



Home of the Kids Zone
Family Handbook

WELCOME TO NEIGHBORS FOR KIDS

Dear Families,

Welcome to Neighbors For Kids (NFK). We are honored that you have chosen to partner with us in supporting your child's growth, learning, and well-being.

Neighbors For Kids serves children, youth, and families throughout Lincoln County by providing safe, inclusive, and engaging programs that support learning, social-emotional development, and a strong sense of belonging. Across all of our programs—from preschool through school-age and youth enrichment—our work is grounded in the belief that every child deserves to feel valued, supported, and capable.

The health, safety, and well-being of the children in our care is our highest priority. Equally important, we are committed to creating environments where children feel emotionally safe, build positive relationships, and are guided by caring adults who recognize their strengths and support their individual needs.

This Family Handbook outlines our organization-wide policies, procedures, and expectations. These guidelines help ensure consistency, safety, and clarity across all Neighbors For Kids programs. We encourage families to read the handbook carefully and to reach out with questions or concerns at any time.

In addition to reviewing this handbook, families may be asked to participate in a program-specific orientation to learn more about the site and services their child is enrolled in. These orientations help build strong partnerships between families and staff and support a smooth transition into our programs.

Thank you for trusting Neighbors For Kids with your child. We look forward to working together to support your family and to provide a positive, enriching experience for every child we serve.

With appreciation,

Toby Winn
Executive Director

Nirvana Clifton
Director of Programs & Operations

Neighbors For Kids
634 SE HWY 101
Depoe Bay
OR
97341
541-765-8990

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About Us

Vision

All children and youth in Lincoln County will have the support and resources they need to reach their full potential. We believe that through equitable, inclusive, and positive youth development and strong family support, all young people can thrive and grow into caring, responsible adults.

Mission

Neighbors For Kids (NFK) supports families in Lincoln County by providing **high-quality, affordable enrichment programs** for preschool and school-aged children. Our programs are offered in a **safe, inclusive, and engaging learning environment** that supports children's social, emotional, and academic growth.

Our Commitment To Diversity, Equity, Inclusion, And Belonging

Neighbors For Kids is committed to creating a community where **all children and youth feel a sense of belonging**. We strive to ensure that every child is welcomed, valued, and supported in learning and growing according to their unique strengths, skills, and abilities.

We recognize that inequities and disparities are systemic and can create barriers to success for many young people and families. To fulfill our mission and vision, we are committed to:

- Ongoing learning and reflection
- Culturally responsive and inclusive practices
- Advancing equity, inclusion, and belonging in our programs and decision-making

Neighbors For Kids also advocates for policy and funding decisions that promote **equitable and lasting access** to services for youth and families in our community.

Impact Statements

Our work is guided by the following impact goals:

- **Belonging and Empowerment**
Young people participating in NFK programs feel safe, experience a sense of belonging, and build confidence and self-worth.
- **Education and Enrichment**
Youth who engage in NFK programs strengthen their social and emotional well-being, life skills, and academic growth.
- **Family and Community Engagement**
Families of NFK participants feel meaningfully supported by NFK and are actively engaged in programs and events that help shape the organization's future.

Certification & Licensing

Neighbors For Kids operates as a **Certified Licensed Child Care Facility** through the Oregon Child Care Licensing Division (CCLD).

- **License Number:** CC501942
- A copy of our current license is available for review on the parent information board.
- Parents/guardians are required to review the license and sign a declaration confirming they have viewed it.

Definition of Family

For the purposes of this handbook, the term **"family"** refers to a parent, legal guardian, grandparent, stepparent, foster parent, sponsor, or any other individual who is legally responsible for the care, well-being, and best interests of the child enrolled in our program.

Hours of Operation

Preschool Programs (September – Mid-June)

Preschool services are provided **Monday through Friday, 8:00 AM – 6:00 PM.**

School-Age Programs

School-age services are provided:

- **Monday, Tuesday, Thursday, and Friday:** 3:00 PM – 6:00 PM
- **Wednesdays:** 2:00 PM – 6:00 PM, in alignment with the Lincoln County School District early release schedule

Summer Break Schedule (All Programs)

During Summer Break, services for all programs are provided:

Monday through Thursday, 8:00 AM – 5:30 PM

Holidays & program closures

Neighbors For Kids is closed on certain holidays throughout the year. A complete and current list of closures is posted on the parent information board and is updated annually in accordance with the Lincoln County School District calendar.

In addition to holidays, the program is closed:

- The final week of Summer Break, and
- One–2 week/s during Winter Break, depending on how the holidays fall

These closures allow staff to complete deep cleaning, maintenance, program improvement tasks, and training.

Enrollment & Attendance

Enrollment requirements

All required enrollment forms must be completed and approved prior to a child's first day of attendance. A parent or legal guardian must receive confirmation of enrollment from program staff before a child may attend.

Neighbors For Kids admits children ages 3–18, based on program availability and licensing requirements. Children are admitted without regard to race, culture, sex, religion, national origin, or disability. We do not discriminate based on special needs, provided that a safe and supportive environment can be maintained for the child and the group.

Inclusion & accommodations

Neighbors For Kids believes that children of all abilities are entitled to opportunities for participation, acceptance, and belonging in child care and youth programs.

We make reasonable accommodations to support each child's full and active participation, based on individual needs and capabilities, while maintaining the health and safety of all children and staff.

If a child has an identified special need, families must indicate it on the enrollment paperwork. The Director of Programs and Operations will then work with the family to determine appropriate accommodations and ensure they can be implemented prior to the child's first day of attendance.

