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# PARENT HANDBOOK

## Kelly's Kid Care, LLC

2808 W Lorraine Ave.

Roseburg, OR 97471

(541) 440-9365 Daycare

## Kelly's Kid Care, Too!

2965 NE Diamond Lake Blvd

Roseburg, OR 97470

(541) 492-0047 Daycare

[kellyheichel@gmail.com](mailto:kellyheichel@gmail.com)

[www.kellyskidcare.com](http://www.kellyskidcare.com)

**Kelly Heichel, Provider**

(541) 430-3231 Cell

# Mission Statement

At Kelly's Kid Care, LLC we strive to provide parents with peace-of-mind about the safety and well being of your child's care and education. We aim to provide a quality structured, inclusive, play based program in a nurturing and developmentally appropriate environment. Hands on activities are planned according to the interests of the children so that your child has the opportunity to develop their creativity!

## Philosophy

**All children, including those with special needs, deserve a place to learn that is structured, safe and nurturing.**

- For safety and security: Children need structure and limits to ensure their physical and emotional safety and security. Unstructured environments are detrimental to children's healthy development.
- For learning about the world and the people in it: By learning rules and understanding limits on their behaviors, children are educated about the world and how to get along with the people in it. By partnering with families it helps us learn about individual children's cultures and the work they do in the community. Partnering with families helps us learn about individual children's cultures and the work they do in the community.
- For understanding about disappointment and frustration: In a structured environment, children learn how to handle feelings of frustration and disappointment. They also learn how to delay gratification. These are important skills for later in life.
- For developing self-responsibility: Limits and demands provide children with an opportunity to learn self-control and to make responsible choices on their own.

**Children learn best through play.**

- Through play, children learn about themselves, their environment, people and the world around them. As they play, children learn to solve problems and to get along with others. They enhance their creativity and develop leadership skills and healthy personalities.

## Philosophy continued....

- Play develops skills children need to learn to read and write. Play in early childhood is the best foundation for success in school.

**Basing our curriculum on child directed activities gives us the opportunities to build on their interests.**

- Using The Creative Curriculum, we tailor each experience to expand on their interests.
- Setting up an enriched environment allows the children to be able to meet their needs on an individual basis.

## License Information

- Licensed by the Office of Child Care as a Certified Family Child Care for up to 16 children at one time ages 1 ½ months to 12 years.
- To learn the differences between Registered, Exempt and Certified Family Child Care go to [www.childcareinoregon.org](http://www.childcareinoregon.org)
- Annual inspection by Dept. of Early Learning and Care and a Sanitarian to assure all health and safety rules are met.
- Current Licensor for both facilities: Rhea Fernandez.
- Dept. of Early Learning and Care does not intervene on financial matters.
- Parents can access information regarding their childcare provider on the Child Care Safety Portal at [www.oregonearlylearning.com](http://www.oregonearlylearning.com) or at 1-800-556-6616.

## Open Door Policy

- Anytime your child is in care you are welcome to stop by!
- Please be aware it might be difficult for your child to understand why they don't get to leave with you and it might cause some separation anxiety but we are always happy to work with your child on this transition.

## Staff Qualifications

Prior to employment, all staff are required to be enrolled in the Central Background Registry (background check through the Office of Child Care). Within ninety days obtain their First Aid/CPR Card, Introduction to Child Care Health and Safety, Safe Sleep Training, Recognizing and Reporting Child Abuse and Neglect and an Oregon Child Care Food Handler's Card. During the certification year all staff are required to obtain at least 18 hours of continuing education through local trainings, college courses and/or conferences.

**Kelly Heichel**.....Owner/Primary Provider at Diamond Lake location. Began providing Family Child Care in 1999. Mentors and teaches classes to other Family Child Care Providers in Douglas County. Facilitates support group for other Family Child Care Providers (PRO). Associates Degree from UCC in General Studies with focus on Early Childhood Education.

**Nicole Heichel**...Primary Provider at Lorraine location. Began when she was a teenager. Attending UCC for her transfer ECE degree. Being raised in childcare she is an amazing asset.

\*Ask about support staff at each location

### ADULTS WHO ARE NOT ENROLLED IN THE CENTRAL BACKGROUND REGISTRY OR ARE CONDITIONALLY ENROLLED:

- Will have **NO UNSUPERVISED ACCESS** to children.
- Will sign in and out on log provided in staff binder.
- Will have a staff person assigned to them and be supervised at all times in facility.
- If the event of an emergency, individual will leave premises (if possible) or continue to be supervised at all times.

