

THE NEW DREAM CHILD CARE CENTER **PARENT HANDBOOK**



THE MISSION OF THE NEW DREAM FAMILY CENTER IS TO CREATE SOCIAL CHANGE THROUGH PROMOTING STRONG FAMILIES, HEALTHY KIDS, COMMUNITY CONNECTIONS AND ECONOMIC SECURITY.

MISSION STATEMENT

The mission of the New Dream Family Center is to create social change through promoting strong families, healthy kids, community connections and economic security.

Our philosophy is to treat all children fairly and with kindness, and to communicate clearly with parents and children. The staff models good behavior with both families and children. We provide a safe environment where emergent curriculum can be explored fully, with a particular emphasis on Spanish bilingual education, gardens and the natural world.

New Dream is committed to creating a workplace that supports our staff in their personal and professional growth. We reach out to the community through our internship program, touching the lives of students who are looking for a career working with children. The New Dream Family Center is a thriving facility due in part to careful managing of our financial resources, and in this way offers ongoing economic support to the community.

The New Dream Family Center is a non-profit 501c3 organization and does not discriminate against any individual on the basis of race, color, national origin, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program.

New Dream Family Center provides care and education for children 6 weeks - 12 years of age. Learning to speak, read and write Spanish as well as learning the Latino culture is an important feature of all the programs in the center.

INTERNSHIP PROGRAM

We found through advertising, inquiry and networking that our community needs a workforce of trained, bilingual child care providers. In response, we created an on-the-job training program to prepare the workers that we will need in even greater numbers in the near future.

Our Apprentice Program has worked especially well to support our bilingual educational curriculum for the past six years, utilizing standards and practices from the Creative Care Curriculum. Through the successes of the Apprenticeship program, 25% of the paid staff is now bilingual and bicultural, so the regular Creative Curriculum is being delivered in both Spanish and English by teachers. In addition we have bilingual 'float' volunteer staff that visit rooms to deliver special Spanish curriculum weekly.

With the changes that have occurred at the New Dream regarding our enrollment levels and the numbers of bilingual staff, the apprenticeship program has evolved into an Internship Program. It is focused on bringing bilingual students as volunteers into the classrooms so they can work in a Mentorship / Internship basis with the individual teachers. We will continue to offer coaching to the volunteers as they learn to deliver our curriculum in their age group, while giving the teachers an opportunity to mentor an apprentice.

This program continues to be a keystone in our overall approach to applying the principals of sustainability to a social situation in which we are falling behind faster than our resources are carrying us forward. Through this program we are able to easily offer socialization, learning enrichment and bilingual immersion in the course of a child's day.

Our goals for the Internship program include:

- Incorporating more Spanish-speaking adults into the classrooms
- Giving our Teachers a chance to become mentors
- Have interns get hands-on experience in early childhood education in a real-world setting
- Fulfill our mission of being involved in the community

HOURS OF OPERATION

We open Monday - Friday
Open at 7am and close at 6pm.

CENTER CLOSURES

New Year's Day
Memorial Day
Independence Day (4th of July)
Labor Day
Thanksgiving Day and the day after
Christmas Eve close at 3pm
Christmas Day

As a center we will follow the 4j School District weather closures

CHILD/TEACHER RATIOS

6 weeks - 23 months	4:1
24 - 35 months	5:1
Head Start Classroom 3-5 years	7:1
36 months - attending Kindergarten	10:1
Completed Kindergarten - 12 years	15:1

New Dream strictly adheres to the child to caregiver ratio that has been set forth by the Oregon Office of Childcare.

When considering staffing, it is of utmost importance that children are able to maintain a strong level of consistency of caregivers. We look at many factors and take into consideration the group size, child-staff ratios, and individual children's development to create patterns and routines in which will positively support their emotional and cognitive development as well as maintain a safe and healthy environment in which they can thrive.

OUR STAFF

The staff members at New Dream are carefully selected men and women who have a vast experience and education in the Early Childhood Education. All staff members are required to participate in ongoing training in child development and early childhood education as well as Creative Curriculum, NAEYC Code of Ethical Conduct, professional responsibility, performance standards and confidentiality. We require a minimum of 20 clock hours of continuing education

annually for all staff and Apprentices. Every employee and Apprentice must maintain good status in the Oregon Central Background Registry, as required by Oregon licensing statutes. In addition, references from previous employers and educational transcripts are required. All employees and Apprentices must keep current Oregon Food Handlers and Pediatric First Aid/CPR certification as well as training in Oregon Law surrounding Recognizing Child Abuse and Neglect.

