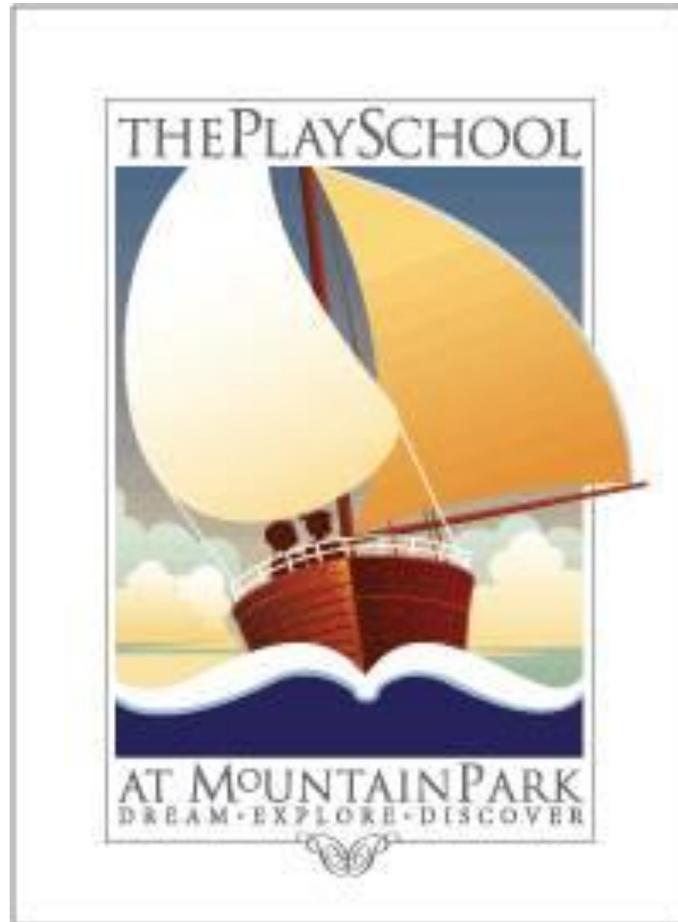


PARENT GUIDE



THE PLAYSCHOOL AT MOUNTAIN PARK

WE BELIEVE THAT CHILDREN LEARN BEST . . .

By exploring concepts through hands-on activities;

Through long blocks of uninterrupted play;

With opportunities to explore both indoors and outdoors;

With caring, respectful relationships with peers and adults.

GOALS

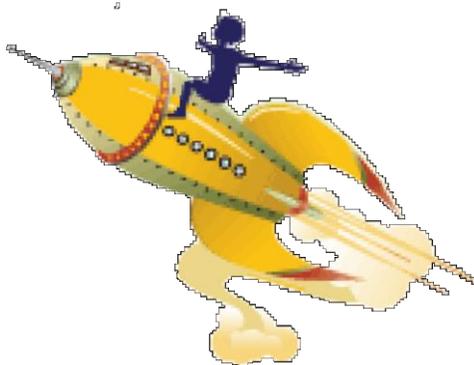
To provide an environment which promotes active exploration and interaction with others;

To provide learning activities and materials that are concrete, real and meaningful;

To foster self-esteem through relationships with others;

To recognize that all children are different and allow such differences to surface in daily activities;

To allow outlets for expression of each child's individual creative potential.



Our Purpose

The Playschool at Mountain Park is an early childhood learning center designed to serve families in and around Mountain Park. We are committed to providing quality programs for children 18 months through 5 years.

How to Reach Us

The Playschool at Mountain Park
2 Mt Jefferson Terrace
Lake Oswego, OR 97035
Phone: 503-636-8962
Fax: 503-635-0971
Email: play@mtparkhoa.com

Hours of Operation

Monday – Friday
7am - 6pm

Emergency Evacuation Site

It is a licensing requirement that we have a safe place to take children in case we need to evacuate our school and clubhouse (i.e. fire, natural disaster, etc.). That place is Touchstone School. The address and phone number is:

2 SW Touchstone (off Kerr Pkwy)
Lake Oswego, OR 97035
503-635-4486

Holidays and Closures

The Playschool at Mountain Park is closed on:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

The Playschool closes at 1pm on:

- Christmas Eve
- New Year's Eve

****Any additional closure days during the December holiday may be added due to low attendance.*

Inclement Weather

The Playschool at Mountain Park follows the Lake Oswego School District regarding inclement weather conditions. An email will also be sent out as soon as possible so that you are able to make arrangements. It is for the safety of our families and staff if we choose to close on inclement weather days.

