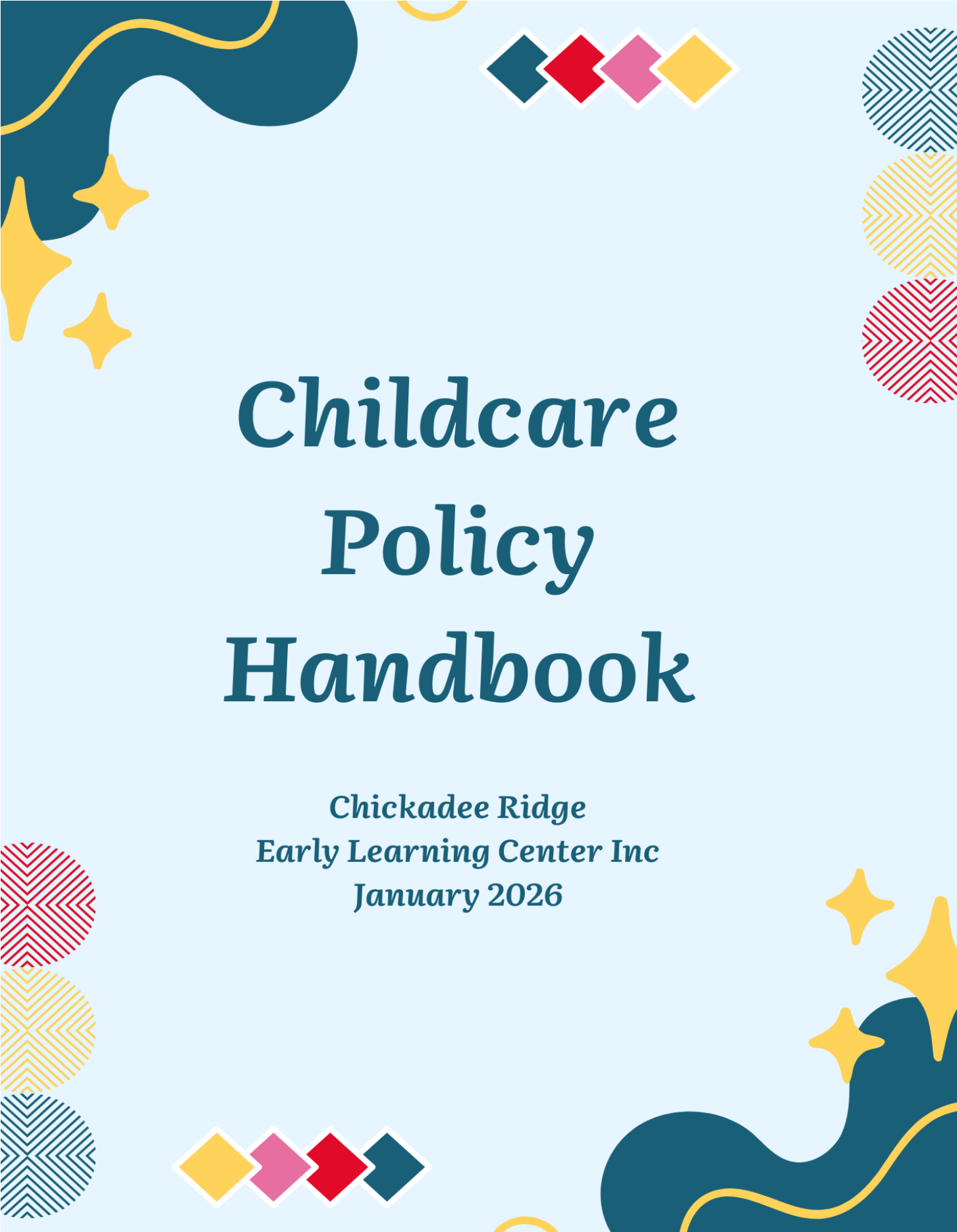




Childcare Policy Handbook

Chickadee Ridge
Early Learning Center Inc
January 2026

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1. Program Information

Director: Susan Alban
28145 SE Samuels Rd.
Eagle Creek, OR 97022
Phone: 503-683-1096
Email: teachersuzee@gmail.com