VOLUNTEERS

New Dream welcomes volunteers from many programs. We strive to create a teaching environment for individuals seeking to further themselves academically in the field of Early Childhood Education. We are open to a careful and limited selection of volunteers that derive from Lane Community College, University of Oregon, Portland State University as well as South Eugene High School students to fulfill a set amount of volunteer hours that has been determined by their program Supervisors.

All volunteers are required to successfully enroll prior to access and maintain good status in the Oregon Central background Registry. Volunteers are an important key part of our program by bringing forth their ideas and experience, cultural influences and support in the classrooms while lowering child to caregiver ratios not by being counted in ratio, but by increasing the children's emotional and cognitive development in a safe and healthy environment.

All volunteers will be closely monitored by a teacher qualified staff member and will never have unsupervised access to children.

PARENT - TEACHER COMMUNICATION

As a team we are committed to working together to give all children a wonderful experience, lots of love, understanding, patience and guidance.

Infant, Wobblers and Toddlers will have a "daily" to go home every day. The "daily" will communicate to you, how well and what the child has eaten, rest/nap times, toileting/diapering, who they had been cared for throughout the day and any items they may need or any other information.

We believe it is important to learn about your child(ren) and your family. We encourage strong family connections and communication. We feel that when you enroll into New Dream, you become part of our family. We welcome and encourage families of all cultures to share traditions with our center.

ENROLLMENT AND SCHEDULING

New Dream offers a variety of scheduling to help meet the needs of families.

We have a very full facility, and in order to guarantee a spot for your child, several things have to be in place:

1. We have to have an opening in a classroom for your child,
2. Wait list requests are honored in the order received, except for the following conditions:
 - a. Currently enrolled families who want to increase the time their child is here take precedence over all other requests,
 - b. We give scheduling preference to families who schedule full-time care, so if you can use full-time, you'll be higher on the wait list than if you only need part-time care,
 - c. If a slot becomes available, you choose to forego it at that time, you have the option to be removed from the list, or moved to the bottom of the list. In either case the wait list fee is non-refundable.
3. If you want to be placed on a wait list, you will need to register your child(ren) with all necessary and current enrollment papers as well as your registration fee of \$35 per child or \$50 per family. **THIS WAIT LIST FEE IS NOT REFUNDABLE.** We will notify you when a space becomes available, and then you can come in to finish the enrollment process.
 - a. Families have 24 hours to accept an available space after every form of contact is attempted. If we do not hear back within 24 hours, the family will be put to the bottom of the waitlist, and the space will be offered to the next family in line.
 - b. We reserve the right to remove families from the waitlist if any member of the family fails to exhibit appropriate behavior as outlined in New Dream's Parent Handbook.

Spaces can be very limited and we ask that you ensure your space each September by registering your child(ren) with all necessary and current enrollment papers as well as your registration (wait list) fee of \$35 per child or \$50 per family.

If you are intending to enroll with a start date greater than two months in advance, a deposit of half a month of your expected tuition will be due to secure your space. This deposit will then be credited to your first month's tuition upon enrollment. Please check with the Assistant Director about availability in each classroom.

A Bi-Annual (October and February) Supply Fee of \$25 per child will be added to the coordinated months invoice. We use these fees to make sure that the classrooms have all the supplies that they need for our early learners.

A calendar will be provided at the time of registration for you to schedule the days and time in which care is needed.

If you need to request to add time or to notify us of days off, please fill out and submit the **Schedule Request Add/Drop Form** that is located at the front lobby. Drop-ins or add-ons are on a space available basis only and must be previously approved by management and the add-on

costs will be expected to be paid immediately. **Should you have a situation where your child has been kept home on a scheduled day and you wish to bring the child on another day, that new day is considered a drop-in day, and will have the associated add-on costs assessed at the time.** Changes for the upcoming week will be considered up until the prior Thursday. We must allow time for proper staff scheduling and changes late in the week make this difficult.

Please inform us as soon as possible if there is a change in your child's schedule, whether you will arrive late or your child will be absent each day, vacations, etc. We worry about the well-being of you and your family and again staff accordingly. If you plan on bringing your child on a day that you have not scheduled, you may be turned away.

PLEASE COMMUNICATE ANY AND ALL CHANGES TO YOUR SCHEDULE DAILY.

