



2017/18

FAMILY

HANDBOOK

Physical Address: 1110 Fairfield Avenue, Eugene, Oregon 97402

Mailing Address: PO Box 25940 Eugene, OR 97402

Main Office: (541) 683-7291 ~ Fax: (541) 683-7160

Email: creativecare.eugene@gmail.com ~ Website: eugenecreativecare.org

Dear Families,

Welcome to Eugene Creative Care!

This handbook is designed to familiarize you with Eugene Creative Care, providing you with information about our programs, staff, and policies affecting enrollment and attendance. If you have questions or concerns about any of the information in this handbook, I urge you to discuss them with our administrative staff or myself as soon as possible.

No handbook can anticipate every situation or question about all of our programs, staff, or policies. Eugene Creative Care reserves the right to add new policies and to change or cancel existing policies at any time. ECC will notify you in writing of any additions, changes, or cancellations as they occur.

Eugene Creative Care took into consideration the nature of the services we provide to our families, current Child Care Division and Oregon's Quality Rating and Improvement System for Early Childhood Care (SPARK) laws and guidelines when developing this Family Handbook.

After reviewing this handbook, please sign the acknowledgment form attached at the back and return it to the administration office at your earliest convenience. This acknowledgment is confirmation that you have received and understand the information and guidelines included in this handbook.

Sincerely,

Kara Hannigan
Executive Director
Eugene Creative Care
(541) 912-9331
karahannigan.ecc@gmail.com

"ABOUT EUGENE CREATIVE CARE"

Our Organization

Eugene Creative Care is a non-profit organization that has been in operation for over 35 years offering preschool, kindergarten enrichment and after school programs to children and families throughout the Eugene 4J and Bethel school district communities.

Eugene Creative Care currently operates 8 school age programs within the public school setting as well as infant, toddler, and preschool programs located in our Fairfield Child Development Center. Each program is certified, monitored and regulated by the Oregon Office of Child Care, the Quality Rating and Improvement System (SPARK) and our Board of Directors.

Mission

Our mission at Eugene Creative Care is to consistently provide children and families with high quality play and learning experiences that support the uniquely individual growth of each child.

Philosophy ~ "Play, Learn, Grow"

Eugene Creative Care values every child as unique and believes each should have an opportunity to play, explore and be engaged in a variety of experiences in order to learn and grow in all areas. In doing so, these experiences provide the early framework and greatest potential for continued success across a lifetime.

Therefore, our programs are developed with the whole child in mind. Guided by consistent, caring, and competent role models, children are given time, space, and opportunities to grow socially, emotionally, cognitively and physically.

These values and beliefs guide Eugene Creative Care in making decisions effecting learning environments & curriculum, classroom diversity, partnerships with families, and the development of our staff. Our overall goals are:

- To model our classroom experiences using current early childhood methodologies and Developmentally Appropriate Practices (DAP).
- To ensure the inclusion children with varied abilities, interests and cultural backgrounds.
- To provide resources, supports and opportunities for families to be actively involved in their child's learning and growth.
- And to provide resources, supports and opportunities for ongoing training and education to our highly qualified teaching staff.

"AT A GLANCE"

Hours of Operation

All Eugene Creative Care program sites operate on individual schedules based on the hours of operation for the school in which they are located and on what programs we are currently offering at that site. Hours of operation for all of our sites and our administrative office can be found on our website at www.eugenecreativecare.org or by contacting our administration office directly at (541) 683-7291.

Programs Sites and Locations

<p style="text-align: center;">Buena Vista Elem. (4J)</p> <p style="text-align: center;">Afterschool Program 1500 Queen Way Eugene, OR 97401 Site Phone: (541) 221-4251</p>	<p style="text-align: center;">Cesar Chavez Elem. (4J)</p> <p style="text-align: center;">Afterschool Program 1510 W. 14th Ave. Eugene, OR 97402 Site Phones: (541) 221-2447</p>	<p style="text-align: center;">Fairfield Child Dev. Center (Bethel)</p> <p style="text-align: center;">Infant, Toddler, Preschool 1110 Fairfield Ave Eugene, OR 97402 Site Phone: (541) 683-7291</p>
<p style="text-align: center;">Fairfield Elem. (Bethel)</p> <p style="text-align: center;">Afterschool Program 3455 Royal Ave. Eugene, OR 97402 Site Phone: (541) 515-1637</p>	<p style="text-align: center;">Malabon Elem. (Bethel)</p> <p style="text-align: center;">Afterschool Program 1380 Taney Street Eugene, OR 97402 Site Phone: (541) 221-8859</p>	<p style="text-align: center;">Meadowview Elem. (Bethel)</p> <p style="text-align: center;">A.M. & Afterschool Programs 1855 Legacy St. Eugene, OR 97402 Site Phone: (541) 221-8024</p>
<p style="text-align: center;">Prairie Mt. Elem. (Bethel)</p> <p style="text-align: center;">A.M. & Afterschool Programs 5305 Royal Ave. Eugene, OR 97402 Site Phone: (541) 221-8026</p>	<p style="text-align: center;">Twin Oaks Elem. (4J)</p> <p style="text-align: center;">A.M. & Afterschool Programs 85916 Bailey Hill Rd. Eugene, OR 97405 Site Phone: (541) 222-0829</p>	<p style="text-align: center;">Willagillespie Elem. (4J)</p> <p style="text-align: center;">A.M. & Afterschool Programs 1125 Willagillespie Dr. Eugene, OR 97401 Site Phone: (541) 513-8600</p>

Confidentiality

Unless Eugene Creative Care receives a family's written consent, information regarding their child will not be released to any person(s) or agencies with the exception of that required by our regulatory (certification) agency or subpoenas of a legal nature. All records concerning children enrolled in our programs are considered confidential and are

case sensitive. If a family requires special accommodation or has a special circumstance surrounding confidentiality, that information must be disclosed to the administration office as soon as possible. The administration office will notify the Site Director of any necessary precautions that may need to be taken on behalf of the family and child.

Taking Photos & Publicity

Occasionally, photographs will be taken of the children in our programs by Eugene Creative Care staff for use within the organization including use on/in our website/brochures/marketing tools. We do not allow outside media or any other persons to photograph children in our programs. Families must indicate on their enrollment form whether they do or do not authorize the use and reproduction of photographs of their children within our organization and on our website/brochures/marketing tools.

Non-Discrimination

At Eugene Creative Care equal educational opportunities are available for all children without regard to race, color, creed, national origin, gender identification, age, ethnicity, religion, disability, political beliefs, marital status, sexual orientation, special needs, or any other consideration made unlawful by federal, state or local laws.