Child Care Licensing Division (CCLD):
Phone: 1-800-556-6616
Email: ProviderContact@delc.oregon.gov
Website: <https://oregonearlylearning.com>

Oregon Child Abuse and Neglect Hotline: 1-855-503-SAFE (7233)

1a. Facility Description: RF521824

- Licensed capacity: **10 children**
- Ages served: **6 weeks to 5 years**
- Hours of operation: **Monday–Thursday, 5:30 a.m. – 6:30 p.m.**

1b. Planned Closures

Thanksgiving
Christmas Eve
Christmas Day

Chickadee Ridge Early Learning Center will be closed for two (2) nonconsecutive weeks during the summer each year. These closures allow the provider time for rest, professional development, and program planning to ensure continued high-quality care.

Families will receive a minimum of 30 days' written notice of the specific closure dates.

During this time, tuition remains due, and families are responsible for arranging their own backup child care.

1c. Tuition Payment Policy

Tuition is charged as a **flat monthly rate** and secures your child's enrollment and scheduled space.

- Tuition is **due on the 1st of each month** (unless prior arrangements have been made).
- Payments not received by the due date may be subject to late fees as outlined in the tuition agreement.

- Tuition is due regardless of child absences, holidays, provider closures, or emergency closures.

To ensure timely and consistent payments, families are **strongly encouraged to enroll in automatic payments** (ACH or recurring electronic payment). Automatic payments help prevent missed or late payments and support smooth program operations.

Part-Time Enrollment Policy

Chickadee Ridge Early Learning Center is designed to support consistent, full-day enrollment. Part-time care is offered on a limited, availability-based basis and may not always be available.

Families enrolled in part-time care acknowledge that:

- Part-time schedules are subject to availability and are not guaranteed long-term
- Full-time enrollment is prioritized to maintain program stability and consistency for all children
- The program reserves the right to modify or discontinue part-time schedules if needed to accommodate full-time enrollment

If changes to a part-time schedule are required, families will be provided with a minimum of 30 days' written notice.

Enrollment in part-time care indicates understanding and acceptance of this policy.

1d. Licensing Status (Registered Family Child Care – Transitional)

Chickadee Ridge Early Learning Center is currently licensed by the Oregon Child Care Licensing Division (CCLD) as a Registered Family Child Care Home.

As a Registered Family Child Care Home, the program operates in compliance with all applicable Oregon Administrative Rules, including limits on group size, age mix, and supervision requirements.

Chickadee Ridge Early Learning Center intends to transition to a Certified Family Child Care Home once licensing requirements and grant funding milestones are met. Families will be notified in writing of any change in license status, capacity, or applicable ratios.

At all times, the program will operate within the requirements of the current license held. When transitioning between license levels, the most restrictive ratio and capacity rules will be followed until formal approval is granted by CCLD.

Staff-to-Child Ratios and Capacity

Registered Family Child Care Home Ratios (Current License)

Under a Registered Family Child Care Home license, Chickadee Ridge Early Learning Center may care for up to 10 children at one time, including the provider's own children who are under age 10 and present during care hours.

Ratios are determined by the age of the youngest child in care and must always remain within state-required limits.

General Registered Family Child Care guidelines include:

- The total group size may not exceed 10 children
- The number of preschool-age and younger children is limited
- The number of children under 24 months is restricted and directly impacts allowable group size
- Provider supervision and safety requirements must be maintained at all times

Exact ratios and group composition may vary depending on the ages of children enrolled and present on a given day.