License

The Playschool is licensed by the Child Care Division for 58 children age 18 months through 5 years of age. The CCD establishes regulations that govern our facility, staff, record keeping, nutrition, health and safety procedures. Concurrent with CCD regulations, representatives of all agencies involved in certification, and custodial parents have access to all parts of The Playschool during hours of operation. No advance notice is required. The following documents are available at the front desk for review:

Rules for the Certification of Child Care Centers

The most recent:

- Child Care Center Certification Inspection
- Child Care Center Sanitation Inspection
- State Fire Marshall Inspection Notice

Toilet Training

Many of your children have begun the exciting process of potty training. This can be approached in many different ways. We thought it may be helpful for all of you to be aware of how we handle toilet training here at school.

The first and perhaps one of the most important steps is to get your child familiar with the process so they know what to expect when “their time” comes. We do this by having the children who are interested come to the bathroom as a group to observe the routine. This helps them understand that the potty is not a scary thing. There are frequent cheers and applause heard coming from the bathroom here at school. We offer a lot of verbal praise and support as the children work on this process.

When your child is staying dry more frequently, and is comfortable with the toilet, they are probably ready to start potty training. Many parents ask if they should bring in pull ups. What we suggest is to go straight for the cloth underpants. We have found during our years of potty training, that the children learn what is going on with their body quicker

if they can feel themselves getting wet when it happens. Yes, it will mean some puddles on the floor and possibly lots of wet clothes, but hang in there . . . things will improve.

Another important part of toilet training is encouraging your child's self-help skills. Help your child learn to pull up and down their own clothing. Here at school, we encourage the children to assist in changing themselves when an accident happens by removing their wet clothing and putting it in a bag, then learning to help get themselves dressed in dry clothing. This boosts their self-esteem by helping them feel responsible for their actions. Dressing your child in clothing that encourages ease in potty training plays a big part in the whole process. "Onesies" and pants with snaps and zippers can make things more difficult. We encourage elastic waistbands and shoes with Velcro fasteners during this time. If your child get frustrated by trying to pull up pants that are too tight or put on shoes that don't slip on easily, they can become discouraged and see toilet training as a negative.

Please let us know if we can offer any support or words of encouragement for your routine at home. We want your children to succeed and we appreciate all of your support for our efforts here.

Toddler

Ages: 14 -30 months old

Ratio: 8 children to 2 teachers

Toddlers are a curious and energetic group of children. This program allows the children to develop through exploration. The environment is specifically designed to make all toys and areas of interest accessible to them. Each child will develop a sense of self and others by being able to explore freely, make choices and socialize with children their own age. It is very important for children to be able to express their feelings openly and confidently. Our staff is trained to guide them in making appropriate choices and in the developing of verbal skills that will allow them to make special relationships with other children and adults. The children are encouraged to verbalize their wants and needs.

Toddlers are continuously mastering physical skills that help them develop self-help skills. They are beginning the process of toilet training, feeding and dressing themselves. Our staff encourages children to dress themselves, put away their toys and be accountable for their actions. The accomplishment of these skills goes hand-in-hand with the child's self-esteem. The teachers are supportive and accepting of each child's individual needs and personalities. This acceptance allows each child to be a creative, unique individual with a sense of pride in themselves and their accomplishments.

Children need a wide range of activities. The teachers provide learning centers for them to explore and initiate play. For example, the children are able to explore their sense of creativity in the art area while mastering their small motor skills by holding crayons and paint brushes. Later, in future learning, these activities will enable the child to hold a pencil to begin the writing process. In the dramatic play area, the children can explore their feelings by role playing and becoming mommies and daddies or grandmas and grandpas.

