posted, and substitutions are recorded.

Typical meal times:

- Breakfast: about 8:00 AM.
- Morning snack: about 10:00 AM.
- Lunch: about 12:30 PM.
- Afternoon snack: about 3:30 PM.

Children arriving after a meal time should be fed before arrival.

Outside food is not allowed unless prearranged and approved. Outside food may need to be provided for all children if used for a group event. Gum, candy, drinks, and snacks from home are not allowed unless approved for a documented need.

Special diets and food allergies require written documentation. A doctor's directive may be required when the diet is medically necessary. Required diet and allergy information will be kept in the child's file and shared with appropriate caregivers and food program personnel.

Daily Activities, Curriculum, and Outdoor Play

The program provides developmentally appropriate activities that support play, language, motor skills, creative expression, self-help skills, social development, early literacy, and school readiness.

Circle time may include songs, stories, calendar activities, learning activities, and reciting the Pledge of Allegiance.

Religious instruction is not part of the daily curriculum. Cultural or religious holidays may be acknowledged or celebrated in age-appropriate ways.

Outdoor play is provided daily when weather and conditions permit. Children should arrive dressed for active, messy, outdoor play.

Outdoor play may be limited or modified due to heavy rain, lightning, extreme heat, heat advisories, extreme cold, unsafe wind chill, poor air quality, wildfire smoke, or other safety concerns.

Parents must provide seasonally appropriate clothing and at least one full change of clothes daily. All items should be labeled.

Rest Time and Infant Sleep Safety

Toddler and preschool rest time is generally 1:00 PM to 3:00 PM.

Children are expected to rest quietly during rest time. Children who do not sleep may be offered quiet activities after an appropriate rest period when staffing and supervision allow.

Families are asked to avoid pickup during nap time whenever possible to protect children's rest. However, parents and legal guardians may access their child as allowed by law.

Infants under 12 months are placed on their backs to sleep in an approved crib, pack-and-play, or play yard unless a written medical statement provides a different sleep position.

Soft bedding, pillows, blankets, stuffed toys, and similar items are not placed in the sleep area for infants under 12 months.

Children under 2 years have tight-fitting mattress coverings. If a child falls asleep in a swing, car seat, bouncer, or similar equipment, the child will be moved to an approved sleep space as required.

Behavior Guidance

Angels Daycare uses positive guidance based on clear expectations, redirection, modeling, consistency, supervision, and developmentally appropriate limits.

Guidance may include:

- Teaching and reminding children of expectations.
- Redirecting unsafe or inappropriate behavior.
- Offering choices when appropriate.
- Modeling appropriate words and actions.
- Using descriptive praise.
- Helping children identify feelings.
- Supporting problem solving.
- Using natural or logical consequences when developmentally appropriate.

Only caregivers are responsible for guiding children in care. Parents, visitors, volunteers, and other adults may not discipline or correct children who are not their own while at the program.

Prohibited discipline includes:

- Corporal punishment.
- Hitting, spanking, shaking, or rough handling.

- Verbal abuse, threats, humiliation, or ridicule.
- Confinement or isolation as punishment.
- Withholding food, rest, bathroom use, or outdoor play as punishment.
- Punishment for toileting accidents.
- Discipline that is frightening, shaming, or physically harmful.

If a child's behavior creates repeated concerns, staff may communicate with parents, document observations, adjust routines, create a support plan, or request outside support. If behavior creates an unresolved safety risk, care may be suspended or terminated after appropriate steps, including individualized assessment when required.

Biting Policy

Biting is a common but serious behavior in early childhood. The program will respond calmly, consistently, and with attention to safety.

When biting occurs, staff will first attend to the bitten child. The area will be cleaned, first aid will be provided, and the child will be comforted.

Parents of the bitten child will be notified. An injury or accident report will be completed when required.

The child who bit will be redirected and supported in learning safer ways to communicate. Parents of the biting child will be notified. The names of other children involved will remain confidential.

If skin is broken, parents will be notified immediately, and additional health or licensing steps may apply.

For repeated biting, the program may use prevention strategies, closer supervision, environmental changes, communication support, parent conferences, and a written intervention plan.