Educational programs are developed to meet the varying diversity of all students. Therefore; teaching staff will not limit child-to-child interactions (conversational and through play) when interactions around these above topics occur. If a child is observed as being upset about what another child is saying or acting out with regards to the above topics, a staff member will redirect that child's activities and report to both families about the incident. With this in mind; if a child becomes radical in their behavior about any of the above topics, ECC staff will attempt to redirect that child's behavior and parents will be contacted to discuss the perimeters of their child's behavior surrounding the topic.

Inclusion

Eugene Creative Care believes that families and children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in our programs. ECC will make every effort to make the necessary exceptions and/or accommodations for the special needs of any child needing care, temporary or ongoing. When possible, teaching staff will collaborate with health care and related service specialists such as psychological, occupational, or speech therapy to address the individual needs of children who require and who qualify for services.

ECC will make every effort to communicate with families when there is documented classroom evidence of a need for a child in our care to have further evaluation. In some

circumstances, a parent's refusal to seek further evaluation may be terms for dismissal from a program.

ECC reserves the right to decline making exceptions/accommodations or even continued enrollment to a family member/child with special needs and/or services if reasonable accommodation is not possible after considerable effort has been exhausted or in some manner applies undue hardship to the organization in making those accommodations.

Observing Holidays, Cultural Traditions, Birthdays, and Other Events

All ECC programs are non-biased, and do not exclude opportunities for observance of holidays, cultural traditions, birthdays, and other relevant events. Observances from both our own regional community/culture ("backyard" & classroom population) and those from around the world may be observed at any time in our classrooms using the following guidelines:

- Activities, celebrations, and observances of a religious nature are considered personal and unique to each family. ECC will not prompt, initiate activities and conversations, or in any way guide children in religious topics (unless your child attends one of our programs in a religiously affiliated private school with specific observances).
- Keep political views separate from activities surrounding government (Presidents Day, Independence Day, Etc.) by focusing those activities on historical rather than political significance.
- Encourage families to be active participants in forming the "classroom culture" by sharing observances that are unique to their family and cultural background. This means your child may be exposed to ideas, thoughts, and cultural experiences that are new or different from what you have exposed them too. Please speak with your teacher about any concerns.
- Being respectful and sensitive to families/children that do not make certain observances by providing alternate activities. (It is not always possible to separate children from the larger group; therefore, there is no guarantee that your child will not be exposed to the primary activities of the observance).



"EARLY RELEASE, NO-SCHOOL DAYS, HOLIDAYS & OTHER CLOSURES"

Early Release Days (Applies to School Age Programs)

Eugene Creative Care programs operate when district schools do not. This includes regular in-service and early release days. Staff will be on-site to receive children when school lets out for the day, regardless of the time of day. ** Please note that these hours will increase the amount of hourly bracket usage you incur. Please make sure to monitor your usage to foresee any "over-hour" charges. **

Random School Specific No-School Days

Occasionally a school may have a school specific (not a district-wide) no-school day such as during student-teacher conferences or kinder stagger start/testing days. On these days, Eugene Creative Care will make every effort to offer/have care available and at the regular program site. However; this is not always possible. In the event care can be provided but cannot be offered at the regular program site, care at an alternate program site will be offered (families will be expected to transport their child to/from the alternate program site as Eugene Creative Care does not provide transportation). Parents are encouraged to check-in with their Site director as these no-school days approach. Site Directors will know where care will be offered. It is not the responsibility of the administrative office to announce upcoming no-school days of this nature.

For Kinder stagger-start days at the beginning of the school year, care will be provided at our early childhood facility site located at 1110 Fairfield Avenue. To register for these dates, please call the administrative office to register. Space is limited to 20 kindergarteners. Please be proactive and sign up early.

District-Wide No-School Days (Includes Winter & Spring Breaks)

When school is not in-service, regular program sites will most likely be closed unless the no-school day consolidated program is held at a particular site. Eugene Creative Care offers enrolled families consolidated program care (combined students from all programs) on all regularly scheduled no school days. These program locations are to be announced at the time of registration. Families needing care on these days must **pre-register** with the administration office (not program sites) no later than at least 7 days prior to the no-school day. Space is limited. Due to enrollment number restrictions, there is no guarantee of space for all currently enrolled children. Therefore, it is highly recommended that families register as soon as the no-school day announcement goes out. There will be **no drop-in care** available on the day of care. If families attempt to drop-in their child on the

day of care, staff are advised to redirect families to the administrative office. If a registered child does not show up to care on the scheduled no-school day. There is a tuition fee charge of \$30.00 per no school day payable at the time of registration. These tuition fees are non-refundable or transferable (credited or traded), even in the event you do not end up using the no school day care for which you have already paid. There is no exception to this policy. Please be SURE you need care before registering for no school days.

****Teaching staff are at program sites to focus on and care for children; they do not have the right or responsibility of making concessions to Eugene Creative Care policies and procedures. ****

Holidays Closures

Eugene Creative Care programs are closed and do not offer care (early childhood, regular or consolidated programs) on the following days:

- Thanksgiving Day & the Day After (Date Fluctuates)
- Christmas Eve & Christmas Day (December 24th and 25th)
- New Year's Day (January 1st)
- Memorial Day (Date Fluctuates)
- July 4th
- Labor Day (Date Fluctuates)
- 1 Annual In-Service Day the (Last Business Day in August - Date TBA)

**** Please be advised that there are no tuition discounts for these closures. ****

Closures Due to Inclement Weather and/or Hazardous Conditions

Eugene Creative Care follows all school district closure schedules, policies and procedures related to inclement weather and/or hazardous conditions. If a district school closes or calls for a late start, our program(s) at that site will also follow the same late start/closure. The district will make up that lost time/in-service school day later in the school year. At that time, our program will also operate on a regular schedule to compensate for any lost care/hours/services. No credits, refunds, or adjustments will be given for these days.

**** Early childhood families should speak with the administrative office as these days will not be made up at the end of the school year. ****

"FAMILY PARTNERSHIP"

Communicating with Families

Eugene Creative Care is dedicated to meeting the needs of the children in our care by keeping a consistent and open line of communication with families. Our administrative office and Site Directors/Lead Teachers contact families frequently throughout the school year for many reasons including no-school day announcements, closures, upcoming events, child and business matters.

Announcements are made by email, on our website, and by posting a flyer at our programs. Beyond these forms of communication, it is not the responsibility of Eugene Creative care or its teaching staff to ensure that families are informed of upcoming important dates and events. Families should check their sites parent board, sign in table, email and our website frequently.