1e. Staff-to-Child Ratios (Certified Family Child Care Home)

To ensure safety and quality care, we follow the Oregon rules for Certified Family Child Care Homes:

- The number and ages of children in care must always remain within state-required ratios.
- If **all children are school-age**, the ratio is **1 caregiver per 15 children**.
- If children under school-age are present, the ratio is determined by the **age of the youngest child** in care.
- A Certified Family Child Care Home may care for **up to 10 children (6 weeks through school-age)** at one time if:
 - No more than **6 are preschool-age or younger**,
 - Of those 6, no more than **2 are under 24 months**, and
 - Up to **4 may be school-age children**.
- When more than **2 children under 24 months** are in care, additional rules apply to ensure appropriate staffing and training.

These rules include the provider's own children under age 10 when they are present in care. Ratios are always maintained during operating hours.

1f. Program Philosophy

At Chickadee Ridge Early Learning Center, our philosophy is rooted in the belief that **childhood is a unique and valuable stage of life**. We are dedicated to providing a safe, nurturing, and engaging environment where children can grow emotionally, socially, physically, and intellectually.

We recognize that children learn best through **play, exploration, and meaningful relationships**. Our program is designed to support the whole child through the following guiding principles:

1. **Whole-Child Development** – We create opportunities for growth in all areas of development, including social-emotional skills, language, creativity, problem-solving, and physical health.
2. **Nature as Teacher** – Our outdoor spaces and natural surroundings are an essential part of our program. Time in nature fosters curiosity, creativity, environmental awareness, and physical well-being.
3. **Play-Based, Child-Centered Learning** – Children are active participants in their learning. We follow their interests and curiosities, offering experiences that encourage exploration, discovery, and critical thinking.
4. **Relationships & Community** – We value strong partnerships between children, families, and educators. Respect, trust, and open communication form the foundation of our community.

In practice, this means:

- We provide a balance of structured and unstructured activities.
- Children have daily opportunities for outdoor play and nature-based learning.
- Teachers guide learning through observation, intentional planning, and responsive interactions.
- Families are welcomed and encouraged to participate in the life of our program.

By embracing these principles, we aim to create a learning environment where **children feel safe, valued, and inspired to explore the world around them**.

1g. Sample Daily Schedule

Our daily schedule provides a balance of structured learning, free play, outdoor time, rest, and creative exploration. While times and activities may be adjusted to meet the needs of the children and the season, our routine offers consistency and predictability that helps children feel secure.

Operating Hours: 5:30 a.m. – 6:30 p.m.

Core Learning Hours: 9:00 a.m. – 3:00 p.m.

Time	Schedule for the day
Arrival - 9:10 AM	Free Play
9:10- 9:15 AM	Clean Up
9:15- 9:25 AM	Morning Circle & Learning Center
9:25- 9:30 AM	Restroom and Wash
9:30- 9:45 AM	Breakfast
9:45- 9:50 AM	Clean up
9:50- 12:00 PM	Outdoor Activity, Music, & Free Play
12:00 - 12:10 PM	Clean up
12:10- 12:20 PM	Learning Center
12:20- 12:25 PM	Restroom and Wash
12:30- 1:00 PM	Lunch
1:00- 1:05 PM	Clean up
1:05- 2:15 PM	Story Time, Quiet Play, & Naps
2:15- 2:25 PM	Clean up
2:25- 2:30 PM	Restroom and Wash
2:30- 2:45 PM	Snack
2:45- 2:50 PM	Clean up
2:50 - Departure	Outside Activity, Art, Drama, & Free Play

2. Arrival and Departure Procedures

- **Hours of Operation:** 5:30am to 6:30pm, Monday through Friday
- **Sign-In/Out:**
 - Parents/guardians must sign their child in and out each day using the attendance sheet.
 - Signatures must be legible and include the full name.
- **Authorized Pick-Up:**
 - Only individuals listed on the child's emergency contact/pick-up authorization form may pick up the child.
 - Photo ID will be required for anyone unfamiliar to staff.
 - Parents must update the pick-up list in writing whenever changes occur.

2a. Attendance Policy

Regular attendance is important for your child's adjustment, learning, and social development.