Non-Discrimination

Neighbors For Kids provides equal educational opportunities to all children and families. We do not discriminate on the basis of race, color, creed, national origin, gender, age, ethnicity, religion, disability, sexual orientation, marital status, special needs, or any other status protected by federal, state, or local law.

Our programs are designed to meet the diverse needs of children and families, and we strive to create an inclusive, respectful, and supportive environment for all participants.

Reporting Absences

If your child will be absent, families must notify the program as soon as possible by:

- Phone: 541-765-8990
- Email: frontdesk.nfk@gmail.com

If a school-age child will not attend after-school care on a scheduled day, families must notify the program using the same contact information.

Confidentiality

Neighbors For Kids respects the privacy of children and families. All records and information related to children enrolled in our programs are considered confidential.

Information about a child will not be released without written parent or legal guardian consent, except as required by:

- State or federal law
- Regulatory agencies
- Partnering agencies involved in program oversight or funding

Confidential records are maintained securely and accessed only by authorized personnel.

Operations & Learning

Family Activities

Families are a child's first and most important teachers. Neighbors For Kids values families as partners in each child's growth, learning, and development.

We encourage families to:

- Be involved in their child's program
- Visit classrooms when appropriate
- Participate in family events and activities
- Share feedback and ideas

A variety of opportunities for family involvement are offered throughout the year.

Staff Qualifications

All teachers and instructors at Neighbors For Kids meet or exceed **Oregon Child Care Licensing Division (CCLD)** requirements for education, training, and experience.

In addition:

- All employees complete a background check through the **Central Background Check Registry (CBR)**
- Staff participate in orientation and ongoing professional development
- Training includes child development, health and safety, guidance practices, cultural responsiveness, family relationships, and professionalism

To maintain professional boundaries, Neighbors For Kids **strongly discourages families from entering into private employment arrangements** (such as babysitting) with staff members. Any such arrangements are considered private matters and are **not connected to or endorsed by Neighbors For Kids**.

Volunteers & Visitors

Volunteers and visitors are welcome at Neighbors For Kids when approved in advance.

- All Volunteers are required to complete a background check through the **Central Background Check Registry (CBR)**
- Volunteers and visitors are **never left alone with children**
- All volunteers and visitors are supervised by program staff
- Sign-in is required upon arrival

Additional requirements may apply depending on the role or length of visit.

Child-to-Staff Ratios

Children are **actively supervised at all times** to ensure their safety and well-being. Staff schedules include planned breaks to reduce fatigue and support consistent, attentive supervision.

Neighbors For Kids maintains child-to-staff ratios in accordance with **Oregon Early Learning Division rules for Certified Child Care Centers**.

Age Group	Child-to-Staff Ratio	Maximum Group Size
36 months through attending Kindergarten	10:1	20
Attending Kindergarten and older	15:1	30

Ratios are maintained during all program hours, including indoor and outdoor activities.

Active Supervision

Children are supervised at all times through **active supervision**, which includes:

- Visual supervision (staff can see children)
- Auditory supervision (staff can hear children)
- Proximity appropriate to age and activity

Active supervision is maintained during indoor and outdoor play, transitions, rest time, and group activities.

Communication & Family Partnership

Strong communication and meaningful partnerships with families are essential to children's success. Neighbors For Kids offers multiple ways to stay informed and involved.

Daily Communication

- **Preschool families** receive daily notes highlighting activities and experiences. Notes are placed in the child's cubby at the end of the day.
- **School-age families** receive verbal communication as needed and written notices regarding events, schedule changes, and closures.
- Any injury requiring first aid is documented on an **incident report**, and a copy is provided to families at pick-up.

Parent Information Board

A parent information board is located near the front entrance and includes:

- Center announcements
- Monthly menus
- Upcoming events
- Staff updates
- Holiday and closure information

Email Communication

Families are encouraged to provide a current, regularly used email address. Email is used to share:

- Announcements and reminders
- Event invitations
- Newsletters
- Program updates

Family Visits & Participation

Family involvement is encouraged and welcomed. Families may:

- Visit classrooms
Volunteer when opportunities are available
- Participate in field trips or special events

For the safety of all children, **sign-in is required** for all family visits.

Family Nights

Family Nights are scheduled periodically and include snacks, refreshments, and fun, age-appropriate activities. These events provide opportunities for families and children to connect, learn, and build community together.

Family-Teacher Conferences

Family-teacher conferences are offered **twice per year for preschool families**. Conferences focus on:

- Your child's strengths and interests
- Learning styles and social-emotional development
- Goals for growth and development

Additional conferences may be requested at any time. Families are encouraged to share questions or concerns as they arise.

Open Door Policy

Neighbors For Kids values strong partnerships with families and welcomes family involvement in our programs.

Parents and legal guardians are welcome to visit the program at any time during regular operating hours. We encourage family participation and transparency in our care.

For the safety and protection of all children:

- Exterior doors remain locked at all times
- Families must follow established entry procedures when visiting

Our Open Door Policy does not guarantee immediate availability of staff for extended conversations. During program hours, staff are focused on supervising and caring for children. If a longer discussion is needed, families are encouraged to schedule an appointment with staff or administration to ensure adequate time and privacy.

Publicity

From time to time, photographs or videos may be taken of children participating in program activities.

These images may be used for:

- Classroom documentation
- Program materials
- Center displays
- Website or promotional material

Written parental or legal guardian permission is required before any child's image is used for publicity purposes.

When possible, Neighbors For Kids makes efforts to **limit identifying features** in photographs used for publicity. This may include:

- Photographing children from behind or at an angle
- Using images of the tops of heads or hands engaged in activities
- Avoiding clear facial images when appropriate

Publicity preferences are indicated on enrollment forms, and families may update their permissions at any time by contacting the program office.