Updating Family Information

The following changes should be reported to the administrative office in writing on a change or update form as they occur:

- Contact information to include telephone number, address, and valid email address.
- Permanent daily attendance schedules (schedule changes are due **before** the billing cycle for the following month goes out by 10 a.m. on the 19th of each month).
- Personal family matters or child development updates that affect daily care to include special education services, behavioral interventions, illness, chronic health issues, custody agreements, alternate authorized pick-ups, etc.

Change and update forms are located at the administration office or on our website at www.eugenecreativecare.org

**Site Directors/Lead Teachers are not responsible or obligated to report changes or updates to the administrative office on behalf of families. ECC is not responsible and will not honor or "back date" permanent daily attendance schedule changes reported through Site Directors/Lead Teachers. **

Open Door Policy

Eugene Creative Care encourages family members to be active participants in forming the "classroom culture" by sharing talents, hobbies, professions, and cultural aspects from

their own cultural backgrounds in pre-planned structured activities. Please speak with the Site Director/Lead Teacher to establish a time and activity to share with the classroom.

Parents/Guardians are welcome to visit their program any time during regular program hours without prior notice. However; please be advised that ECC also has a "no loitering" policy limiting unstructured classroom visits to 5 minutes or less in our programs, even at drop off/pick up. This policy ensures that the daily schedule is not interrupted, children are not distracted from appropriately participating, and that interactions with whole groups of children are kept to a minimum (for security reasons). For extended visits or reoccurring volunteering, prearranged time must be made with the Site Director and the parent/family member must pass a criminal history background check.

Site Directors/Head Teachers will always do their best to speak with families at the time of visit. However; since teaching staff days are devoted to interacting with the children in care, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Family Resources

Each family is a child's first teacher. We value families as partners in the growth and development of the children in our programs. We encourage families to be to informed, participate in events, and provide feedback. We offer a variety of ways in which families can participate in helping us establish and reach our mission of providing high quality play and learning experiences and resources to children and families.

- **Family Handbook.** Provides families with a complete look at Eugene Creative Care from our philosophy, to policies and procedures, operation guidelines, curriculum, and other facts parents need to know.
- **Feedback.** At least once per year ECC will ask families to contribute their feedback on various aspects of the program, the teaching staff, and the overall communication between home and our administrative staff. Families will fill out a one page feedback survey and return it to their Site Director upon request. ****Feedback from families guide decisions effecting program development, operations, and family involvement. ****
- **Daily Communications.** Daily informal verbal updates from afterschool Site Directors and written daily reports on your child's day from our early childhood programs will keep families informed about their child's activities and experiences at our programs.
- **Parent Boards.** Located near the classroom entry, bulletin boards provide monthly activity calendars, snack calendars, important disclosures and operating information, resources in our community, upcoming events, holiday closing dates, announcements, etc.

- **Suggestion Boxes.** Located in every classroom and at our administrative office, suggestion boxes provide families the opportunity to voice their thoughts to Eugene Creative Care. Comments, questions, and/or concerns are welcome and will be addressed in a timely manner.
- **Website.** Individual program information, important forms and documents, event and closure announcements, and resources to help manage your child's care and beyond and can be found on our website at eugenecreativecare.org

"OUR TEACHING STAFF"

Eugene Creative Care employs highly qualified teaching staff who are both knowledgeable in child development and who also have a true love for working with children. Our organization follows the Oregon Office of Child Care Division and the Oregon Quality Rating and Improvement System (SPARK) staff training and qualification guidelines when employing our teaching staff. Teaching staff must meet the following requirements in order to work with children:

Screening

- **Criminal Background Check** - Every teaching staff member must undergo and pass an initial criminal history screening through the State of Oregon Criminal History Registry and must be cleared through the Child Care Division in order to be employed in a teaching position with Eugene Creative Care.
- **Drug Testing** - Eugene Creative Care reserves the right to randomly drug test staff at any time with or without cause. Staff are required to sign an acknowledgement of this policy upon hire.

Training & Education

Eugene Creative Care ensures that each of our teaching staff are knowledgeable in child development and are highly qualified to work with children and families. To ensure this, staff training guidelines have been established using the PSU Registry Step process and Core Knowledge Categories adopted by the Oregon Center for Career Development in Childhood Care and Education.

Based on the position assigned, teaching staff are required to have prior college coursework, relevant work experience, or a combination of both to qualify for their position. Below is a breakdown of those qualifications:

POSITION	EXPERIENCE	EDUCATION
Site Director/Lead Teacher (Manages the Overall Program)	Minimum of 2 Years Working with Children of the Same Age Group	-OR- Degree in early childhood education, education, related field. Oregon Registry Step 8 or Higher
Teacher (Implements the Program)	Minimum 1 Year of Working with Children of the Same Age Group	-OR- 30 College Credits in early childhood education, education, related field. Oregon Registry 7 or Higher
Aide 2 (Supports Teachers, Requires Direct Supervision)	No Prior Experience. Minimum of 6 months of Experience Working for Eugene Creative Care.	Community Training Oregon Registry Step 3 or Higher
Aide 1 (Supports Teachers, Requires Direct Supervision)	Entry Level. No Prior Experience.	Community Training Oregon Registry Professional Development Plan/Climb in Place

In addition to acquired education and practical experience, Eugene Creative Care requires every teaching staff member to take a minimum of 18/24 hours of ongoing continuing education training hours in CKC's every year. In addition, every teaching staff member is required to have/take the following training upon hire (SAFETY SET):

- Adult/Pediatric CPR and First Aid Certification (renewed every 2 years)
- How to Recognize Child Abuse & Neglect Certification (renewed every 5 years)
- Food Handlers Certification (renewed every 2 years)
- Introduction to Health and Safety through PSU

Child to Staff Ratios

Eugene Creative Care believes that children need positive, nurturing, and consistent role models. ECC also believes that group size, child-staff ratios, and staffing patterns heavily influence a child's social, emotional, cognitive, and physical development as well as their safety, health and overall wellbeing. To ensure all children in care receive the benefits of a consistent attentive caregiver, the following guidelines have been established:

- Staff are assigned to a single Eugene Creative Care Program Site at the beginning of employment.

- When possible, the same substitute teachers and no-school day staff are employed consistently.