## Scheduling

- Hours of care are from 6:30 am (Lorraine) and 7:30 am (Diamond Lake) to 5:30 pm Monday thru Friday.
- If your child will not be coming during a scheduled time please inform us as soon as possible.
- Only persons who have been authorized by the parent to remove the child(ren) will be allowed to do so.
- We are closed on all Federal Holidays. See list posted on door or on website [www.kellyskidcare.com](http://www.kellyskidcare.com).
- Children shall be dropped off and picked within scheduled times.
- If you need care outside of the scheduled time please submit a request preferably within 24 hours of change in schedule.
- We are a site that follows licensing requirements which include staff to child ratios and site capacity. Staff are required to turn requests down that do not follow state requirements.

## Enrollment Procedures

- All paperwork needs to be complete before a child may attend.
- If you need any help filling out or understanding these forms please see Kelly for more assistance.
- All persons authorized to pick up may be required to show identification prior to leaving with the child(ren).
- In the event there are custody issues we need a copy of any legal paperwork. Without this either parent is allowed to take the child.
- Both parents must agree to who is allowed to pick up the child(ren).
- All information is kept confidential.

## Arrival/Departure Procedures

- Upon drop off, parents must remain with child until a staff member accepts them.
- Upon arrival/departure please sign your child in/out on sheet on top of cubbies. Indicate times and initial/sign.
- In the event a person arrives under the influence or without proper child restraint system the child(ren) will not be allowed to leave with them.

## Communication

- If you ever have any problems, concerns, need to update personal information or have suggestions please let Kelly know. If she is not available you can call her, leave a message in the payment drawer or schedule a time to meet with her.
- Newsletters will be available monthly and will contain things such as the monthly theme, song and important information about our program. You can pick one up on your way out the door or view it on the website at [www.kellyskidcare.com](http://www.kellyskidcare.com)!

## Fees

- Payments can be made in Cash, Personal Check, Money Order, Venmo (@Kelly-Heichel), Cash app (\$Heichel) or Paypal (@kellyheichel). Make sure to choose friends and family.
- Debit and Credit cards accepted but there will be a \$10 fee for processing.
- Non refundable two week deposit is required to secure your spot.
- A \$200 non refundable Registration Fee is due Sept 1st of each year. This helps with consumable supplies for the children.
- Each returned check is \$50 per occurrence.
- Late fee of \$10 per day for payments not made on due date.
- Children left past 5:30 pm, *without prior arrangements*, will be billed at a rate of \$5.00 per minute.

## Rates

- Rates are based on the number of hours per week a child attends.
- Full time = 31-55 hours per week
- Half time = 24-30 hours per week
- Part time = 11-23 hours per week
- School Age rates are broken up between Before/After School; Before School Only; After School Only and on No School Days (first come, first serve).
- Full-time, Half-time, Part-time and School-Age are **SLOT RATES** and will be charged even if your child is absent.
- Drop in rates are available for occasional care.

## Child Supplies

- Please bring:
  - 2 changes of weather appropriate clothing
  - Diapers/Pull Ups-daily or to keep in a tote in the bathroom
  - Favorite Blanket if needed
  - Infant bottle/formula/breast milk
- Refill supplies as needed
- Make sure your child(ren) have weather appropriate coats, boots, etc. We do get muddy, wet and messy!

## Terminating Care

- Either Parent(s) or Provider may terminate this contract by giving a two week (10 business days) written notice.
- The Provider may immediately terminate the contract without giving any notice at the Provider's discretion.



## Screening/Assessments/Conferences

- Each child will be screened within 30 days of enrollment using the Ages & Stages Program.
- Based on the Ages & Stages screening a child may be referred for further assessment.
- If a child needs additional support, we will consult and collaborate with other professionals to meet the child's needs.
- Quarterly developmental assessments will be done on each child.
- Parent conferences will be offered at least twice a year so you will have the opportunity to share information about your child's interests that will contribute to your child's learning and to assist us in developing your child's educational goals.
- Parent surveys will be conducted yearly. This is important to the success of our program.
- Our Program does annual reviews to better serve the needs of your children!

## Toys from Home

- As a play based program, we carefully plan our environment to provide a rich open-ended learning experience. We select our materials thoughtfully, so please leave toys at home to allow us to do what we do best. Thank you for your cooperation!
- Every Friday is Sharing Day. Each child is encouraged to bring one item from home to share with the rest of the group. Upon arrival this item will be placed in the Sharing Box which will remain out of reach until the appropriate time.

## Celebrations/Holidays

- We celebrate all holidays, birthdays and special occasions.
- If you would like to share one of your customs or traditions please let us know! We would love to have you!



## Discipline Policy

- Forms of discipline that may be used include:  
Redirection, Discussion of the problem, Appropriate behavior being modeled, Warning of consequences, Loss of privileges, Removal from group.
- Never will a child be physically, verbally, or emotionally harmed.
- If a child is out of control a time out will be used. This is an opportunity for the child to regain control away from others with an adult close by.
- Only the Provider, Assistant 1 and Assistant 2's may provide discipline to the children in care. Volunteers and Visitors will not be allowed to provide discipline to children.