Temporary exclusion or termination may occur if biting creates a safety risk that cannot be managed while maintaining safe care for all children.

Toilet Training

Toilet training should begin at home during a weekend, vacation, or other consistent period. Staff will support toilet training once the child shows readiness.

Readiness signs may include walking steadily, helping with clothing, communicating needs, staying dry for intervals, showing interest in the toilet, and following simple directions.

During toilet training, children should wear underpants rather than pull-ups while awake, unless otherwise approved. Diapers or pull-ups may be used during naps.

Parents must provide enough underwear, socks, and extra clothing each day. Clothing should be easy for the child to manage. Belts, overalls, complicated fasteners, and tight clothing are discouraged during toilet training.

Accidents will be handled calmly and without punishment or shame.

Transportation and Field Trips

Supervised neighborhood walks may occur as part of regular programming.

Transportation by the provider may occur occasionally when necessary and approved. Required forms and permissions must be completed before transportation is provided.

Transportation will follow licensing rules and applicable Oregon law, including use of appropriate child passenger restraints and seat belts.

Field trips or activities away from the immediate neighborhood require prior parent permission. High-risk activities require a safety plan and written parent permission.

Parents will be notified of transportation plans when possible.

Pets and Animals

Animals may be present on the premises. Parents are informed of animals in the home.

Dog: Hondo, a Golden Labrador, is kept separated from child care children with gated space. There is no direct contact with children in care during operating hours.

Cats may be present in child care areas. Contact with cats is supervised.

Any animal accessible to children must be healthy, friendly toward children, free of fleas, ticks, and worms, and immunized according to veterinarian recommendations. Proof of required immunizations, including rabies vaccination for dogs, is kept on file.

Animals with a history of biting are not allowed in child care activity areas during operating hours or while children are present.

All child and animal contact is supervised closely enough for a caregiver to intervene immediately if the animal shows aggression or distress or if a child treats the animal inappropriately.

Animals are kept away from food preparation surfaces. If an animal has access to a food preparation surface, the surface will be cleaned and sanitized before food preparation.

Animal waste items, including litter boxes and pet pads, are not located in areas accessible to children or areas used for food storage or preparation.

Written procedures for animal care and maintenance are kept and followed.

Emergency Procedures, Drills, and Evacuation

Angels Daycare maintains a written emergency preparedness and response plan. The plan addresses evacuation, relocation, shelter-in-place, lockdown, medical emergencies, lost or missing children, natural disasters, human-made disasters, power outages, serious illness or injury, hostile intruder situations, and parent reunification.

Emergency exits and evacuation routes are posted.

Fire drills are practiced monthly at varied times. Other emergency drills, such as shelter-in-place, lockdown, reverse evacuation, and distance evacuation, are practiced as required.

During emergencies, caregivers will take attendance records, emergency contact information, emergency supplies when safe and practical, and any essential medications or care plan materials when possible.

Children will be accounted for during and after emergencies through attendance records and headcounts.

Designated evacuation and relocation sites are maintained and reviewed. Safe areas and alternate shelters are at least 50 feet from the home being evacuated.

Relocation sites:

- River Road Park, Lake Drive, for the 873 site.

Parents will be notified of emergencies, evacuations, closures, or reunification instructions as soon as it is safe and practical.

Children will be released only to parents, guardians, or authorized pick-up persons with identification when needed.

Lost or Missing Child

If a child is missing, caregivers will immediately search the child care home, outdoor areas, and nearby areas while maintaining supervision of other children.

If the child is not found promptly, staff will call 911 and notify parents. Licensing and other agencies will be notified as required.

The incident will be documented.

Utility Loss, Weather, and Safety Closures

If utilities, heat, water, electricity, sanitation, air quality, or other conditions affect safety or licensing compliance, the program may close or require pickup.

Parents may receive a 30-minute pickup notice when continued care is not safe or compliant.

During active severe weather warnings, children will shelter in the designated area. The facility may be locked for safety. Parents should text rather than call when possible so phone lines remain available for emergency use.

Threats, Lockdown, and Hostile Intruder Response

If there is a threat to the program, children, staff, or surrounding area, staff will contact law enforcement when needed and follow emergency procedures.