ECC meets and exceeds the Oregon Child Care Division (CCD) Guidelines for child to staff ratios as follows:

Age Range	Group Size ECC/CCD	# of Teacher
Infants/Wobblers 6 weeks to 23 months	8/8	2/2
Toddlers 24 to 36 months	10/10	2/2
Preschool 36 months to Kindergarten Entry	20/20	2/3
School Age Kindergarten through 12 years	30/30	2/3

Using Staff for Babysitting

Any arrangement between families and our teaching staff outside the programs and services we offer is a private matter, not connected or endorsed by our organization. All teaching staff have been advised on ECC's non-competitive policy in their employment agreement that states that any "babysitting" provided to a Eugene Creative Care family must not occur/be conducted during business operating hours and not result in the withdrawal of the family from enrollment.

"OUR PROGRAMS"

Early Childhood

Eugene Creative Care currently offers infant, wobbler, toddler, preschool, and kindergarten readiness programs to children ages 6 weeks through kindergarten located at our Fairfield Child Development Center. These programs use the Creative Curriculum Model which emphasizes the classroom environments structure, the developmental spectrum of each individual child, and observation and assessment. Our programs are child emergent (child centered) and use purposeful play as the central tool to learning and growth. For more information, please talk with our Center Director.

Before School

Eugene Creative Care currently offers before school "A.M. Care" at Meadowview, Prairie Mountain, Twin Oaks, and Willagillespie schools. Additional program sites may be added based on the needs of the families we serve.

Children arrive before school and are greeted by teaching staff ready to help them wake up and transition to school. Program activities are geared towards seasonal topics, child directed interests, working on individual academic goal plans, and story time.

After School

Eugene Creative Care currently offers after school programs at Buena Vista, Cesar Chavez, Fairfield, Malabon, Meadowview, Prairie Mountain, Twin Oaks, Willagillespie schools.

Our after school programs offer opportunities for children to play, learn and grow while providing the necessary daily structure they need to make purposeful choices, explore interests, engage socially, be creative, and extend learning from their classrooms. Each classroom is arranged to support multi-age activities, independence, active/quiet play and the natural curiosity about the world we live in.

**** Homework time is built into our after school programs, offering children the benefit of an extension of their own classroom curriculum, peer collaboration, and supportive teaching staff. Individual learning plans are available for families needing extra support. Parents are encouraged to communicate to the Site Director if they wish not to have their child participate in homework time.****

Program Evaluation

Eugene Creative Care evaluates their programs throughout the school year as well as on an annual basis to review program policies and procedures, care and the educational environment, curriculum, health and safety standards, personnel qualifications, and the overall administrations/business practices. During the evaluation process, ECC uses the following tools to assist in making decisions that affect program operations:

- Observation Review Form (Conducted During Site Monitoring Visits)
- Staff Program Feedback Form (Conducted Annually)
- Family Survey Form (Conducted Annually)
- ECERS-R Rating Scale (Environmental Assessment)

Curriculum & Learning

Eugene Creative Care curriculum guidelines include activities that support children's learning and development across all developmental domains. Meeting successful curriculum goals and outcomes happens not only through careful observation and purposeful planning, but through a well-developed learning environment and a variety of intentional materials given to children. Our programs are designed using:

- **Classroom Environmental Arrangement.** Our classrooms use "centers" that are utilized in whole group, small group, and individual (free choice) play and learning opportunities that encourage diverse learning experiences and growth in the areas of reading, writing, mathematics, art, science, home living/life skills, geography and cultural awareness.
- **Daily Schedules.** Routines for each day include quiet and active, child & teacher directed, indoor & outdoor activities. Also included are meal/snack times, group reading and sharing, and opportunities for creative expression.
- **Lesson Plans.** Curriculum is planned and implemented using a weekly lesson plan that reflects the daily schedule, and leaves room & flexibility to modify planned activities/environment adjustments based on the needs and changing interests of students.
- **The Natural World.** Our natural world is the perfect setting for teaching children to be present learners, to apply practical knowledge, and to develop a sense of community and belonging. Our classrooms will reflect the world around us through seasonal projects, nature walks, traditions reflective of the surrounding environment we live in and the individual children that make up the classroom culture.
- **Flexibility.** Our teaching staff understands the changing needs of children and families. Therefore; flexibility in daily schedules, activities, and environmental factors are essential in promoting healthy growth in the children we serve.
- **Multiculturalism.** Eugene Creative Care believes multiculturalism is vital for all children because it sets a tone for social awareness/responsibility and promotes respect for all people and the environment we inhabit. Our programs utilize books, music, games, and a wide range of activities to aid in teaching children respect for diversity.
- **Child Centered/Emergent Curriculum.** Using the "Creative Curriculum" model; our programs allow children to make choices and discover cause and effect, practice skill building, explore both abstract and concrete concepts, socially emerge and build confidence, strengthen physical awareness, and develop life skills. For a more in depth look at the "Creative Curriculum" process used in our early childhood classrooms, please contact the administrative office and/or Executive Director.

Developmental Screening

Eugene Creative Care programs use the following developmental assessment and growth tools. These tools gather information about each child's developmental abilities and evaluate their progress in order to provide activities and supports that best serve the needs of each child. Eugene Creative Care will obtain the permission of parents, use family feedback, and treat each screening with confidentiality. Parents may choose to request or decline in writing developmental screening assessment services at any time. **Please be advised that in some circumstances, a parents refusal to allow participation in screening if there is documented cause for developmental concern will result in denial of services through our agency.**

- **ASQ Rating Tool in the Early Childhood Setting.** The ASQ is a formal assessment rating tool that many professionals use to screen for developmental milestone achievements typically found in children Kindergarten age and younger. Families take an active participation in the ASQ screening assessment and partner with teaching staff during the screening process. The results are disclosed to families after the evaluation process is complete.
- **Portfolios.** Portfolios are an informal tool that keeps a collection of work (art, writing samples, drawings) a child completes as the year progresses. The teaching staff will refer frequently to portfolios to track growth and participation in students. Parents may look at their child's portfolio any time. At the end of the school year, children take home their collection of work/portfolios.

Guidance

Behavior Management Model

Eugene Creative Care believes every child has a right to choices. Choices can be either positive or negative in nature, and every choice has a natural reaction. ECC has created a standard set of rules, safety guidelines, and student behavioral expectations that reflect these beliefs and choices.

Children are guided in our programs using clear expectations, proactive & preventative strategies, and redirection.

ECC's behavioral tool is the Choice Chart. The chart is a rainbow of color choices that reflects a child's choices/behaviors as they move through their time in the classroom that correlate to natural reactions.

Moving up the color "choice" chart is to make positive choices. Children are rewarded with praise and positive affirmations rather than physical gifting (prize box). A sense of personal pride and responsibility takes shape as children learn to be positive self-managers.