- **Absences:** Parents must notify the center by phone, text, or email before the start of the day if a child will be absent.
- **Illness:** Children must stay home if they are ill, in accordance with our Health Policy.
- **Late Arrival:**
 - Learning activities begin promptly at 9:00am. Children arriving late may miss key activities.
 - If your child will arrive later than 10:00am, please notify us in advance so we can plan accordingly.
- **Early Pick-Up:** Parents should inform staff in the morning if early pick-up is needed.
- **Extended Absences:** For planned vacations or absences lasting more than three days, please provide notice at least one week in advance.

- **Chronic Absenteeism:** Excessive unexcused absences may result in a meeting to discuss continued enrollment and strategies to support consistent attendance.
- **Tuition Policy:** Full tuition is due regardless of a child's attendance. Credit is not given for absences due to illness, vacations, or other reasons. Tuition secures your child's place in the program.

2b. Illness Policy

Illness & Exclusion

Children must remain home if they have fever, vomiting, diarrhea, unexplained rash, contagious disease, or other restrictable conditions. They may return after being symptom-free for 24–48 hours, depending on the illness, or with a doctor's note.

Restrictable diseases are reported to public health, and notices are posted.

When Your Child Must Stay Home

Your child must stay home if they have:

- Fever over 100.4°F (may return after 24 hours fever-free without medicine).
- Diarrhea (3+ loose/watery stools in 24 hrs or sudden onset; return after 48 hrs without symptoms or with doctor's note).
- Vomiting (unexplained; return after 48 hrs without symptoms or with doctor's note).
- Severe or persistent cough.
- Yellow skin or eyes (jaundice).
- Open sores/wounds that are not dry or fully covered.
- Stiff neck and headache with other symptoms.
- Unusual tiredness, irritability, confusion, or behavior changes.
- Trouble breathing or wheezing.
- Severe pain.
- Severe, weeping, or pus-filled eye lesions.

If Your Child Gets Sick at School

- We will separate them from others in a supervised space.
- We will call you right away for pick-up.
- Their cot/mat will be sanitized after use.

Restrictable Diseases

Some illnesses require us to notify the local health department and follow their guidance for returning to care. We may also post a notice for other families.

Allergies

If your child has a severe allergy, we will:

- Create a written care plan with you.
- Train staff on prevention and emergency treatment.
- Call you immediately if exposure occurs (even without a reaction).
- Call 911 if epinephrine is given.

Thank you for helping us keep our community healthy!

3. Parent Responsibilities

Parents must provide and keep current:

- Parents must provide up-to-date emergency contacts, immunizations, custody documentation, and allergy/health details.
- Parents provide extra clothing, diapers/wipes if needed, and seasonal outdoor gear.
- Sign-in/out is required daily. Only authorized adults with photo ID may pick up a child.
- Parents must notify the program if their child will be absent.
- **Tuition Policy:** Full tuition is due regardless of a child's attendance. Credit is not given for absences due to illness, vacations, or other reasons. Tuition secures your child's place in the program.
- Other items parents are expected to provide:
 - New playard (if applicable)
 - Age appropriate child restraint for emergency transportation (if applicable)

Backup Child Care Responsibility

Families are required to maintain reliable backup child care arrangements for times when care is unavailable, including but not limited to:

- Provider illness or emergency
- Planned closures (including summer closure)
- Inclement weather or emergency closures

Chickadee Ridge Early Learning Center does not provide substitute care or referrals for backup care.

We strongly recommend that families identify at least two (2) to three (3) backup care options whenever possible (such as trusted family members, friends, or alternate child care providers).

4. Emergency Preparedness and Response Plan

We maintain a written plan covering evacuation, relocation, shelter-in-place, lockdown, and medical emergencies (see separate “Emergency Preparedness & Response Plan” document). This plan is followed unless directed otherwise by emergency personnel.

5. Health and Safety Policies

All staff follow **universal precautions** when handling blood or bodily fluids, including:

- Wearing disposable gloves
 - Proper handwashing
 - Safe disposal of contaminated materials
- Staff receive training in these precautions per OAR 414-360-0850(7).