Learning Environment

Neighbors For Kids provides a **rich, engaging learning environment** that supports children's growth through developmentally appropriate practices. Classrooms are intentionally designed to encourage **hands-on learning, exploration, and play**, with clearly defined interest areas that invite curiosity and creativity.

Our daily routine is **flexible and responsive**, allowing children to progress at their own pace while providing consistency and structure. We believe children learn best through play, meaningful experiences, and supportive relationships.

Our program supports development in the following areas:

- Creativity and self-expression
- Problem-solving and critical thinking
Decision-making and independence
- Responsibility and cooperation

- Reasoning and early academic skills

Preschool Curricula & Assessment

Our preschool program uses a **blended curriculum approach**, incorporating **Frog Street Preschool** and **Frog Street Pre-K**, enhanced by **Pocket of Preschool** resources.

This approach allows teachers to:

- Meet children where they are developmentally
- Individualize learning experiences within mixed-ability classrooms
- Support a wide range of skills across ages **3–5**

Frog Street curriculum supports learning across key developmental areas, including:

- Social and emotional development
- Language and early literacy
- Math and problem-solving
- Science and exploration
- Physical development
- Creative expression

Pocket of Preschool materials enhances learning by adding engaging themes, hands-on activities, and creative extensions that build on children’s interests and classroom experiences.

Learning takes place throughout the day during:

- Group experiences
- Small-group activities
- Learning centers
- Outdoor play
- Daily routines and transitions

Teachers intentionally follow children’s interests, encourage questions, and design experiences that make learning meaningful and joyful.

Developmental Screening

Teachers regularly observe children during everyday activities and play. These observations help us understand each child’s strengths, emerging skills, and areas for growth.

Observation and assessment:

- Are embedded naturally into daily routines and activities
- Focus on developmental milestones across learning domains
- Help guide lesson planning and individualized support

Information gathered through observation is documented and used to:

- Monitor developmental progress
- Support individualized learning experiences
- Share meaningful updates with families

Families will have opportunities throughout the year to discuss their child's development and progress with teachers. These conversations help ensure a shared understanding of each child's growth and learning.

Outings, Walking Trips & Field Trips

Neighbors For Kids believes that community experiences and outdoor exploration are valuable parts of learning. Outings and field trips are planned carefully to ensure children's safety and enjoyment.

Walking Trips

Weather permitting, preschool children may participate in walking excursions to nearby locations such as the local nature trail or local park.

During the school year, school-age children attending after-school participate in a weekly walk to the local park on Wednesdays during daylight hours.

During the summer, children participate in regular outdoor activities at the local park as part of the program.

A walking trip permission statement is included in the enrollment packet and must be signed before a child may participate in walking outings.

Field Trips

Supervised field trips are offered periodically throughout the year.

- **School-Age Programs (Summer):** One field trip per week
- **Preschool Programs:** A minimum of four field trips per year

Separate written permission slips are required for each field trip. Preschool families are encouraged to join their child on field trips when possible.

Families will receive advance notice with trip details, including destination, transportation method, and any special requirements.

Clothing & Footwear for Outings

For safety and comfort, children must be dressed appropriately for the season and activity.

- Closed-toe walking shoes are required
- Sandals and flip-flops are not permitted on walking trips or field trips
- Weather-appropriate clothing is required for all outings

Children who are not dressed appropriately may be unable to participate.

Transitions

Starting child care is an important milestone for children and families. Neighbors For Kids works closely with families to ensure each child's transition into our program is **positive, supportive, and developmentally appropriate**.

The transition from home to center

Prior to a child's first day of attendance, families are provided the opportunity to:

- Tour the facility
- Meet the teaching staff
- Ask questions and share information about their child

Families are encouraged to communicate any concerns, routines, or strategies that may help support a smooth transition. At this time, families should also confirm the **best methods of communication** for ongoing contact.

During the transition period, staff provide consistent routines, reassurance, and emotional support to help children feel safe and confident in their new environment.

Electronics

Neighbors For Kids limits the use of electronic devices and prioritizes **hands-on, play-based learning**.

- Personal electronic devices from home (such as tablets, phones, or gaming devices) are **discouraged** during program hours.
- When technology is used, it is **staff-directed**, purposeful, and age-appropriate.
- All digital content, including apps, videos, and media, is **screened and approved by staff** prior to use.

Electronics may be used occasionally for educational purposes or structured leisure time. Children are supervised during all technology use.

Multiculturalism & Inclusion

Neighbors For Kids believes multicultural education is essential for all children. Learning about differences and similarities helps children develop **respect, empathy, and a sense of belonging**, while supporting positive relationships with others and the world around them.

We intentionally incorporate **diverse cultures, identities, abilities, and family structures** into our program throughout the year—not just during designated months or holidays.

Children are exposed to inclusive learning experiences through:

- Books, stories, and visual materials
- Music, art, games, and hands-on activities
- Classroom discussions and play experiences

These experiences are developmentally appropriate and integrated naturally into daily learning.

Celebrating Diversity Throughout the Year

Our program includes age-appropriate learning experiences that reflect and honor:

- **Black history and contributions**
- **Native and Indigenous cultures and heritage**
- **Holidays and traditions from a variety of cultures**
- **Families of all structures**, including LGBTQ+ families
- **People with disabilities**, highlighting inclusion, strengths, and accessibility
- **Different languages, abilities, and ways of learning**

Materials and media are carefully selected to reflect diversity in positive, respectful, and authentic ways.