Moving down the color "choice" chart is to make negative choices. Children are given very little teacher attention for negative behavior. The chart clearly states the reactions associated with moving down the spectrum. A child first moves to the "think about it chair" (ECC does not use "time out"). If this redirection does not work, the child then moves to "turtle time" (a place where children can deal independently and privately with emotional regulation using the "turtle technique"). If this redirection still does not work, families will be called and the child will be asked to explain his/her negative choices to their parent/guardian/sponsor and potentially go home.

Challenging Behavior

Whenever a child chooses to create significant or ongoing negative reactions for him or herself, families are encouraged and expected to partner with the Site Director/Lead Teacher to contract positive behavioral support strategies and understand consequences for negative choices.

For children who choose to create significant or ongoing negative reactions for him or herself, the following guidelines are ECC's behavioral expectations, actions necessary to achieve those expectations, and the consequences associated with not meeting them:

1. **(1st PARENT ALERT)** 1st incident of any intentionally direct negative interaction such as but not limited to biting, hitting, pushing, spitting, vulgar comments/language, destruction of property/equipment, being defiant of transitions/expectations or running away from the program will result in separation of your child from the group and same day suspension where you will be contacted to pick up your child immediately.
2. **(2nd PARENT ALERT & BEHAVIOR CONTRACT)** 2nd incident of behavior listed in #1 will result in separation of your child from the group, same day suspension, an additional one day suspension, and placement on a behavioral contract.
3. **(3rd PARENT ALERT/VIOLATION OF BEHAVIOR CONTRACT)** 3rd incident of behavior listed in #1 will result in your child being separated from the group, same day suspension, and an additional minimum of three days suspension up to termination from the program to be determined by the Executive Director.

Physical Restraint

Physical restraint is not used or permitted for guidance of children unless there is a potential for physical destructive violence/unsafe outcomes. **There are rare instances, when a child is making physically unsafe choices for him/herself, peers, or teaching staff when we may restrain a child by gently holding him/her only for as long as is necessary for them to refrain from unsafe choices and teaching staff regain control of the situation.** Families will be informed of the incident by telephone as soon as possible and the child will be sent home in accordance with the "challenging behavior" management policy.

Staff and Parent Behavior

All children and families will be treated with respect and dignity. In return, Eugene Creative Care expects the same from all of our families. ECC will not tolerate hostile or aggressive behavior (including verbal) towards any staff member or in front of other families and/or their children. If this behavior occurs, ECC reserves the right to ask individuals to control their behavior and/or to remove themselves and their children from our care. If families have a complaint, they should follow the complaint procedure found in the "Facts about Enrollment" section of this handbook.

Nutrition

Eugene Creative Care encourages healthy eating and nutrition habits during snacks and mealtimes, during pre-planned whole and small group activities (cooking projects, gardening, etc.), and during naturally occurring opportunities (dramatic play). The following guidelines help guide teaching staff in ensuring that children have opportunities at developing these habits:

- Providing fresh fruits, vegetables and grains every day in the afterschool programs and wholesome well balance meals in the early childhood programs.
- Sitting with children during snacks and meals.
- Modeling nutritional habits by not consuming foods and beverages that are not also served to children in our care such as fast food, sugary drinks, or showing branding labels to children.
- Engaging in conversation with children during snacks and meals.
- Encouraging conversations between children.
- Providing appropriate portion sizes.
- Dividing children into small groups during snack and meal times.
- Providing child size serving utensils for children to use.
- Having children help during snack and meal times (helpers/jobs chart).
- Encouraging children to try new foods (including cultural/ethnic varieties) but not requiring them to eat specific foods or amounts during snack and meal times and during planned cooking activities.
- Providing information about good nutrition and eating habits during snack and meal times and by following the ECC annual Health & Safety Unit.

Mealtimes

Eugene Creative Care does not provide meals (breakfast, lunch, dinner) to children in our afterschool programs. For before school, hot breakfast and lunch services can be arranged/purchased through the school district by contacting the nutritional department of their school. Each program is different; some schools allow us to blend students in the cafeteria for meal times while other prefer us to return to our classrooms with hot meals. Families should check with their Site Director for specific routines for their program site. If a child will be present during a meal time and they do not have an established meal

account through the school district, they will need to bring a meal with them to the program. During no-school day programs (including kinder stagger/no school days at center), all children should bring a cold lunch meal. Alternative options will not be available. Please do not rely on refrigeration availability. There will be no microwave available.

Our early childhood programs provide breakfast, lunch, and two snacks per service day using USDA food service guidelines. If your child has a food allergy, it should be disclosed at the time of registration/tour. This allergy must be documented by a physician note and be kept on file. If your family prefers to place their child on food restrictions (for whatever reason), ECC is not responsible for replacing food items in the daily menu to accommodate these choices. If possible, food service will remove the item of restriction from the menu for your child on a daily basis as long as in doing so it does not remove a required daily USDA/Food Pyramid requirement from their diet. In the event of this or the inability to remove the food item, your child will be required to bring his/her own cold lunch each day of attendance.

Foods Brought from Home

Foods brought from home are permitted under the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package. Such occurrences must be preplanned with the Site Director/Lead Teacher.
- Foods for snacks and meals should be labeled with the child's name.
- Children will not be allowed to share food with each other for health and safety reasons.
- Some children have severe food allergies, even by just being in the same room as the allergen. In these cases, families will be asked to refrain from sending that particular food to the program with their child as a precaution.

Physical Activity

Eugene Creative Care encourages the regular participation of physical fitness activities of all children in care regardless of ability. Activities are developed based on the individual needs of children, are offered in small and large group activities and during naturally occurring opportunities. The following guidelines will help teaching staff ensure that children have the opportunities for increased physical activity while in care:

- Daily physical activity will be planned based on weather, program schedule, and the individual needs of children.
- Naturally occurring opportunities will be used such as balancing in line, hopscotch wars during recess transitions, and impromptu racing relays etc.

Screen Time (Electronic Media)

Eugene Creative Care does not encourage the regular use of electronic media in our classrooms. If screen time is used, the purpose is linked to instructional goals, current curriculum, and supports and extends children's learning experiences. The following guidelines will be used by teaching staff in the appropriate use of screen time in ECC classrooms:

- Parents will be informed and permission will be received prior to electronic media being used in the classroom.
- Electronic media will be used in short duration and only during pre-planned blocks of time, and will not be used during snack and/or meal times.
- Children will be offered at least one alternate non-screen time activity while electronic media is being used.
- Screen content will be appropriate for all age groups present, be non-violent, be culturally sensitive, and be free of advertisement and brand placement.
- Classroom use of screen time will be justified as intentionally educational, linked to the current curriculum, and will encourage active child involvement.
- Adults working with children in the classroom will not use electronic media, to include cellular phones, for personal use at any time. Cellular phone use will be limited to classroom management by supervisory staff only.
- Screen time will be limited to no more than 1.5 hours per month.
- At no time are children permitted to bring from home/use while in care any personal electronic media devices such as cell phones, handheld gaming systems, iPads/tablets, etc. Any electronic media item brought to our programs will be held and returned to parents at the end of the day. (Exceptions will be made for children who are on a ISPF/IEP educational plan that includes use of electronic items for therapeutic or adaptive accommodation).