ARRIVAL AND DEPARTURE

We open promptly at 7am and close at 6pm.

As a center, we have two forms of sign in and out within the building. Upon entering the center we ask that you use the ProCare (fingerprint/pass code) system. In the event the system is not registering your print or pass code, please notify the Office Manager or any Administrative Staff so we can assist you. As required by the state, you must also manually sign in/out on the roster in the classroom that you are dropping off or picking up from. It is critical that these steps are completed daily.

Only a parent/guardian may request that a drop off/pick up person be added into the ProCare system. In the event that another adult will be picking up your child(ren), only people who have been added to the authorized pick-up list will be permitted. At any time you wish to add or remove someone from this list, it must be done so in writing stating the person's full name and your signature. We will check the picture ID of anybody who is unfamiliar. Please have your ID available at all times. No adding of a pick-up person will be accepted verbally over the phone. Only a written and signed authorization will be accepted. NO exceptions. This is for the safety of your child(ren).

We close at 6pm. We ask that you are prompt and mindful of this time. We understand that schedules do change and life happens, we will work with you whenever possible. Please notify us in the event that you are running late. When you are later picking up your child, staff is kept here longer as well. **A Late Pick-Up fee of \$1 per minute per child will be charged when a child is left past the center's closing time, and must be paid at time of pickup.**

TUITION

The center can only run properly and smoothly with tuition paid on a timely manner. Tuition is due no later than the 5th of each month. A late fee of \$30 will be added to tuitions paid after the 10th of each month. If the 10th lands on a weekend, then tuition will be due on the following business day with no fee penalties. Tuition is due no later than the 10th of each month or your childcare will be suspended until paid in full, unless otherwise arrangements have been previously made.

As a safety concern for all occupants of New Dream, **no cash** will be accepted. Tuition must be made by a personal check, cashier's check or money order only and placed into the tuition drop box provided. Please make note of the month and name of child in which tuition is intended for on the payment.

There will be a fee of \$25 for any returned or NSF checks. In the event that more than one occurs, we will no longer accept a personal check for payment. We operate using ProCare software system and the online payment system Tuition Express which accepts POS (Point of Service) debit and credit payments both in the center using the terminal and online. If you wish to have the convenience of online bill pay, ask a member of management to help you to create your own Tuition Express account.

VACATION AND LEAVE OF ABSENCE POLICY:

1. Summer Policy: there will be a 'Holding Fee' for families who wish to return to their regular schedule in the fall which will be one month's typical fee. June fees will have to be paid in full, and the summer Holding Fee needs to be paid in advance on July 1st. Otherwise the Center must market to fill the slot for the fall.
2. The Center will give each family the equivalent of one week off per month at half the cost for that week. You can take as many weeks off as you would like, per month, but you can only claim your one week per month for the discount. (During the month of December for example, families who wish to take two weeks off will need to pay for 3 1/2 weeks of the month at their typical fee.)
3. Spring Break Policy: We will treat the school age Spring Break as a special program and require advanced registration from all families so we can realistically fill slots. These applications will be available to you in January and must be turned in by February 15th with a 50% non-refundable deposit so that we accurately know who will be with us.
4. Snow Days: We will follow the closure policies of the District 4J schools without exception.

TERMINATION OF SERVICES

In the event that you find it necessary to cancel your child care, you must give a written and dated notice of cancellation to the Center Director **two weeks** prior to such termination of services. You will be required to bring your account up to date.

The Center reserves the right to dismiss any child for disruptive and/or damaging behavior. If, after a period of time and conferences between the parent and Director, a child is unable to adjust to the routine of the Center and is causing disruptive and/or damaging behavior to persons and/or property, the child will be asked to leave. This policy is without regard to race/sex/creed/color/religion and is instituted so that we can ensure the children attending the Center a safe and comfortable atmosphere in which to grow and develop.

We also ask that all parents/ guardians conduct themselves in an appropriate manner and communicate effectively with all New Dream Administrators, staff as well as other families. Any disruptive or unacceptable behavior could result in the termination of services for your child(ren).

CURRICULUM

New Dream Child Care Center strives to have emergent, play-based classrooms focused on the process of learning. We strongly discourage product based activities such as printed out coloring sheets, ditto sheets, paint by number, and pre-cut projects. We base our curriculum on “Creative Curriculum”, with emphasis on the natural world around us. Teachers are permitted to add their own elements to the classroom’s monthly curriculum, as long as it follows New Dream Child Care Center’s philosophy and follows the NAEYC Code of Conduct.