5a. Toileting, Diapering, and Handwashing

- Proper sanitation and gloves used during diapering.
- Children assisted as needed with toileting.

- Handwashing required before meals, after toileting, outdoor play, or contact with bodily fluids.

5b. Immunization Tracking

All immunizations must be current. Annual reports are filed with the state.

5c. Safe Sleep (Infants)

- Infants placed on their backs to sleep in cribs or play yards.
- Firm mattress and fitted sheet only.
- No blankets, pillows, or toys.
- Checked every 15 minutes while asleep.

5d. Sunscreen & Insect Repellent

Applied only with written parent permission.

5e. Care of Bed Linen

Each child has their own labeled bedding, washed weekly or more often if soiled.

5f. Injury Prevention

Daily safety checks are performed indoors and outdoors.

5g. Pesticides & Toxic Substances

Not used during care hours. All hazardous substances stored locked.

5h. Animals on Premises

Only healthy, vaccinated animals are permitted. Handwashing required after contact.

5i. Water Activities

We may use sprinklers or shallow play tables. Pools deeper than 2 feet are **not used**.

5j. Prohibited Substances

Tobacco, cannabis, alcohol, and illegal substances are prohibited on premises.

5k. Emergency Preparedness

Our written plan covers evacuation, relocation, shelter-in-place, lockdown, and medical emergencies.

5l. Identified Emergency Care Provider

Adventist Health Urgent Care – Sandy
37587 Highway 26, Sandy, OR 97055
Phone: (503) 668-8002

5m. Physical Restraint

Used only to prevent immediate harm and released as soon as the child is safe. Parents are notified and incidents documented.

5n. Visitor/CBR Supervision

Any adult not in the Central Background Registry will not be left unsupervised with children.

5o. Water Test Results

Drinking water is tested for lead per state rules. Results are available on request.

6. Food and Nutrition

- Nutritious meals and snacks provided according to USDA CACFP guidelines.
 - Weekly menus are posted; substitutions noted.
 - Parents must label food brought from home.
 - Allergies and special diets are respected with a written care plan.
-

7. Transportation and Field Trips

We do not provide transportation.

Transportation may be necessary in an emergency situation. Vehicles meet all state safety requirements, and children are secured in parent provided age-appropriate restraints. Parents must provide written acknowledgement in advance.

8. Communication and Transparency

8a. Parent Communication & Grievances

Parents are encouraged to discuss concerns directly with the Director. If unresolved, families may file a complaint with CCLD.

8b. Viewing Reports and Rules

Inspection reports and licensing rules are available on-site and online:
<https://oregonearlylearning.com>

8c. Child Care Safety Portal

Parents can view provider information at: <https://mychildcare.oregon.gov>

8d. CCLD Complaint Process

Concerns may be reported to:
Phone: 1-800-556-6616
Email: ProviderContact@delc.oregon.gov

8e. Custodial Parent Access

Custodial parents may access all areas during operating hours without prior notice.

8f. Legal Sanctions

Families will be notified if the facility has any current or pending legal sanctions.

9. Behavior and Guidance Policy

We use positive guidance strategies to support social-emotional growth:

- Redirecting inappropriate behavior
 - Offering choices and setting clear limits
 - Using natural and logical consequences
Corporal punishment, threats, humiliation, or any form of shaming are strictly prohibited.
-

10. Child Abuse and Neglect Prevention & Reporting

All staff are **mandatory reporters** under Oregon law.

If we suspect child abuse or neglect, we will immediately report to the Oregon Child Abuse Hotline at **1-855-503-SAFE (7233)**.

We also train staff on recognizing signs of abuse and neglect.

11. Night Care

We do not provide night care.

If provided, night care follows all requirements for sleeping arrangements, supervision, and safety.

12. Non-Discrimination Policy

In compliance with state and federal laws and the **Americans with Disabilities Act (ADA)**, we do not discriminate on the basis of race, religion, color, national origin, gender, marital status of parent, or need for special care.