A Culture of Respect and Belonging

We strive to create an environment where:

- All children see themselves represented
- Differences are respected and valued
- Children learn kindness, empathy, and inclusion through everyday interactions

Staff model inclusive language and behavior, and support children in learning to appreciate and respect differences.

Family Choice & Right to Opt Out

Neighbors For Kids respects families as children's first teachers and honors the role families play in guiding their child's learning and experiences.

Families have the right to **review program materials and activities** and may request that their child **opt out of a specific activity, lesson, or media** that conflicts with their family's beliefs or preferences.

- Requests must be submitted **in writing** to the Director of Programs and Operations
- Opt-out requests apply to **specific activities**, not the overall curriculum or program philosophy
- Alternatively, developmentally appropriate activities will be provided whenever possible

Opting out will **not result in discrimination or exclusion** from the program.

Families are encouraged to communicate openly with staff so we can work together to support each child respectfully and thoughtfully.

Rest Time

After lunch, **all preschool children participate in a daily quiet rest time**. Children are not required to sleep; however, they are expected to rest quietly on their mat for approximately **30 minutes**.

After the initial rest period:

- Children who are not sleeping may transition to a designated area
- Quiet, calming activities will be offered
- Rest time concludes no later than **2:30 PM**, or earlier, as children naturally wake

This routine supports children's physical needs and provides a calm transition into the afternoon.

School-Age Rest Opportunities

While rest time is not required for school-age children, they are provided the opportunity for a regular rest period if they choose. Space and time for quiet activities are always available for children who do not wish to rest.

Potty Training & bathroom independence

Preschool children must be **fully potty-trained** to attend the program. We understand that even fully toilet-trained children may occasionally have accidents, particularly during transitions or changes. By definition, accidents are **infrequent and unexpected**. When they occur, staff respond calmly and respectfully, supporting children while encouraging independence.

A Toilet-Trained Child Is Able To

- Communicate the need to use the restroom before needing to go
- Stop activities and go to the bathroom independently
- Pull clothing down and back up without assistance
- Wipe after using the toilet (minimal assistance may be provided for younger preschoolers)
- Get on and off the toilet independently
- Wash and dry hands independently
- Wait briefly if the restroom is occupied or if the group is away from the classroom
- Wake from rest time to use the bathroom if needed

Teachers provide reminders throughout the day and before rest time. Staff may offer support as needed, but children are expected to complete toileting tasks **independently**.

Clothing & Supplies

To support independence and success:

- Children should wear clothing they can manage on their own
- Families must provide a **complete change of seasonally appropriate clothing**
- Extra clothing will be kept at school and returned at the end of the school year

Families will be notified if a toileting accident occurs.

Supporting Children Through Transitions

It is not uncommon for fully potty-trained children to experience temporary setbacks when adjusting to a new environment. Preschool staff are aware of this and will support children with patience and encouragement while maintaining expectations that protect the health, safety, and dignity of all children.

Transportation & Vehicle Safety

Transportation is provided for approved field trips and for **Newport After School** programming.

Program Vehicles

Neighbors For Kids uses program-owned vans for transportation. Vans are:

- Safety-checked daily before use
- Maintained through routine inspections and servicing

Before a child may ride in a program vehicle, **written family permission is required.**

Safety & Restraint Requirements

The safety of children and staff is a top priority. All transportation follows **Oregon state transportation and child passenger safety laws.**

- Preschool children must ride in a **car seat with a five-point harness**
- School-age children who are **8 years old or younger and under 4 feet 9 inches tall** must use an approved restraint system
- All seat belts must fit properly

A seat belt fits properly when:

- The lap belt lies across the upper thighs (not the stomach)
- The shoulder belt fits snugly across the shoulder and chest (not the neck or face)
- The child can sit with their back against the seat, and knees bent comfortably at the seat edge

Children are expected to follow all safety rules while riding in program vehicles.

Transportation Expectations

Failure to remain properly seated, use required safety restraints, or follow safety expectations during transport may result in **removal from transportation services**.

Guidance, Discipline & Behavioral Support

Guidance Philosophy

Neighbors For Kids is committed to each child's success in learning within a **caring, responsive, and safe environment** that is free from discrimination, violence, and bullying. We believe strong relationships, predictable routines, and supportive guidance help children develop self-control, responsibility, and respect for others.

We believe that **children do well if they can**. When children struggle to meet expectations, it is often due to lagging skills, unmet needs, or developmental challenges—not intentional misbehavior.

Our approach focuses on **teaching skills**, not punishment.

Children's Rights

Each child at Neighbors For Kids has the right to:

- Learn in a safe, supportive, and welcoming environment
- Be treated with dignity and respect
- Receive guidance and support from caring adults

Guidance & Support Practices

Staff use **positive, developmentally appropriate guidance strategies**, including:

- Conscious Discipline practices
- Modeling respectful communication
- Redirection and problem-solving
- Teaching emotional regulation and calming strategies
- Natural and logical consequences
- Encouragement and positive reinforcement
-

Expectations are clear, consistent, and appropriate to the child's age and developmental level.

Challenging Behavior & Safety

When challenging behavior occurs, staff respond calmly and promptly to:

- Ensure the safety of all children and adults

- Help the child regain emotional regulation
- Teach appropriate alternatives and problem-solving skills

If a child becomes physically aggressive or unsafe, staff intervene immediately to protect all involved.

Intentional harm to self or others and bullying behaviors are addressed immediately and seriously, with a focus on safety, skill-building, and family collaboration.