Our staff members are very responsive to the feelings of the children. A toddler's inner world is filled with conflicting feelings and ideas, independence and dependence, confidence and doubt, fear and power, hostility and love, anger and tenderness, and aggression and passivity. This wide range of feelings can challenge the resourcefulness of the adults in the child's life. Our teachers delight in each child's individual success, giving each child choices and respecting the child's individuality.

Jr. Preschool

Ages: 2.5 to 3.5 year olds

Ratio: 10 children to 2 teachers

The Jr. Preschool serves as an introduction to our Preschool program. The daily schedule allows ample time for exploration and discovery in learning centers. The day also includes a group time which incorporates calendar, music, weather and stories. The children in this classroom will continue to exercise their independence by learning to make appropriate choices and decisions. They will work on fine-tuning their potty training and self-help skills in this class.

Our learning centers include areas such as science, math, blocks, dramatic play, reading, art, music and sensory. These centers have simple rules such as a limited number of occupants and cleaning up when they are done. By playing in these centers, children learn to take turns, communicate, solve problems, work together and take responsibility. They are building, creating, pretending, experimenting and best of all, playing.

Our curriculum is both planned and emergent. It includes some teacher directed activities such as circle times, small groups and one-on-one with each child. All activities and materials are geared for the age and developmental readiness of each child to ensure a successful experience in our classrooms. The skills and experiences they gain in the Jr. Preschool will act as building blocks for your child to successfully transition to the Preschool program.

Preschool

Ages: 3 to 4 year olds

Ratio: 20 children to 2 teachers

Our Preschool program allows children to learn at their own pace. Teachers provide the children with materials, activities and opportunities which foster social and emotional growth as well as many academic concepts. In order to begin to read and perform other academic tasks, the children must first gather meaning from their world.

Children learn best when they use their 5 senses. They need to touch, taste, hear, smell and see something to fully understand how things work in their world. Our classroom is set up in learning centers which encourage different skills and concepts. They are full of materials, activities and opportunities for hands-on learning. We encourage children to develop skills like questioning, experimenting, observing, problem solving and communicating, by giving them time to become totally involved in their activities.

Our learning centers include areas such as science, math, blocks, dramatic play, reading, art, music and sensory. These centers have simple rules such as a limited number of occupants and cleaning up when they are done. By playing in these centers, children learn to take turns, communicate, solve problems, work together and take responsibility. They are building, creating, pretending, experimenting and best of all, playing.

Our curriculum is both planned and emergent. It includes some teacher directed activities such as circle times, small groups and one-on-one with each child. All activities and materials are geared for the age and developmental readiness of each child to ensure a successful experience in our classrooms. The skills and experiences they gain at The Playschool will act as building blocks for the future.

Pre-Kindergarten

Ages: 4 to 5 year olds

Ratio: 20 children to 2 teachers

The Pre-Kindergarten classroom is arranged in interest centers (blocks, dramatic play, art, writing, manipulatives, reading, puzzles/games, etc.). Children spend most of their day working (playing) in small groups or individually in centers of their own choosing. Part of the children's day is spent in large group activities such as games, art and storytelling. Our Pre-Kindergarten teachers try to balance the children's day with individual, small-group and large group activities. They also try to balance vigorous, physical activities with quiet, less active ones.

Why do children play in Pre-kindergarten? Play in the Pre-K classroom is serious business. Play influences a child's capacity to think and solve problems. Children are able to take what they already know and apply it to new situations. These experiences give children opportunities to develop communication and social skills. Moreover, play is active and involves the senses and is, therefore, an ideal means of instruction for pre-kindergarten children.

Because our teachers understand the value of play, they plan for children's play, set aside large blocks of time for activities and treat play as the children's work. Pre-Kindergarten children spend much of their time in planned activities designed to foster intellectual, physical and social growth. Their play with blocks, sand, water, dress-up clothes, art materials and so on develops the foundations for all other learning, including academic learning.

Children also need to learn social skills, to solve problems and to make good choices for themselves and others. In order to guide children toward greater self-control and independence, our teachers:

- Provide developmentally appropriate activities and material that are stimulating to children without causing them to be frustrated
- Establish clear rules and procedure with explanations for them, including the children in the process
- Give children opportunities to make choices

Enrollment

We admit children regardless of race, religion, color, national origin, sex or the marital status of their parents. The decision to enroll a child with a need for special care will be made on an individual basis after the child's needs have been assessed using information from parents and professionals who are knowledgeable about their child's specific handicap.