"DAILY ATTENDANCE FACTS"

Personal Belongings

What to Bring

All items brought from home should be labeled with the child's name to prevent items from becoming misplaced or lost. Eugene Creative Care will not be responsible for misplaced, lost or damaged items. **Please be advised that children are exploring and engaging in a variety of activities and using a variety of tools and supplies. It is most probable that your child will become "messy" with paint, markers, playdough, science materials, etc. during

these processes. Smocks will be used as a preventative measure. Children will not be limited in their activities to avoid ruining their clothing or becoming messy.**

Children should bring the following items to their program on a daily basis:

- Weather appropriate clothing such as a sweatshirt/jacket, layers, and cold weather accessories.
- A Water Bottle (School Age)
- For Younger School Age Children; a Change of Clothing
- Early Childhood families should refer to their supply list given to them at enrollment.

What Not to Bring

Children should leave personal belongings at home that would interfere with the daily schedule and activities of the program. Examples of items not to bring are toys, games, dolls, electronic devices, etc. Some programs may engage in sharing time activities. The Site Director/Head Teacher will announce which days/times/type of item children are invited to bring to share with the whole group. On those days, children will be expected to share this item with the whole group. If the item becomes a barrier to participation of the child and/or peers or causes conflict, the child will be expected to put the item away.

Lost & Found

Eugene Creative Care is not responsible for lost personal property. Lost items can be found in either program classrooms or in the schools main lost and found. If an item is lost on a no-school day consolidated program, those items will be brought back to the administrative office and kept/stored for no more than 1 week. After two weeks, items not claimed will be donated.

Transportation

Eugene Creative Care does not provide transportation to pick-up, drop-off, or transfer children at our regular program sites for any reason. Occasionally, transportation will be provided by ECC in the following circumstances:

- On scheduled no-school day field trips, adequate transportation will be leased/borrowed to transport children to and from a field trip site. These transportation sources will approved through the Office of Child Care.
- On some field trips, LTD (Public Bussing) may be used to transport children.

Resource: Families may contact their school district bussing department and inquire/request to have their child bussed to another site within the school district. ECC is not responsible for the outcome of this agreement between families and the school district nor will we make arrangements for a family. If transportation arrangements are

made through the school district, ECC teaching staff will meet when possible the bus at the drop-off/pick-up point to assume responsibility for the enrolled child. Arrangements should be made with the Site Director.

Drop-Off & Pick-Up

When dropping-off or picking-up children from care, families or authorized pick-up persons must sign the child in/out on the designated forms located in the parent greeting area. The Site Director/Lead Teacher will greet families, giving any information about the child's day, program happenings, or other important information.

Children may not sign themselves into the early A.M. programs. Families should NOT allow children to walk themselves into the early a.m. program alone at any time. Eugene Creative Care is not responsible for the care and safety of children until they are signed in by a family member. **Teaching staff will sign children in/out when transitioning to/from school age classrooms. **

**Please be advised, any concerns should be brought to the attention of the Site Director/Lead Teacher and/or ECC's administrative staff only. Please use discretion and the appropriate protocol as stated in the open door policy earlier (make arrangements for a conversation outside of the classroom environment). As a reminder, please refer to the Staff and Parent Behavior Policy above.

Authorized & Unauthorized Pick-up Persons

Authorized pick-up persons are family members and individuals who are listed on the child's enrollment forms. Unauthorized pick-up persons are those family members and individuals who **ARE NOT** listed on the child's enrollment forms.

In order for an unauthorized person to pick-up a child, the family must call or stop by the administrative office (not the program site) and add the individual to the formal authorized pick-up list. ECC office staff will inform the Site Director/Lead Teacher of the change. Regardless of who is picking up a child, individuals must be prepared to show photo identification to teaching staff if they have never met the person authorized to pick up the child.

Right to Refuse Child Release

Eugene Creative Care reserves the right to refuse to release children from care if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect the child, teaching staff may request that another authorized pick-up be contacted for pick-up of the child. It may become necessary to contact police to prevent potential harm to the child and/or staff if the authorized pick-up refuses to

comply. Re-occurring situations of this nature may result in the suspension of the family and child from enrollment in the program.

Early A.M. Drop-Offs and Late After Hour Pick-Ups

At no time will children be permitted to be dropped off before the program site is scheduled to open or their contracted hours on file. Teaching staff arrive just in time to prepare for opening and are not obligated, authorized, or responsible for allowing early drop-off of children.

All program sites close at 6:00 p.m. Children picked up 6:01 p.m. or later are considered a late pick-up. There is a fee of \$25 for every 15 minutes associated with a child being picked up late. If a family knows they are going to be late, they should call the program site and inform the teaching staff and should not rely on knowing they can "just pay" for the late fee. If staff do not hear from an authorized pick up person within 45 minutes of program closure, state authorities will be notified.

Re-occurring situations of this nature may result in the suspension of the family and child from enrollment in the program.

Transitions

Transitioning from Home to Program

During the school year, prior to a child's first day, children and families will have an opportunity to tour their program, meet with peers and teaching staff, and be able to communicate any anticipated concerns or needs.

Transitioning Before and/or After School

Children who are kindergarten age through 5th grade will transition to/from our program on the days they are scheduled to attend. For Kindergarten children, teaching staff will ensure that children are supervised while being transitioned to and from class and/or escorted to/from bussing services if services are before (pick-up) or after (drop-off) time spent in our program. For school age children, depending on the school, a central pick-up location will be established to meet as a group (round-up) after school. For those children new to the program, a peer ("buddy") will be paired up with children to show them the routines of transition the first few days. It is not always possible to directly pick-up/drop-off children at their classroom door. However; every effort will be made to honor the request of concerned families.

Transitioning to Extra-Curricular Activities

Children in our programs often leave and then return independently to attend structured events on the school campus such as sporting, academic (school testing, tutoring, reading support), or other function not affiliated with ECC. Families must fill out an Activity

Release form with the Site Director/Lead Teacher in order for children to be released to attend the activity.