13. Individualized Assessment for Children with Specific Needs

When a child has known specific needs, we will complete an individualized assessment with input from:

- The child's parents/guardians
 - Professionals knowledgeable about the child's needs
 - Our caregiving staff
- The written assessment will include:
1. Reasonable accommodations we have made to support the child, or why accommodations are not possible
 2. Any modifications to policies or practices we have made to integrate the child, or why modifications are not possible
 3. Any direct threats to health or safety posed by the child's presence (if applicable)

Appendix

A-1: Guidance and Discipline Policy

Philosophy

At Chickadee Ridge Early Learning Center, we believe that guidance and discipline are about teaching, not punishing. Our goal is to help children develop self-regulation, empathy, and problem-solving skills in a safe, nurturing, and respectful environment. We use positive discipline strategies that are developmentally appropriate and culturally sensitive.

Core Principles

- **Respect for the child** as a unique individual
- **Understanding child development** and appropriate behavior
- **Consistency and fairness** in applying expectations
- **Teaching rather than punishing**
- **Creating a positive, predictable environment** that promotes security and independence

Strategies for Positive Guidance

We implement the following proactive and responsive strategies:

1. Modeling Positive Behavior

- Adults demonstrate respectful, calm, and caring behavior.
- We speak to children the way we want them to speak to others.

2. Setting Clear Expectations

- We use simple, age-appropriate language.
- Expectations are explained and reviewed regularly, especially during transitions or group times.

3. Redirection

- When a child is engaging in unsafe or inappropriate behavior, we guide them toward a more acceptable activity.
- We offer choices to empower decision-making.

4. Encouragement and Positive Reinforcement

- We recognize effort and cooperation more than outcomes.
- Praise is specific and sincere to build intrinsic motivation.

5. Teaching Problem-Solving

- Children are guided to identify feelings, express themselves, and work toward peaceful solutions.
- Conflict resolution techniques are taught and practiced daily.

Discipline Techniques We Use

- Verbal reminders and gentle cues
- Visual prompts (e.g., picture schedules, feeling charts)
- Calm-down areas or sensory tools (not isolation or punishment)
- Natural consequences (when safe and appropriate)
- One-on-one coaching from staff to support behavior

Behaviors Requiring Immediate Intervention

In cases where a child is hurting themselves or others, or causing severe disruption, staff will:

- Ensure the safety of all children immediately
- Use calm, firm verbal cues to stop the behavior
- Remove the child from the situation if necessary (not as punishment but as a reset)
- Help the child return when they are ready and supported

Prohibited Practices

We strictly prohibit:

- Corporal punishment (spanking, slapping, shaking, etc.)
- Humiliation, shaming, sarcasm, or yelling
- Withholding food, rest, or toileting as a consequence
- Threats or bribes
- Isolation without supervision

Any use of such practices is grounds for disciplinary action, including termination of staff.

Partnering with Families

- Parents will be informed of recurring behavior concerns and strategies being used.
- We collaborate with families to create behavior support plans if needed.
- Referrals for external support services may be made with parent consent if appropriate.

Suspension/Expulsion Policy

Expulsion is a last resort. Before considering suspension or disenrollment:

- We will exhaust all appropriate interventions.
- We will meet with families to discuss concerns and develop a plan.
- Temporary suspensions may occur if safety cannot be maintained.

We aim to **support, not exclude** — and to help every child thrive in our care.

B-1: Emergency Preparedness & Response Plan

1. Purpose

This plan provides step-by-step procedures to ensure the safety and well-being of children, staff, and visitors during an emergency. It addresses evacuation, relocation, shelter-in-place, lockdown, medical emergencies, and other incidents. All procedures will be followed unless otherwise directed by emergency personnel.

2. Emergency Procedures

A. Lost or Missing Child

- Immediately secure all other children in a safe, supervised location.
- Conduct a quick headcount and roll call using attendance records.
- Search the building and immediate outdoor areas.
- If the child is not found within 5 minutes, call **911** and provide the child's name, age, description, and last known location.
- Notify the child's parents or guardians as soon as possible.