All parents are required to keep their child's file current with accurate address and telephone numbers. This information is essential for contacting parents in an emergency. Please notify the front desk staff of any informational changes.

Arrival/Departure Procedures

Parents must accompany their child to the classroom each day during drop off. Please sign your child in and out on the sign in sheet (near the classroom door) each day. Check your parent file for notes and other information and your child's art file daily.

For security reasons, the side and rear doors are locked, so please enter through the front door for drop off and pick up.

Parking

Please park in the parking lot when dropping off or picking up your child. The two yellow spaces directly across from the clubhouse walkway are reserved for service and delivery vehicles, but are available to parents for no longer than 5 minutes. Please keep these spaces available at all times. Be aware that the red curb is a posted “no parking” area.

Authorization to Pick Up Children

We have to work together to protect your child. Therefore, we will not release your child to anyone without verbal or written notice from you, the enrolling parent or guardian. Your enrollment forms include persons authorized to pick up your child, but we ask that you notify us before they do. Please notify in writing if you are adding someone to your pick up list. We will ask for a driver’s license for identification if we are in doubt about someone’s identity.

Your Child’s Schedule

Upon enrollment you made arrangements for specific days and times of attendance for your child. We ask that you arrive and depart at scheduled times. If you will be delayed in picking up your child, please call The Playschool to inform your child’s teacher.

We will attempt to accommodate all requests for a change to your child’s regular schedule. Changes are subject to the availability of space. It is our policy to not trade days. You will be charged a daily rate for days not regularly scheduled.

Children’s Belongings

Each child has a cubby and a coat hook. Please check these daily. Toys and items of value should remain at home. Please provide your child with a complete change of clothes, labeled with their name, to keep at school. Check with your child’s teacher with questions about appropriate items for sharing or nap time.

Clothing

Children need to be dressed appropriately for active play so that they may paint, play in water and participate in other sensory activities without undue concern about their clothing. We encourage self-help skills, so make sure your child’s clothing allows him/her to dress themselves. Properly fitted shoes are required so that children can safely play on playground equipment.

Outdoor Play

Outdoor play is fundamental to a child's health and general well-being. Children participate in outdoor play on a daily basis. If a child is well enough to attend school they are expected to participate in outdoor play. Please check the weather and send appropriate outdoor clothing so that your child will be comfortable. Hats or hoods are recommended for children when playing in light rain. Also, keep in mind that our playground becomes muddy during the rainy weather so boots are advised.

Helping Your Child Adjust

When a child joins a group of children in a child care setting, it is quite an adjustment for the entire family. We want to do all that we can to make this adjustment as easy as possible for you and your child.

We encourage you to spend some time in the classroom before you leave your child alone for the first time. Becoming familiar with the classroom and teachers helps to strengthen your child's sense that The Playschool is a fun and safe place to spend the day.

Children adjust in different ways. We found that children make the best adjustment when you make leaving them cheerful, short and sweet. For example, say "I am leaving now, but I will be back later to pick you up. I know you will have a fun day." Then leave. Staying after you have said "good-bye" or sneaking out when your child is not looking, will only increase your child's anxiety. Some children may cry at first and the teachers will comfort them while at the same time, encourage participation in an activity. Some children spend the first week or so watching the other children before joining in, others may adjust by being overly aggressive the first few days and some children settle in smoothly without much fuss. In any situation, communication is the important detail to remember.

Transitions – When Your Child Moves Up to the Next Classroom

Our main goal is to ensure that each child settles into the new program very easily and without much confusion. We introduce the child to the teacher and environment slowly. We try, if possible, to move children together. Changes are much easier when they are with a friend. We will inform you daily of how your child is doing in the new classroom.

We move children from one classroom to the next based on the child's development and their age. When Toddlers move into the Jr. Preschool program they must be potty trained. They should be following simple instructions, working cooperatively within a group of children and be able to verbalize wants and needs to the teacher and other children.