Transitioning to Home Independently (Latchkey)

Some families request that responsible children sign themselves out at a designated time and transition home independently. Families must fill out an Arrival/Departure Form with the Site Director/Lead Teacher in order for children to sign out and leave their program without an authorized pick-up person.

Outings & Field Trips

Eugene Creative Care teaching staff will occasionally conduct supervised walking field trips around their neighborhoods. If the field trip takes children off school campus, a permission slip will be obtained from families before conducting the field trip.

On consolidated no-school day programs, field trips out in the community may be conducted. Families will be notified in advance of the specific details of the field trip including where the field trip is, when it will be conducted, and how children will be transported.

For field trips, children should dress appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate or safe for walking and make it difficult for your child to run, jump, and move quickly.

The safety of children and teaching staff will be a top priority in all program activities including field trips. A first aid kit and emergency contact information will accompany the group on field trips at all times.

"HEALTH, SAFETY & EMERGENCIES"

Program Policy: Toileting Instruction (Applies to School Age Programs)

Eugene Creative Care requires all school-age children to be "potty trained" upon enrollment and does not have the certification authorization or means to provide diapering/toileting assistance care to school-age children. Alternately, children will be provided positive verbal support and instruction on toileting procedures at the time of enrollment and ongoing on an individual ability level. Instruction will be provided in a positive manner using naturally occurring opportunities. The following guidelines will guide ECC teaching staff in the appropriate instruction of toileting to children:

- At no time will teaching staff enter into the bathroom with a child while the bathroom is in use. (This does not apply when a child new to the facility is given a tour of the bathroom while not in use).

- Upon enrollment, individual children will be shown where the bathroom is, shown the hand washing/paper towel/self-manager instructional signs, given a demonstration on the procedure and appropriate use of the facilities, and be asked about any personal toileting concerns they may have (afraid of the flush, needing a stool, etc.)
- Accidents happen. Instruction will be given on the procedure if there is an accident (who to get for help in finding extra clothes, what to do with soiled clothes, etc.)
- Children will be instructed that only one child at a time can use the bathroom.
- Children will be given frequent "bathroom break" reminders in whole group transitions and on an individual basis as needed. No one child will be singled out or made to feel embarrassed if reminders are needed, discretion will be a top priority.
- At no time will teachers help children change their clothing. In the event a child needs help fastening or adjusting clothing, encouragement/instruction will be given outside of the bathroom.

Early Childhood Expectations

Preschool age children age 3 and up are encouraged to become toilet independent within 3 months of transition to the 3's classroom. However, transition to the 3's classroom will not be the deciding factor in the overall developmental readiness of the child for transition, meaning that not being "potty trained" does not place a barrier for transition. Families will be expected to partner with preschool teaching staff to ensure the greatest success and continuity of finalizing the "potty training" process.

When to Keep Your Child Home

Sometimes children will become ill with a virus, bacteria, or communicable disease. For the comfort of the ill child and the safety of other children and the teaching staff, we ask that the ill child be kept home. If a child becomes ill while in care, family or an authorized pick-up person will be notified to pick them up as soon as possible. Teaching staff will try keeping the child comfortable and he/she will be separated from all activities/peers until family arrives to pick them up. The following "restricted illness" symptoms/conditions are considered valid reasons for keeping home or picking up an ill child:

- Illness that prevents the child from participating in activities (lethargy, irritability, etc.)
- Illness that results in greater need for care than we can provide (such as having to stay inside with a child due to allergies, etc. There is not always enough staff to make changes to the daily schedule and routine to accommodate this adjustment).

- Fever (above 100°F or higher) not related to localized infections that not contagious such as ear infections. Discretion on attendance allowance will be made by the Site Director.
- Diarrhea/Vomiting/Extreme Upset Stomach Cramps (Child will be sent home on the 2nd diarrhea/vomiting episode unless it is accompanied by lethargy, fever, etc. Then the child will be sent home on the first occurrence). Some medication cause mild diarrhea. As long as there is documented evidence of the child's diarrhea being associated with a medication and not a potential contagion, the child will be allowed to stay at the program as long as the care take can reasonably accommodate the situation. Discretion on attendance allowance will be made by the Site Director.
- Rash with fever, unless rash is severe in nature, then no fever needs to be present. (It is at the discretion of Eugene Creative Care to request that a physician statement accompany a child when returning back to the program). ECC reserves the right to extend exclusion of care beyond the release date of a physician. AN example would be with Hand, Foot, and Mouth Disease; All blistered must have drained and be fully scabbed in the healing process prior to return of care. Discretion on attendance allowance will be made by the Site Director.
- Pink or red conjunctiva with white or yellow eye discharge (until on antibiotics for 24 hours).
- Impetigo, until 72 hours after treatment.
- Strep throat, until 48 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 72 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.

Children who have been ill may return when:

- They are able to participate comfortably in all usual activities.
- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated and released by a physician (if applicable). Eugene Creative Care reserves the right to ask for a physician's statement in order to determine if a child is well enough to return to care, and always after 3 or more days of being absent due to illness.

Communicable Diseases

When an enrolled child or a staff member has a (suspected) reportable communicable disease incident of food poisoning, it is Eugene Creative Care's legal responsibility to notify the Child Care Division and the local Department of Public Health. Families will be notified about any potential exposure so children can receive possible preventive treatments.

Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Chicken Pox
- Hemophilic Influenza
- Measles
- Meningococcal Infection
- Rabies (Human Only)
- Tetanus
- H1N1 Virus
- Any cluster/outbreak of illness
(Rash, Pink Eye, Lice, Etc. Involving Multiple Children)

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a Medical Authorization Form detailing the child's symptoms, reactions, treatments and care signed by a physician. A list of the children's allergies will be posted discreetly in the food preparation/storage area of the classroom. Teaching staff are trained to familiarize themselves and consult the allergy list frequently to avoid the potential of exposing children to substances to which they have known allergies.

**Medical authorization and Epi Pen release forms are located in the administration office and on our website at www.eugnecreativecare.org **

Medications

Families are expected to notify Eugene Creative Care regarding a child's need for medication administration. Families of children with diagnosed conditions requiring medication are required to provide Eugene Creative Care a Medical Authorization Form signed by the prescribing physician detailing the child's medication, dosage instructions, reactions, and follow-up care.

All medications must include the child's name, dosage, issue/expiration date, dosage frequency, and the name and phone number of the physician. All medications must be in the original container and should be checked in to the Site Director/Head Teacher. Medication will be stored in a locked box out of the reach of children in the classroom, including diaper creams. Medications should never be left in the child's cubby or with the child to administer on their own and may not "travel" with the child on a daily basis, parents must

check and check out medications on a daily basis. Eugene Creative Care is unable to transport medications to the school offer on the behalf of parents or release the medications to the child to transport themselves. Parents will need to make arrangements to cover all bases.