Family Communication & Behavior Support

Families will be notified when:

- A child's behavior presents a safety concern
- Repeated challenging behaviors occur
- Additional support strategies are being considered

When ongoing concerns arise, Neighbors For Kids will:

- Partner with families to better understand the child's needs
- Use observation and documentation (including ABC data when appropriate)
- Develop supportive strategies tailored to the child
- Hold a support meeting when needed

Physical Intervention & Restraint

Physical restraint is not used for discipline.

In rare situations where a child's actions pose an immediate risk of harm, staff may use brief, minimal physical intervention solely to protect the child or others. Any intervention:

- Is used only as long as necessary
- Is documented
- Is communicated to families

Suspension & Temporary Removal

Suspension is **not used as a behavior management strategy** and is considered only when:

- A child's behavior poses a continued risk to safety, and
- Support strategies have been attempted without success

If temporary removal is necessary:

- Families will be contacted immediately
- A meeting will be scheduled to review next steps
- Return to care will be based on a collaborative plan

Suspension decisions are made **case by case**, not based on automatic timelines.

Termination of Services

In rare circumstances, Neighbors For Kids may determine that we are unable to safely meet a child's needs. Termination may be considered when:

- A child's behavior consistently places themselves or others at risk
- Reasonable accommodations and support strategies have been attempted
- Continued participation is not in the best interest of the child or program

Every effort will be made to resolve concerns before termination occurs.

• Additional grounds for terminating services include chronic late pickup, failure to comply with program policies, failure to disclose required information or other standards in this handbook, etc.

Additional Supports & Inclusion

Neighbors For Kids is committed to inclusion and equal access for individuals with disabilities, in compliance with the **Americans with Disabilities Act (ADA)**.

We encourage open communication with families and outside support teams. If a child has:

- A diagnosed disability
- Medical, developmental, or behavioral needs
- Or would benefit from additional support
-

A support meeting may be requested prior to or during enrollment to ensure appropriate accommodations can be provided.

Families may be asked to share relevant documentation (e.g., Individual Plan of Care, IEP, medical guidance). Documentation must be updated as changes occur.

Confidentiality

Information related to a child's disability, accommodations, or support needs is kept **confidential** and shared only as necessary to support the child or as required by law.

Questions or Concerns About Guidance Practices

Families who have questions or concerns about guidance decisions or behavior support strategies are encouraged to request a meeting with program leadership. We value collaboration and strive to ensure guidance practices are consistent, respectful, and supportive of each child's needs.

Tuition and Fees

Tuition & Fees – Important Notice

All tuition and fee processing is handled by the **Director of Programs and Operations or the Admin Assistant**. They are responsible for collecting tuition, applying scholarships, and communicating with families regarding payment questions or concerns.

Neighbors For Kids is committed to working with families individually when possible regarding payment schedules, scholarships, and financial support. Families with questions about tuition or fees should contact the Family Coordinator or Director of Programs and Operations directly.

Tuition Rates

A detailed tuition rate sheet is provided with the enrollment packet and is based on the specific program in which your child is enrolled.

- Scholarships are available for families who qualify
- ERDC and other subsidies may be accepted as applicable
- Families are encouraged to discuss financial needs during enrollment

Tuition rates are subject to change with reasonable notice.

Methods of Payment

We offer several payment options for family convenience:

- Cash
- Check
- Credit or debit card
- Automatic recurring payments

Families interested in setting up **automatic recurring payments** should contact the Director of Programs and Operations or the Admin assistant.

Families receiving scholarships are required to enroll in **recurring payments** upon approval. Discounted rates may be available for recurring or prepaid tuition.

Closing Due to Extreme Weather

In the event of severe weather or other emergencies (including snow, storms, flooding, earthquakes, loss of power, or loss of water), program delays or closures will be communicated via:

- The Neighbors For Kids **Facebook page**
- **Email Notice**

If early closure becomes necessary, families or emergency contacts will be notified as soon as possible. **Arranging early pick-up is the responsibility of the family.**

Drop-off and Pick-up

General Drop-Off Procedures

- Programs open at **8:00 AM**. Children may not be dropped off before opening time.
- Families must accompany children into the building and **sign them in** daily.

During summer programming, families must allow sufficient time to:

- Sign children out
- Gather belongings
- Exit the building **by closing time**

Sign-In & Sign-Out Procedures

For the safety and accountability of all children, Neighbors For Kids uses a member tracking system for daily sign-in and sign-out.

- Each child and authorized family member is assigned a membership number
- Families must provide the membership number to the front desk upon arrival and departure
- Staff verify attendance through the tracking system at both check-in and check-out

Sign-in and sign-out are required each day of attendance. Children may not enter or leave the program without being properly checked in or out by an authorized adult.

Attendance records are maintained in accordance with Oregon Child Care Licensing Division (CCLD) requirements.

Authorized & Unauthorized Pick-up

Children will only be released to:

- A parent or legal guardian, or
- Individuals listed on the child's **Emergency and Release Contact** form
-

Additional requirements:

- Individuals must be **18 years of age or older**
- Families must list **at least two authorized contacts**
- Contact information must be kept current

If a person not listed needs to pick up a child, families must provide **written authorization in advance**.

Photo identification is required at pick-up.

Court-ordered custody documentation must be provided to the program. Without a court order on file, Neighbors For Kids is **legally unable to deny a parent's request to release a child**.

Late Pick-Up

If a child has not been picked up by closing time and the program has not heard from the family:

1. Staff will attempt to contact the parent/guardian
2. Emergency and Release Contacts will be called
- 3.

If **no authorized adult is reached within 1 hour of closing**, Neighbors For Kids will contact the **local child protective services agency**, as required.