Absence

Please notify The Playschool if your child will be absent for vacations as well as illness. The Child Care Division requires that you give notification if your child contracts a communicable illness such as chicken pox or food poisoning.

Holidays

Holidays are an exciting time for children and many families have special celebrations. We talk about holidays and the different ways people celebrate but focus continues on our "normal" activities. Our goal is to compliment family activities rather than compete with them. We recognize and respect the diversity of our families' beliefs and cultural backgrounds and encourage all children to share their traditions with us.

Birthdays

Each child's birthday is recognized with a simple but meaningful classroom celebration. We request that parents coordinate birthday arrangement with staff in advance. Treats may be provided for birthday celebrations. Licensing regulations require that all food brought to the Playschool be purchased rather than homemade.

Fieldtrips

Throughout the year staff plan field trips as part of our curriculum. Most frequently they are walking trips. Occasionally we plan a trip away from The Playschool. To do so, Preschool age children will ride a school bus. Parents are notified in writing at least one week in advance of all field trips away from The Playschool. Notice of walking trips will be posted on the sign-in clipboard. Parent volunteers are welcome.

Television

We feel strongly that it is developmentally beneficial for children to actively interact with their environment. We work hard and thoughtfully to provide a variety of activities that will interest and involve our children. On occasion, we may use television for a specific learning activity.

Staff

The Playschool is staffed by a director, assistant director, teachers and a cook. The staff at The Playschool are early childhood professionals. Many have degrees in ECE, Child Development, Elementary Education or a related field. All teaching staff have experience in early childhood programs.

Teachers participate in on-going training. They are required by the Child Care Division to participate in a minimum of fifteen clock hours of training each year, including

eight hours of child development of ECE. In addition, they have current first aid and CPR and food handler cards as well as training in child abuse reporting.

The State of Oregon CCD regulations state “no one shall be in the center who has been convicted of a crime of immoral conduct or convicted of violating a criminal statute that protects children or who has demonstrated behavior which may have a detrimental effect on a child.”

A criminal record check through the Oregon State Police Law Enforcement Data System is completed on all staff at The Playschool. Criminal record checks will be done on other person who may or may not be The Playschool staff if their presence or role provides access to children when teachers are not present (i.e. Volunteers). In addition to the above check, and FBI criminal record check is mandatory for all staff that have lived in Oregon less than 18 months.

Communication

Daily communication with your child’s teacher(s) is important. We encourage you to exchange information about your child with our staff. Please notify us as soon as possible if your child has any special needs. If there is a death, divorce or move, the child may behave different than normal. We can provide the best care if we are aware of any special needs, fears or circumstances. If you have a concern that requires more time or confidentiality, or would just like to chat, the teachers will be happy to schedule a conference at your request.

The Playschool at Mountain Park has an “open door” policy and we invite you to observe or participate in your child’s class. Feel free to ask questions. We will gladly answer them. We encourage you to share your talents with us as well. A few of the ways we communicate with parents are:

- Bi-monthly newsletters
- Weekly emails
- Whiteboards in all classrooms
- Bulletin boards in classrooms and lobby

Guidance & Discipline Policy

Our Goals:

- To help children build self-control
- To help children solve problems and make appropriate choices
- To help children to see consequences (positive and negative) of their choices and actions
- To help children share and cooperate

- To make children feel successful and to build their self-esteem

Our techniques prevent problems by:

- Demonstrating coping skills by being positive role models
- Preparing a safe and age-appropriate environment
- Scheduling activities and events with the child's needs in mind
- To set limits that are fair and simple
- Being clear and consistent with limits
- Encouraging and acknowledging appropriate behavior

When problems occur we:

- Redirect children before a problem escalates
- Remind children of rules
- Help children solve problems by giving or helping the child find the words he/she needs to communicate his/her needs and desires
- Use logical consequences for the situation (i.e. a child who uses a toy inappropriately may not play with the toy. If a child is out of control in an area, they will need to leave the area)
- Recognize and put into words what the child may be feeling and restate the rules; I can see you're angry, but you may not hurt another person.
- Have the child sit out until he/she is ready to make appropriate choices, having the child be accountable for and in control of his/her choices and behavior
- Remain calm and state our expectations in a positive manner ("You need to walk inside" vs. "Don't run" " Use a quiet voice inside" vs. "Don't yell")
- Walk over to the child and get down at his/her level to speak to them, instead of yelling across the room or playground.