The Site Director/Lead Teacher will ensure that each medication administration is logged after each dosage on a "dosage log" kept discreetly posted in the food service/preparation area of the classroom, including sun screen application.

****Non-prescription medication (Tylenol) and topical ointments (triple antibiotic, sunscreen, diaper cream) should not be administered for more than a 3-day period unless a written order by the physician is received. Non-prescription medication and topical ointments require a family's consent release which is part of the enrollment packet/process. ****

Injuries

Sometimes accidents happen. In the event that a child has an accident while at Eugene Creative Care, teaching staff will use the following procedures:

- Assess the Child for Severity of Accident/Injury
- Provide First Aid/First Response/TLC
- Depending on the Severity, Notify Family by Telephone First (Bleeding, Head Injury, Emergencies)
- Depending on the Severity, Call 911/Emergency Medical Response First (Before Notifying Family)
- Fill out an Incident/Accident Report (Requiring the Families Signature)

****In order to transport a child by ambulance to the hospital, families must give consent. Consent release is part of the enrollment packet/process. ****

Smoking

The poisons in secondhand smoke are especially harmful to young children's developing bodies, therefore, the use of tobacco in any form at any time is prohibited on or near Eugene Creative Care program sites and/or school's they are housed in.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on or near Eugene Creative Care program sites and/or school's they are housed in. Possession of illegal substances or unauthorized potentially toxic substances is prohibited. Any individual who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately. If they do not comply, the police will be notified and corrective action will be taken. ****Please note that although Marijuana has recently been legalized both recreationally and medicinally in the state of Oregon, the**

Office of Childcare and other regulatory agencies has prohibited the substance and its use on any ECC program property site by staff, family members, and/or visitors.**

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff and/or or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted on or near program sites and/or schools they are housed in. In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises, by force if in non-compliance. This policy applies to visible or concealed weapons.

Child Custody

Eugene Creative Care will only release a child to the enrolling family member(s) listed on the enrollment form on file regardless if another individual shares custody/has the legal right to the child enrolled. Eugene Creative Care is legally bound to respect the wishes of the family member(s) who initially enrolled the child. If there is a custody dispute/court order, active restraining order, or court-ordered visitation schedule, Eugene Creative Care must be made aware as a precaution and a copy of the legal document(s) must be on file. In the event a child is removed from the enrolling families custody and remains in ECC ongoing care, a court order or other form of state agency documentation of the new and/or temporary Guardian must be presented as well as a new enrollment application be on file. There is NO EXCEPTION to this policy.

Suspected Child Abuse

Eugene Creative Care is required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. Child Protective Services will determine appropriate action and may conduct an investigation. It then becomes the role of that agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Eugene Creative Care will cooperate fully with any investigation, including allowing access to the child while in our care, and will maintain confidentiality concerning any report of child abuse or neglect.

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available teaching staff will search for the child. Finding the child will be the top priority over notifying family. If the child is not located within 5 minutes, the family and the police will be notified.

Fire, Earthquake, and Other Safety Concerns

Eugene Creative Care is fully equipped with fire extinguishers and safety evacuation plans. Each program routinely conducts emergency drills to teach and prepare children for what to expect during an emergency situation whether it be fire, earthquake or lock down occurrences for various emergencies. In the event that a program needs to evacuate/close down a program at a school building/property:

- Families will be notified as soon as possible to pick up their child. In certain emergency situation, families are expected to use discretion and react quickly, thinking first of their child's physical and mental wellbeing as well as that of all children in attendance.
- If necessary and as a last resort, children will be relocated to nearest safe public location. Families should check their program site's parent board for the specific designated location.

"BASIC FACTS ABOUT ENROLLMENT"

In order to reserve a spot and attend one of Eugene Creative Care's programs, a family must provide the administration office with a current enrollment agreement application packet and fully read, understand and comply with the policy content disclosed in the forms.

For returning families, every school year, an updated application packet and administrative enrollment fee must be submitted. This applies to Early Childhood Families also. The rollover/renewal date is September 1st of the current year.

The application packet must be completely filled out. Any supplemental releases must be renewed annually. Court orders and existing immunization records can transfer from the previous year file to the current year file as long as no changes are required/made from the previous year. The transfer must be requested no later than September 1st. Requests made after September 1st will be denied and the family need to resubmit documentation.

There is a minimum of 24 hours for school-age and 48 for early childhood programs for processing of an application packet before a child can attend their requested program. No "same-day" attendance is authorized. In some circumstances, such as staff absence from the administrative offices will result in a longer wait time.

Please refer to the enrollment application materials for a full disclosure on financial matters (tuition, fees, registration), due dates, restrictions, and protocol policies associated with enrollment and attendance.

Hourly Brackets (Afterschool Programs)

Upon registration, afterschool families are placed into a range-of-hours (brackets) that they may use on a regular school in-service schedule during the course of any given month. Unless a formal schedule change is made with the administration office by the 19th of any given month, this bracket will renew on the first in-service school day of the following month (billing cycle beginning the 20th of any given month) and end on the last in-service day of every month (the 19th).

Families are encouraged to track their hourly usage as the month progresses by referring to their monthly sign in/out sheet. In addition, Site Directors/Lead Teachers will monitor hour usage and notify families if they get close to going over their hours; however, staff are not responsible for ensuring that families stay within their contracted hours.

Formal Complaint Procedure

Formal complaints regarding administration, policy, program operations or any staff member should be reported to the Executive Director of Eugene Creative Care. Complaints can be reported by email, in writing, in person or by telephone at any time. Your complaint will be responded to in a timely manner.

****Families should not make complaints at program sites or to teaching staff. Families should instead contact the administrative office. ****

The Executive Director can be reached by email at karahannigan.ecc@gmail.com or by telephone at (541) 912-9331. Every effort will be made to get back to families and the complaint formerly addressed in a timely manner, but no later than 72 hours after the initial contact. ****Please note Messages left indirectly with staff or the administrative office may slow the response time down and ensure accuracy of appropriate resolution. Direct contact with the Director is highly recommended.****

Family Handbook Acknowledgement

Welcome to Eugene Creative Care!

By signing below, you acknowledge that you have received, understand, and will follow the guidelines and policies outlined in the 2017/18 Family Handbook.

A copy of this acknowledgment will be kept in your child's enrollment file.

Parent/Guardian Signature

Enrolled Child's Name

Administrative Staff Signature

Date