B. Supervision and Accountability

- Staff will carry attendance rosters during all transitions and emergency situations.
- Conduct headcounts before, during, and after each emergency procedure.
- No child is left unattended at any time.

C. Alerting Caregivers and Children

- Staff will be alerted by **verbal announcement** or **designated emergency whistle/air horn**.
- Children will be instructed using calm, clear directions appropriate to their age.

D. Notifying Emergency Authorities

- Call **911** for police, fire, or medical emergencies.
- Call **Poison Control Center: 1-800-222-1222** if applicable.
- Provide location, nature of emergency, number of children involved, and any hazards.

E. Evacuation & Relocation

- **Primary safe area:** At the well pump house located at the corner of the property near the intersection of SE Samuels Rd and SE Heiple Rd.
- **Alternate shelter location:** The entrance to Quackenbush Farm on Heiple Rd located east of the property.
- Staff will lead children in a calm, orderly manner.
- Attendance will be taken before leaving, upon arrival at the safe location, and upon return.

F. Shelter-in-Place / Lockdown

- Move children to the designated safe room: Living Room.
- Lock doors, cover windows, turn off lights, and maintain silence.
- Keep children engaged in quiet activities until “all clear” is given by authorities.

G. Responding to Natural & Human-Made Disasters

- **Power Outages:** Use emergency lighting, keep children calm, avoid unsafe areas.
- **Severe Weather:** Move children to interior rooms away from windows.
- **Earthquake:** “Drop, Cover, Hold On” until shaking stops; then evacuate if needed.
- **Air Quality Alerts:** Remain indoors, close windows, run air filtration if possible.

H. Serious Illness, Injury, or Death

- Provide first aid and/or CPR as trained.
- Call **911** immediately for serious conditions.

- Notify parents/guardians and licensing within required timelines.

I. Hostile Intruder

- Initiate lockdown procedure immediately.
- Call **911** and remain in secure location until law enforcement arrives.

J. Individual Child Needs

- Maintain an updated list of children with disabilities, chronic medical conditions, allergies, and special needs.
- Keep individual care plans accessible during all emergencies.

K. Emergency Contact Information

- A portable emergency binder with all child and caregiver contact information, medical authorizations, and special care plans will be taken during any evacuation.

L. Parent Notification & Reunification

- Parents will be notified once children are in a safe location and accounted for.
- Reunification will occur with ID verification before releasing a child.

M. Continuity of Care

- Copies of critical records and electronic backups will be stored in a portable file box and/or off-site secure location.
- Staff will implement temporary operations if the facility is unusable.

N. Pool & Swimming Safety

- If applicable, pools will be secured and inaccessible during emergencies.
- Children will never be evacuated toward a pool area.

O. Medical Care Provider

- Designated emergency medical care provider: **Adventist Health Urgent Care, Sandy.**
- Address: 17055 Ruben Ln, Sandy, OR 97055 | Phone: 503-668-8002

3. Hazard Awareness

The provider will monitor for and respond to:

- Heat above 100°F or as directed by authorities.
- Cold below 20°F or as directed by authorities.
- Lightning, tornadoes, hurricanes, or flooding with immediate or likely danger.
- Earthquakes.
- Air quality emergencies.
- Lockdowns ordered by public safety.
- Any other incident posing a health/safety risk.

4. Emergency Equipment

- Flashlights and/or battery-powered lanterns in working condition, stored in an easily accessible location.
- Extra batteries available.

5. Plan Review

- Reviewed and updated **annually** or as needed.
- All caregivers trained on plan **once per licensing period** and whenever updates are made.
- Document review dates in staff training records.

Combined Policy Acknowledgment of Receipt:

I have received and read the Chickadee Ridge Early Learning Center Policies.

- Childcare Policy Handbook
- Emergency Preparedness & Response Plan
- Guidance and Discipline Policy
- Tuition Policy

Parent/Guardian Signature: _____ Date: _____

Caregiver/Volunteer Signature: _____ Date: _____