We strive to bring nature into the lives of children, whether in the classroom or time spent outdoors. Our curriculum will be a combination of teachers’ experiences and knowledge resources derived from *Creative Curriculum* and *Growing Up Wild*.

Children will learn about nature. They will have the opportunity to participate in gardening as we have organic garden beds in all of our play areas. They will learn about chickens as we have chickens on site.

A focus on age-appropriate physical activities both indoors and/or outdoors will be available daily.

Each classroom will have a curriculum of activities posted in the classroom. A copy of the curriculum is available to you at any time you choose. The primary goal for each classroom is for the individual child to grow and learn in a safe and healthy environment.

Please feel free to openly talk with your child’s teacher about the goings-on and daily activities of the day. We strive to have strong parent/child relationships and open all communications about your child’s education and development.

Through our unique Teaching Training Program we are able to include native Spanish-speaking caregivers in every classroom. All of our kids are listening, learning and beginning speaking in both Spanish and English.

TRANSPORTATION AND FIELD TRIPS

Transportation is offered for children ages 5-12 whose parents have made prior arrangements and are enrolling into our School-Age/After School Programs.

Occasional scheduled Field Trips will be made and may include preschool classrooms.

Off-site Field Trips that require transportation must be authorized in advance before your child will be released to attend the event.

Walking field Trips to nearby parks, bike paths surrounding neighborhoods are a common event for all ages of children attending New Dream.

No child may be dropped off or picked up on site of a planned field trip. Please come to the center prior to departure and after arrival. This is for the safety of your child. If they leave the center as a group, they must return as a group.

HEALTH AND SAFETY

When a child becomes ill, he/she will be isolated from the other children, and the parent will be notified to pick up the child **within an hour**. If the parent cannot be reached, we will contact the person indicated by you on your child's emergency care form.

A parent will be contacted to pick up a sick child when the child exhibits any of the following symptoms at the Center:

Fever of 100.0 degrees F. or higher

Diarrhea 3 loose stools in one day, or 2 in one hour

Vomiting 2 episodes in one day

Rash that is unexplained, except for diaper rash

Pink Eye (conjunctivitis) when the eye is red or pink with white or yellow eye discharge.

Other symptoms are matted eyelids, eye pain, and redness of the eyelid or skin surrounding the eye.

Irritability or listlessness which is not consistent with the child's temperament will be noted by the Director who will call the parent.

All children **must** be fever and/or symptom free (vomiting, diarrhea), without medication for a **minimum of 24 hours** before they will be allowed to enter back to the center for care. The only exception to this rule is if you have a written release from a medical doctor stating your child is not contagious and may return to school. Please adhere to these guidelines whether your child has been sent home by us or you have voluntarily kept your child out due to illness. It is greatly appreciated that the safety of others is put as a priority.

In the event that your child needs to have medication administered by a New Dream staff member, the following conditions apply:

1. NO medicine is allowed in classrooms and must be checked in at the front desk.
2. All medication must remain in its **original container** labeled with all warning, dosage and side effects.
3. Administrative consent forms are to be filled out with complete information. Prescription medication, sunscreen, pain reliever, antibacterial first aid cream, and diapering ointment, or teething products are examples of medications that require consent forms.
4. Medicine that requires skilled professionals (epi pens, insulin, narcotics) should come with a physician's note and is advised to be administered by the parent(s). If this is not an available option, we will ask that you train the head teacher and Administrative Staff.
5. All medication is to be picked up and dropped off daily.

ACCIDENTS AND INCIDENTS

Whether indoors, in the gym, on the playground, or on a walk outside the Center; the children are watched carefully. Accidents, though, occasionally occur. Any accident that is reported to the parent by a written report being made by the teachers will require a signature by a parent/guardian. This original report will be kept in your child's file. Administrative Staff will determine if the parent/guardian should be notified by signing a report, a phone call will be made or if emergency medical care is necessary the Director may take the following steps:

1. Call 911
2. Attempt to contact parent or guardian.
3. Attempt to contact the child's physician.

4. Attempt to contact the parent or guardian through any of the other persons listed on the emergency information form you complete upon admission.