While Neighbors For Kids does not charge late pick-up fees, timely pick-up is expected. Repeated late pick-ups disrupt staffing ratios and place an undue burden on staff and program operations and may result in further action, including suspension or termination of services.

Right to Refuse Child Release

Neighbors For Kids reserves the right to refuse to release a child if staff have **reasonable concern** that the individual picking up the child:

- Is under the influence of drugs or alcohol
- Appears physically or emotionally impaired
- Poses a safety risk to the child

In these situations, staff may:

- Request another authorized contact pick up the child
- Contact law enforcement to ensure the child's safety

Repeated incidents may result in **removal from the program**.

Personal Belongings

What to Bring

Preschool Children

Families are asked to provide:

- At least one complete change of clothes
- Socks and shoes
- A small comfort item for rest time (if desired)
- A labeled water bottle
- Sunscreen, if you prefer a specific brand

School-Age Children

Families are asked to provide:

- At least one complete change of clothes
- Socks and shoes
- A labeled water bottle
- Sunscreen, if you prefer a specific brand

All items brought from home must be **clearly labeled with the child's name** (including clothing, bottles, blankets, and comfort items) to help prevent items from becoming misplaced.

Neighbors For Kids is not responsible for lost, damaged, or misplaced personal belongings.

Soiled clothing or bedding will be sent home as needed for laundering and returned to the program.

Cubbies

Each preschool child is assigned:

- A cubby near the front desk for coats and daily items

- A classroom cubby for items that remain on-site, such as extra clothing

Cubbies are labeled with each child's name. Families are encouraged to **check cubbies daily** for items that need to be taken home or replenished.

Lost & Found

A Lost & Found box is located at the front desk. Families are welcome to look for missing items or place found items in this location.

Items not claimed within a reasonable period may be donated or discarded.

Toys from Home

To prevent loss, damage, or conflict, toys from home should **not** be brought to the center.

Exceptions may be made for:

- Comfort items used during preschool rest time
- Items specifically requested for show-and-tell or classroom activities

Any personal items brought from home are the responsibility of the family.

Nutrition & Meals

Our Approach to Nutrition

At Neighbors For Kids, we promote healthy eating habits by teaching children **what** we eat, **how** we eat, and how food supports our bodies. We believe all foods can fit into a healthy lifestyle when offered thoughtfully and in moderation.

Meals are shared in a calm, supportive environment that encourages independence, social skills, and positive mealtime behaviors.

Meals Provided & CACFP Participation

All meals and snacks are **prepared on-site** and served as part of the **USDA Child and Adult Care Food Program (CACFP)**.

Meals are:

- Planned, prepared, and portioned according to CACFP guidelines
- Age-appropriate and nutritionally balanced
- Served family-style or plated, depending on age and setting

Because we participate in CACFP, **outside food is generally not permitted**.

Monthly menus are posted for family review.

Celebrations & Special Occasions

We believe birthdays, holidays, and accomplishments are meaningful moments worth celebrating—while still maintaining an inclusive and healthy environment.

To reduce pressure on families and ensure equity:

- **Neighbors For Kids provides a mini cupcake** for each child's birthday
- Celebrations take place **after the final meal of the day** (supper or PM snack)
- All children are included

Families are welcome to celebrate birthdays by providing **non-edible items** (such as stickers, pencils, or small favors) that can be shared with the group.

If families wish to distribute party invitations, we ask that they be given to the **front desk** for distribution to ensure privacy and inclusion.

Outside Food (Limited Exceptions)

Due to CACFP and food safety requirements, food from home is **not typically allowed**.

In rare, pre-approved situations (such as special events), outside food may be permitted **only with staff approval** and must meet the following requirements:

- Enough food must be provided for all participating children
- All perishable shared food must be **store-bought and in its original, unopened packaging**
- Food must be labeled with the child's name and date
- Allergies must be confirmed with the staff in advance
- Leftover food will be discarded unless commercially packaged and unopened

Food Allergies & Dietary Needs

Families must notify the program **in writing** of any known food allergies or dietary needs.

Requirements include:

- Allergy information listed on enrollment paperwork
- Completion of an **Allergy Care Plan** and **Food Substitution Form** prior to attendance
- Updated documentation if allergies develop after enrollment

Food allergies can be life-threatening. Each child with a food allergy must have an emergency action plan completed by a medical provider.

Mealtime Procedures & Safety

To support health and safety:

- Children wash hands **before and after meals**
- Staff model and encourage positive table manners
- All meals are actively supervised
- Staff are trained in the **choking response and first aid**
- Required child-to-staff ratios are maintained at all times

Meal Schedules

Preschool

- 8:00–9:30 AM: Morning Snack
- 12:00 PM: Lunch
- 3:30 PM: Supper

Afterschool

- Monday, Tuesday, Thursday, Friday: 4:00 PM Supper
- Wednesday: 2:45 PM Supper & 5:00 PM Snack

Summer Day Camp & School-Age Full Days

- 9:00 AM: Breakfast
- 12:00 PM: Lunch
- 4:00 PM: PM Snack

USDA Non-Discrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, available online or from any USDA office, or submit a written complaint to USDA as directed.

This institution is an equal opportunity provider.

Health & Wellness

Illness & Exclusion From Care

- To protect the health and safety of all children and staff, **sick children may not attend care**. We understand that keeping a child home can be difficult; however, group care settings require shared responsibility to prevent the spread of illness.
- Neighbors For Kids reserves the right to **refuse care** or request pick-up for any child who appears ill or whose symptoms prevent comfortable participation in the program.
- If a child becomes ill while in care, families will be contacted for **prompt pick-up**. Until picked up, the child will rest in a supervised area and will be excluded from group activities.