What we don't do:

- Label children
- Judge the child
- Humiliate children for their actions
- Have a predetermined time, place or chair for "time-out"
- Yell at children
- Use corporal punishment or physically harm a child in any way

Lunch & Snacks

Our food service goal is to provide a wide variety of nutrient-rich foods. Children need to eat good food frequently to stay healthy, grow and learn. Because young children

often prefer many little meals rather than a few larger ones, snacks are viewed as a part of your child's overall nutrient intake.

When planning our menu and snack cycle the emphasis is on fresh fruits and vegetables, whole grain products and other lower fat and low sugar options. We prepare as much of our menu as we can in our kitchen rather than using pre-packaged products.

Mealtime is a pleasant social and learning experience for children. Adults sit with the children during lunch to provide role models and encourage conversation. We provide lunch and a morning and afternoon snack.

Our school lunch menu is emailed to parents monthly. It can also be found on-line at mpplayschool.com. Parents are encouraged to read it and plan accordingly. We do not substitute for children's dislikes or allergies. Parents may supplement our lunches with food from home. School lunch is served family style, with children serving themselves.

If your child brings a lunch from home, the CCD requires you to provide a balanced meal. A protein, grain product and fruit or vegetable must be included. We are required to provide the milk. We ask that you save pop for home.

Refrigeration is required for any food that contains milk or milk products, eggs, meat, fish, shellfish, poultry, cooked rice or beans and all other previously cooked foods (leftovers). If your child's lunch contains any of these items, please label them with his/her name and place them in the classroom refrigerator.

Mid-morning and mid-afternoon snacks shall meet the USDA guidelines and shall consist of food beverage from at least two of the following food groups: milk, breads and grains, protein group (meat, peanut butter and yogurt); fruits and vegetables.

Health and Safety

Injury – If a child has a minor injury, staff will administer first aid and inform the parents at the end of the day. If a serious injury occurs which may need medical attention, staff will contact the parent immediately to make arrangements for medical treatment. An accident report will be filled out by a staff person and placed in your child's parent file.

Illness – You should be aware that many children experience some mild forms of illness when they are introduced to a new group situation. We do our best to maintain a clean, healthy environment. We will notify you immediately if your child shows any signs of illness.

Please cooperate in helping us maintain a healthy environment for all of the children at The Playschool. If your child shows symptoms of illness, please keep your child at home. Children need to be illness-free for 24 hours before being admitted back to The Playschool. Please notify us if your child will be absent. Any staff member may refuse to admit your child if she/he feels your child is ill. A sick child does not perform well at school, requires extra attention from staff and exposes other children to illness. A child may not attend The Playschool with any of the following symptoms:

- Fever over 100 degrees (within the last 24 hours)
- Vomiting (within the last 24 hours)
- Diarrhea (more than 2 loose stools in an hour)
- Undiagnosed rash
- Ear ache

Please notify The Playschool if your child contracts an infectious disease (chicken pox, food poisoning, etc.) so we can alert other parents. If your child becomes ill while at The Playschool, you will be notified and asked to pick him up as quickly as possible. If you cannot be reached, the staff will call the emergency contacts listed on your enrollment forms.

Medications – The Playschool staff can administer medication to a child under the following conditions:

- Prescription Medication must be in the ORIGINAL CONTAINER LABELLED WITH THE CHILD'S NAME, the name of the drug, the dosage, directions for administering and the physician's name.
- Non-Prescription Medication must be in the ORIGINAL CONTAINER LABELLED WITH THE CHILD'S NAME, the name of the drug, the dosage and directions for administering. We will not administer non-prescription medication more than three consecutive days without specification on the label or instructions from a physician.

A Medication Request Form must be completed and signed in order for The Playschool staff to administer any medication.

Emergency Medical Care

In case of an emergency that requires medical attention, the parent will be notified. In the event the parent cannot be reached, we will contact the names given by the parent to be reached in case of an emergency on the enrollment forms. We will contact the persons in

the order given. If no one can be reached, we will use the emergency authorization signed by the parent in the enrollment packet. If deemed necessary, 911 will be called.