The program may lockdown, shelter-in-place, evacuate, or close depending on the situation and law enforcement guidance.

Parents will be notified as soon as it is safe and practical. Parents should not come to the program during an active lockdown unless directed by law enforcement or the provider.

Mandatory Reporting and Child Abuse Prevention

All caregivers are mandatory reporters. Staff are required by law to report suspected child abuse or neglect to the Oregon Child Abuse Hotline or law enforcement.

Staff do not investigate suspected abuse. Staff report concerns to the proper authority.

The Oregon Child Abuse Hotline number is posted and available to families.

The program maintains procedures to prevent unsupervised access to children by visitors, volunteers, or adults who are not approved through required background check processes.

Staffing, Orientation, Substitutes, and Volunteers

All staff, substitutes, volunteers, backup providers, and emergency providers receive orientation as required for their role. Orientation may include licensing rules, child files, arrival and departure procedures, health needs, safe sleep, shaken baby prevention, daily routines, emergency procedures, mandatory reporting, behavior guidance, and administrative rules.

Substitutes and staff must meet background check and training requirements before working with children as required by licensing.

Volunteers and visitors may not have unsupervised access to children unless allowed by licensing rules and approved through required processes.

Visitors and Security

Visitors and adults who are not enrolled or approved may not have unsupervised access to children.

A visitor log is maintained when required. The log may include name, arrival and departure time, purpose of visit, and relationship to the program or child.

Visitors must follow program directions while on site.

If a visitor cannot remain in an approved area or follow supervision requirements, the visitor may be asked to leave the child care area or premises.

Records, Confidentiality, and Outside Agencies

Child records are available to parents upon request unless restricted by court order or law. Child abuse and neglect reports may be excluded from parent review as required by law.

Parents must provide an official copy of any court order that limits access to the child or records.

The program will share information with outside agencies only with written parent consent or when required or allowed by law.

Visitors from service agencies must schedule through the provider, present identification, and follow supervision requirements.

Items Provided and Items to Bring

Parents provide:

- Diapers or pull-ups, preferably a full case.

- Extra clothing.
- Bottles and pacifiers for infants, if needed.
- Medications with required permission forms.
- Special formula or food when approved or medically required.
- Weather-appropriate clothing.

The program provides:

- Cots, pack-and-plays, or approved rest equipment.
- Sheets.
- Blanket or sleep sack when appropriate.
- Meals and snacks.
- Water bottle.
- Diaper wipes.

Items Not Allowed

The following items may not be brought unless prearranged and approved:

- Outside food or snacks.
- Jewelry, except stud earrings.
- Toys from home.
- Money.
- Living creatures.
- Weapons or sharp objects.
- Breakable or expensive items.
- Gum, candy, or drinks.
- Bags, backpacks, diaper bags, or purses beyond the approved storage area.

Confiscated items will be returned to the parent or guardian at staff discretion.

Photography, Video, and Media Use

Photos and videos may be taken for educational, documentation, display, and family communication purposes according to the parent's signed media permission form.

Photos or videos may be used in scrapbooks, classroom displays, texts, emails, or private enrolled-family communication groups only as allowed by the signed permission form.

Public use of a child's photo or recording, including social media, advertising, website use, or public promotional material, requires written parent permission.

Families may not take, post, or share photos or videos of other children in care without written permission from those children's parents or guardians.

Annual and Miscellaneous Policies

An annual registration fee may apply as stated in the contract.

Families are responsible for reviewing the annual closure calendar, posted notices, written updates, and policy changes.

Policies and paperwork are provided at enrollment. Emailed copies are free. Printed duplicate packets may be charged at cost.

The provider may waive a policy or contract provision in writing for a specific situation. A waiver in one situation does not waive the right to enforce that policy or contract provision in the future.

Families should read the Parent/Provider Contract carefully before signing.

Acknowledgment and Next Steps

These policies are incorporated into the Parent/Provider Contract.

Parents must review the handbook, complete all required forms, and sign required acknowledgments before the first day of care.

By signing the required forms, parents acknowledge that they received, reviewed, and agree to follow the program policies and Parent/Provider Contract.