Children May Not Attend or Must Be Sent Home If They Have:

(This list follows Oregon Child Care Licensing Division guidelines and is not exhaustive.)

- Fever of 100.4°F or higher (taken under the arm or equivalent)
- Vomiting
- Diarrhea (loose, watery, or bloody stools)
- Nausea with other symptoms
- Severe or persistent cough
- Difficulty breathing or abnormal wheezing
- Unusual yellow coloring of skin or eyes
- Skin rashes or eye/skin lesions that are severe, oozing, or pus-filled
- Stiff neck with headache and other symptoms
- Complaints of severe pain
- Illness that:
 - Prevents participation in activities, or
 - Requires more care than staff can safely provide

Children diagnosed with or suspected of having a child care-restrictable communicable disease (as defined in OAR 333-019-0010) may not attend without written approval from a health care provider or public health authority.

Return to Care

Children may return when:

- Fever-free for 24 hours without fever-reducing medication
- Free from vomiting and diarrhea for 48 hours
- Symptoms have improved, and the child can participate comfortably
- Any open or oozing conditions have healed or can be safely covered

If the child had a reportable communicable disease, a health care provider's note stating the child is no longer contagious is required.

Communicable Diseases

Neighbors For Kids is legally required to notify the local health department when a child or staff member is diagnosed with or suspected of having a **reportable communicable disease**.

Families will be notified of potential exposure when required, while maintaining confidentiality.

Reportable diseases include, but are not limited to:

- COVID-19
- Chickenpox
- Measles (suspected or confirmed)
- Mumps
- Rubella
- Tuberculosis
- Bacterial meningitis
- Diphtheria
- Poliomyelitis
- Haemophilus influenzae (invasive)
- H1N1 and other significant outbreaks
-

Allergy Awareness & Prevention

Families must notify the program **in writing** of all food or environmental allergies.

For children with diagnosed allergies:

- An **Allergy Care Plan** and **Food Substitution Form** must be completed
- Emergency procedures must be provided by a medical professional
- Allergy information will be posted discreetly in food preparation and staff areas

Staff are trained to review allergy information and take steps to prevent exposure.

Medication Administration

General Requirements

All medications must:

- Be handed directly to a staff member
- Never be left in cubbies or backpacks
- Be administered only with **written authorization**

A written medication log is maintained and includes:

- Child's name
- Medication name
- Date, time, and dosage
- Name/signature of staff administering

Prescription Medications

Prescription medications must:

- Be in the **original labeled container**
- Include the child's name, dosage, frequency, and prescribing provider
- Be accompanied by written parent authorization
-

Non-Prescription Medications

Non-prescription medications require:

- Written parent authorization with dosage and duration
- Original packaging

Non-prescription medication may not be administered for more than **3 consecutive days** unless a written medical order is provided.

Topical Medications, Sunscreen & Insect Repellent

Topical products (including sunscreen and insect repellent) require:

- Written parent authorization
- Frequency and duration (up to **12 months**)

Sunscreen Policy

- Written authorization is required
- SPF **15 or higher**, labeled **Broad Spectrum**
- Aerosol sunscreens are **not permitted**
- Sunscreen is reapplied every **2 hours** during sun exposure
- Children over age 6 may apply sunscreen with direct staff supervision
- Individual containers must be labeled with the child's name if provided

Storage of Medications

- All medications are stored in **locked containers**, inaccessible to children
- Refrigerated medications are stored separately in a locked container labeled "Medication."

Safety & well-being

The health and safety of children, families, and staff is a top priority at Neighbors For Kids. Our policies and procedures are designed to provide a secure, respectful, and responsive environment for everyone in our community.

Clothing & Footwear

Children should be dressed in **comfortable, practical clothing** that allows for active play and exploration. Daily programming includes art, outdoor play, sensory activities, and movement.

- Clothing should be weather-appropriate
- Children may get dirty during play
- Closed-toe shoes with secure backs are required

Sandals, flip-flops, and other open-back shoes are not appropriate for center activities and may limit participation.

Outdoor play occurs daily when weather conditions are safe.

Water Play

Communal, unsupervised water play is **not permitted**.

Supervised water play activities may be offered when appropriate. Precautions are taken to:

- Maintain cleanliness
- Prevent the spread of communicable illness
- Ensure active supervision at all times

Injuries & Medical Emergencies

Daily safety checks are conducted both indoors and outdoors to reduce the risk of injury.

If a child sustains a **minor injury**, first aid will be provided by trained staff, and families will receive a written **incident report**.

Families will be contacted immediately if:

- An injury involves swelling
- Medical attention may be needed
- A child appears unusually distressed

Each classroom is equipped with a first aid kit that meets state requirements.

In the event of a **serious medical emergency**, emergency services (911) will be contacted immediately. Families or emergency contacts will be notified as soon as possible.

Biting

Biting is a developmentally common behavior, particularly among younger children and occasionally preschoolers.

When biting occurs:

- Immediate care is given to the child who was bitten
- Staff support the child who bit using developmentally appropriate guidance
- Families of both children will be notified

Our response focuses on **understanding the cause of the behavior**, teaching alternative skills, and working in partnership with families.

Respectful Conduct

All children, families, and staff are expected to treat one another with **respect and dignity**.

Hostile, threatening, or aggressive behavior toward children, staff, or other families will not be tolerated. If such behavior occurs, staff may request that the individual:

- Regain control of their behavior, or
- Leave the premises

Repeated incidents may result in removal from the program.