Emergency Drills

Staff and children practice at least one aspect of the emergency plan each month including fire drills, earthquake drills, lockdown drills and evacuation of the building.

Immunizations

All children must have a Certificate of Immunization Status form on file. Parents are responsible to keep this form up-to-date in accordance with CCD regulations. The Clackamas County Health Department reviews all immunization records annually.

Head Lice

Lice are a common occurrence in schools. When a child get lice, it does not indicate neglect on the part of the parent and does not indicate that the child has not been kept clean. It just indicates that the child has been near someone with lice. If head lice are found on a child, the following steps will be taken:

- Parents are notified and the child must be picked up from school. Any sibling attending the Playschool must be picked up at the same time.
- Notification letter will be sent home with the child containing educational material for detection, treatment and environmental control.
- Nits must be removed with a special nit comb and the child's head must be treated with a product formulated to remove head lice.
- Parent notification letter will be sent out to all Playschool families.
- Guidelines for environmental control of pediculosis in classrooms will be distributed to staff.
- Child will be excluded from school until all lice and/or nits are gone.
- State health laws require examination of hair and scalp by personnel before the child returns to school.

Please be assured that we will do everything possible to prevent infestation at The Playschool. With your support and cooperation, we will stop lice from spreading.

Tuition

The Playschool is a self-supporting child care center. Tuition charged to parents is set at a rate so our income offsets our monthly expenses. The cost of our program does not vary with individual daily absence or illness so we do not make daily or hourly adjustments. There is no reduction in tuition for illness, holidays or when The Playschool closes for inclement weather and annual maintenance.

Tuition is paid in advance. Statements are emailed by the first business day of each month. Payment is due by the tenth of the month. Payments not paid in full by the tenth will receive a \$25.00 service charge. Tuition payments not made by the last business day of the month may result in our discontinuing service to your family. Please contact the Playschool Director if you wish to make special arrangements for payment.

We prefer payments be made by check or money order. If paying by cash, you will need to bring in exact change. For your convenience, you may sign up for our automatic monthly payment plan thru Tuition Express. This service allows The Playschool to automatically deduct your Playschool tuition and related charges monthly from your checking or savings account as an ACH debit.

The Playschool will give two weeks written notice to parents for any changes in fees, hours or payment schedule.

There is a 10% tuition discount for the second (and each additional) child in a family. The child spending the greater amount of time in The Playschool pays the full rate, the other(s) receive the appropriate discount.

A \$30 charge will be incurred for returned checks.

A daily rate will be incurred for days not regularly scheduled.

Late Fee

The Playschool closes at 6pm. Please make arrangements to be here by closing at 6pm every day. Please call The Playschool if you will be more than 5 minutes late. A late fee begins to accrue at 6pm at a rate of \$1 per minute. More than two late arrivals in a month may be cause for discontinuation of service.

Notification of Withdrawal

Two weeks written notice is required to withdraw your child from The Playschool. You will be expected to pay for those two weeks if notice is not given.

Complaints

How to Report a Complaint to the Child Care Division

The Child Care Division develops day care requirements with the help of child care providers, parents, educators, doctors and experts in fire, safety and sanitation. These rules are the result of the work of many people and groups and are designed to reflect what the

citizens of Oregon consider reasonable and minimum for protecting the health, safety and welfare of children in day care. As a child care consumer, you have a responsibility to be sure that we are providing such an environment. Here's what to do if you wish to report a complaint:

Step 1 – Discuss your complaint with The Playschool Director. She will talk with you and try to work out a solution to your problem.

Step 2 – If you have a complaint that you cannot resolve with The Playschool Director, the next step is to telephone the Child Care Certification Specialist at the CCD (Clackamas County Branch). The specialist will work with you and The Playschool Director to resolve the issue.

Child Abuse Reporting Law Requirements

Teachers are mandated reporters and are trained to recognize child abuse and neglect. The Playschool staff is REQUIRED by Oregon State Law to report immediately to the Department of Human Services any instance when there is a reason to suspect the occurrence of physical, sexual or emotional child abuse, child neglect or exploitation.