EMERGENCY AND EVACUATION

In the event that the center must close and evacuate the building, parents can pick up their children at the following locations:

PORCHES IN THE GARDEN

Located on the large playground on opposite side of driveway
1270 W. 17th Ave (home of teacher Miss Gloria)

PERSONAL ITEMS

Clothing

Accidents do occur, and we want your child to be comfortable at all times. Please make sure that there is at a minimum, one full change of clothes available for your child on a daily basis. An extra pair of shoes is highly recommended so that in case of an accident or water play, your child will not be uncomfortable in wet shoes. Please make sure to label all clothing to avoid any confusion. Any soiled clothing will be sent home to be laundered.

Please be mindful of the weather and dress your child in appropriate clothing. We go outside rain or shine. Rain coats, pants and boots, hats and gloves are recommended.

Open toed shoes are not permitted at the center to avoid any accidents and injuries.

Bedding

Please provide your child with a sheet (infant/toddler sized crib sheet) and a blanket to rest with. You may also bring a pillow and a soft rest buddy. **At the end of each week, please make sure that all bedding is taken home to be laundered and returned the following week.**

Diapers and Wipes

We ask that you supply your own diapers and wipes. Please be checking that there is ample supply readily available. Cloth or disposable diapers are acceptable. In the case that your child is out of diapers, we will make every attempt in finding a replacement if we have them available.

Toileting/Training

We encourage this transition and are open to communication with parent on strategies that are being implemented at home as well as at the center. We strive to continue any routines that you have set forth to make this a positive and successful experience for your child and all parties involved. Please be aware that this transition will most definitely require many changes of clothes to reduce any discomforts for your child in the result of accidents.

Special Items

We ask that all other items (toys, games, etc.) be left at home unless it has been arranged by the teacher and is involved with Share Time or part of curriculum. We will not accept responsibility for any lost or missing toys that have been brought without prior arrangements being made by your child's teacher.

Rest or nap time

Every child is given the opportunity to have a quiet rest or nap time daily. The child is encouraged but not required to sleep at this time. If after a period of time the child is not sleeping, books and quiet activities are offered until the rest period is over. Again, please provide your child with a blanket and a sheet for these times. **At the end of each week, please make sure that all bedding is taken home to be laundered and returned the following week.**

GUIDANCE AND REDIRECTION

Here at New Dream, our teachers provide positive guidance, redirection and set clear limits. With redirection we show the children the appropriate ways to communicate and to recognize ones' feelings. We focus on the importance of a child to take responsibility for ones' actions and help them learn and understand and communicate in a positive manner. We want children to learn self-control, independence and respect for themselves and each other.

In the event that a child's behavior is a health or safety risk to other children or staff over a period of time, corrective actions with a time line will be set forth which could ultimately result in the termination of childcare services until behaviors have subsided or the center sees fit the child may re-enter care (ei. biting, hitting, uncontrolled outbursts, etc.)

NUTRITION AND USDA & CACFP

(United States Department of Agriculture) & (Child and Adult Care Food Program)

Fresh and nutritious meals and snacks will be served to your children throughout the day.

Breakfast will be provided starting at 8:30-9:00am.

Lunch will be provided from 11:00am-12:00pm.

An afternoon snack will be served at 2:00-3:00pm.

Please refer to your child's classroom schedule as service times may vary for each class.

WE ARE A PEANUT/ NUT FREE CENTER

Please refrain from bringing any items that contain or may contain nuts of any kind. This is for the safety of children enrolled who may have allergies to such items.

If your child requires a special diet for medical purposes, a specific form may be filled out by your child's physician, and appropriate substitutions will be provided. You may request that your child be served soy milk and a written request can be made. Please see a member of management and we will provide appropriate forms for you.

If you have a preference for your child to be vegetarian or not have specific foods, you may supplement your child's meals and snacks under reasonable terms. We ask that parents refer to the daily menu and provide items of the like or similar nature as to what is to be offered. Please speak with a member of management to discuss an option plan that can reasonably met by both parties.

New Dream Child Care Center is a proud sponsor of the USDA Food program. Upon enrolling into the center you will also be enrolling into the USDA Food Program within our center. The USDA Food Program supplies the center with government funding to benefit the children in our

care.

We strive to provide nutritious foods and do not use processed meats or cheeses. When at all possible we prefer to buy organic and local produce.

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To file a complaint of discrimination regarding USDA, Write:

USDA Director, Office of Civil Rights
1400 Independence Avenue, SW
Washington D.C., 20250-9410

OR

Call toll free:

(866) 632-9992

TDD users can contact USDA through local relay or the Federal relay at (800) 877-8339 (TDD)

OR *866) 377-8642 (relay voice users).

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