Tobacco, Alcohol & Prohibited Substances

To protect children's health:

- Neighbors For Kids is a **smoke-free environment**, indoors and outdoors
- Program vehicles are also smoke-free
- Tobacco, alcohol, illegal drugs, and unauthorized toxic substances are prohibited on program premises

Any adult who appears impaired or under the influence will be required to leave the premises immediately.

Weapons-Free Environment

Neighbors For Kids maintains a **weapons-free environment**.

Dangerous weapons—including firearms (real or replica), knives, razors, or any object intended to cause harm—are prohibited on the premises.

If a weapon is suspected or identified:

- Law enforcement will be contacted immediately
- Individuals involved will be required to leave the premises

This policy applies to both visible and concealed weapons, with the exception of law enforcement officers acting in their official capacity.

Child Custody

Without a court order on file, **both parents or legal guardians have equal custody rights.**

To restrict access or release:

- Families must provide a **certified copy of current court documentation**, such as custody orders or restraining orders
-

Neighbors For Kids cannot interpret or enforce verbal custody agreements.

Mandated Reporting of Abuse or Neglect

All Neighbors For Kids staff are **mandated reporters** under Oregon law.

If staff have reasonable cause to suspect child abuse or neglect, they are required to report concerns to the appropriate authorities, regardless of where the suspected abuse occurred.

Reports are confidential. Neighbors For Kids will cooperate fully with any investigation conducted by child protective services or law enforcement.

Emergency Procedures

Neighbors For Kids has established emergency procedures to protect the safety and well-being of all children and staff. Staff are trained to respond quickly, calmly, and appropriately in emergency situations.

Lost or Missing Child

While rare, Neighbors For Kids has procedures in place in the event a child becomes lost or separated from the group.

If a child is determined to be missing:

1. Staff will immediately conduct a thorough search of the facility and surrounding areas
2. All available staff will assist in the search while maintaining supervision of remaining children
3. If the child is not located within **10 minutes**, the following actions will occur:
 - The child's family will be notified
 - Local law enforcement will be contacted

These procedures are reviewed with staff regularly to ensure readiness.

Fire Safety & Evacuation

The facility is equipped with the following fire safety systems:

- Monitored fire alarms
- Fire extinguishers
- A fire sprinkler system throughout the building
- A fire suppression system in the kitchen

Fire evacuation procedures are:

- Practiced through **monthly fire drills**
- Reviewed regularly with staff and children
- Posted in each classroom

Staff are trained to evacuate children safely and quickly and to account for all children during drills and emergencies.

Emergency Drills & Preparedness

In addition to fire drills, Neighbors For Kids conducts emergency preparedness drills as required by licensing regulations. These may include:

- Earthquake drills
- Lockdown procedures
- Shelter-in-place procedures
- Severe weather responses

Drills are conducted on a regular basis and reviewed with staff and children in a **developmentally appropriate manner**. Emergency evacuation routes and procedures are posted in each classroom.

Emergency Medical Transportation

If a child experiences a medical emergency requiring immediate care:

- **Emergency services (911)** will be contacted immediately
- Families and emergency contacts will be notified as soon as possible

If transportation is required and no authorized adult can be reached, an **ambulance will be used**. A qualified staff member will accompany the child and remain with them until a parent, legal guardian, or emergency contact arrives.

Emergency Preparedness & Additional Procedures

Neighbors For Kids maintains written emergency plans for a variety of situations, including but not limited to:

- Fire
- Earthquake
- Severe weather
- Lockdown or shelter-in-place
- Power or water outages
-

Emergency procedures are reviewed with staff regularly and practiced as required.

Review of Center Policies

Center policies and procedures are reviewed **annually** and updated as needed to ensure compliance with licensing requirements and best practices.

Policies not included in this handbook are available for family review upon request by contacting the Director of Programs and Operations.

Family Concerns & Complaints

Neighbors For Kids values open communication and partnership with families. We encourage families to share questions, concerns, or feedback as soon as they arise so they can be addressed promptly and respectfully.

Program-Level Concerns

Families are encouraged to first discuss concerns with:

- Classroom staff, or
- The Director of Programs and Operations

We will work collaboratively to understand concerns and identify appropriate solutions.

Filing a Complaint

Families have the right to file a complaint with the **Oregon Child Care Licensing Division (CCLD)** at any time. Complaints may be made **without fear of retaliation**.

Oregon Child Care Licensing Division (CCLD)

Phone: **1-800-556-6616**

Website: <https://www.oregon.gov/delc>

Licensing reports for Neighbors For Kids are available for review upon request.

Family Handbook Acknowledgement

Please read, sign, and return this acknowledgment to Neighbors For Kids **prior to your child's enrollment or attendance.**

The Family Handbook is reviewed and updated as needed. Families will be notified when updates or revisions are made.

Thank you for taking the time to review our policies and procedures. These guidelines help ensure the **health, safety, and well-being** of all children in our care. We look forward to partnering with you and your family.

Acknowledgement Statement

I acknowledge that I have received the **Neighbors For Kids Family Handbook** and that I have had the opportunity to review it with a member of the Neighbors For Kids staff.

I understand that it is my responsibility to:

- Read and become familiar with the policies and procedures in the Family Handbook
- Ask questions or seek clarification if I do not understand any part of the handbook
- Comply with the policies and procedures outlined in the handbook

I understand that the Family Handbook may be updated from time to time and that I will be informed of any changes.

Child's Name: _____

Parent/Guardian Name (Print): _____

Parent/Guardian Signature: _____

Date: _____

Staff Name (Print): _____

Staff Signature: _____

Date: _____