## Staff/Child Ratio

- Based on the ages of children in care will determine the number of staff and group size.
- Certain ratios are required by law and we strive to exceed these standards by having 2-3 staff people on duty most of the time.
- We are licensed for 16 children at a time.
- Typically our group sizes are 1 adult to 8 children or smaller.

## Medication Policy

- All prescription and non-prescription medication must be: in the original container, handed to a staff person and a medication authorization form must be filled out by the parent .
- Please do not leave medication in the diaper bag or backpack to keep out of reach of children.

## Daily Schedule

7:00-8:00 am	Arrival/Free Play
8:00-8:30	Breakfast
8:30-9:00	Free Choice
9:00-9:30	Circle Time
9:30-10:00	Science/Math Explorations
10:00-10:30	AM Snack
10:30-11:30	Art Activities
11:30-12:00	Free Play/Outside Play
12:00-12:30 pm	Lunch
12:30-1:00	Prepare for Rest/Nap
1:00-2:30	Rest/Nap
2:30-3:00	Wake up
3:00-3:30	PM Snack
3:30-6:00	Free Play/Outside Play

## Infant/Toddler Schedule

- Every child will eat/sleep/play on their own schedule.
- Each child will be given the opportunity to participate in age appropriate learning activities.
- Infants will be put to sleep on their back.
- Infants unable to hold their own bottle will be held and fed during bottle feedings.

## Sick Children

- Sick Children are NOT accepted.
- If a child is sick siblings are required to stay home as well.
- According to Health Dept. regulations, a child is considered sick if he/she has any of the following symptoms:  
Vomiting, Diarrhea, Fever of over 100 degrees, drainage from eyes, nose or ears, any contagious disease.
- Child must be fever free without the use of medication for 24 hours prior to their return.
- Child must be vomit/diarrhea free for 24 hours prior to return.
- If your child becomes sick, they will be separated and you must pick them up within the hour.

## Meals

- We participate in the USDA Food Program.
- Nutritious meals are provided at no cost to the parent based on the USDA guidelines.
- For lactose free milk or special foods needed, the parent is responsible for providing that component. There will be a \$5/day charge for the parent if we have to provide.
- For any special dietary restrictions a doctor's note is needed to deviate from the USDA requirements. Please see Kelly for more info.

## Photo Usage

- We take pictures of children to use in Newsletters, on the Website, in art projects and promotional materials.
- If for any reason you don't want your child's picture used please indicate on Photograph Authorization Form.

## Electronic Media

- Screen time for children is limited to 1 hour per day, is used intentionally to support educational goals and is free of advertisement and brand placement. This will only occur on special occasions.
- Children under the age of 2 will not view any electronic media.
- All children have the choice of at least one alternative activity during this time.

## Toileting/Hand Washing/Toothbrushing

- Using naturally occurring opportunities on an individual basis, children will be encouraged to use the toilet in a positive manner based on their developmental level.
- Children who are toilet training can be in regular underwear until they have an accident. Then children will be put in a diaper or pull-ups for the remainder of the day.
- During naptime children will be in diapers or pull-ups to avoid accidents.
- Children will wash their hands before eating, after sneezing/wiping their nose, and after toileting.
- Children will be instructed about tooth brushing once a year and given the opportunity to brush their teeth after every meal.

## Rest Time

- All children are required by Child Care Division Regulations to rest for 20-45 minutes. This means each child will lie down on a rest mat for the required time.
- We provide mats, pillows and blankets. They are laid out throughout the room, blinds are closed and soft music is played.
- If your child has a special blanket or stuffed animal please bring it for them to have at naptime.
- If a child does not go to sleep after 20-45 minutes we will provide an alternate quiet activity (reading, coloring, puzzles, etc) for the child on his/her mat or at the table.

## Animals in the Home

- When animals are present children will be supervised closely.
- Children's hands will be washed after contact with animals.
- All pets are vaccinated accordingly and licensed by the County.
- No pets are in either facility at any time.

## Family Advisory Group

- Twice per year we will have a Family Meeting to get input from all parents and caregivers to discuss any changes, ideas, suggestions, and improvements that can be made to our program.
- Please see Kelly if you are interested in participating in this important process!



# Kelly's Kid Care, LLC

- Provider reserves to right to change these policies with a two-week written notice.
- I have received a copy of the Parent Handbook.
- **By signing this I/We agree to all terms set forth in the Parent Handbook.**

Parent: \_\_\_\_\_ Date: \_\_\_\_\_

Parent: \_\_\_\_\_ Date: \_\_\_\_\_