



# grandma's place child care center

1505 NE 16<sup>th</sup> Ave. Portland, OR 97232 (503) 249-7533  
Drop-in child care. Designed by moms, loved by kids!

[www.grandmasplacedaycare.com](http://www.grandmasplacedaycare.com)  
[carey@grandmasplacedaycare.com](mailto:carey@grandmasplacedaycare.com)

## Parent Information and Policies

**Center hours: Monday, 7:00 am - 7:00 pm, Tuesday – Thursday, 7:00 am - 7:00 pm Friday, 7:00 am-11:00 pm**  
**Saturday – Closed, Sunday – Closed**

Grandma's Place Child Care Center is certified by the State of Oregon and proud to be a family owned, woman operated business. Grandma's Place is a part time child care facility. We are licensed to care for children up to 25 hours per week per child. If more hours are needed, please ask about our other child care centers for full and part-time care. **WE ARE A NO NUT PRODUCT FACILITY. Please, for the health and safety of our children and our staff, do not bring nut products into the center.**

**Our fees:** There is a one-time registration fee of \$30.00 per family.

**Children 12 months up to 30 months** are \$9.25 per hour and care is by reservation only. 20 hour discount coupons available for \$148.00, and are non-refundable. 25 hour discount coupons are available for \$185.00 and are nonrefundable. We do not accept children younger than 12 months of age at this location. Please inquire about one of our other locations if younger infant care is needed.

**Children 30 months to 42 months, not potty trained,** are \$9.25 per hour. Any child over 42 months and not completely potty-trained will not be admitted to the center.

**Potty-Trained children 30 months to 12 years** are \$7.85 per hour. 20 hour discount coupons available for \$125.00 and are non-refundable, 25 hour discount coupons are available for \$157.00 and are non-refundable.

Our facility requires payment at time of service. We currently accept cash, local checks, money orders/cashier's checks, most credit cards, and debit cards. For returned checks, clients will be charged a fee of \$25.00, and all payments in the future will have to be made by credit card, cash or money order. If you will be leaving your child until close, or near to closing time, you must pre-pay for your hourly care or purchase our discounted hourly coupon at check-in. Please note the hour we close each day. One dollar (\$1.00) per minute will be charged for late pick-up. All care is charged at a two hour minimum, and we round up to the nearest full hour of care.

**Late pick-ups:** At closing time we will start to contact people on your emergency phone list. If after an hour no arrangements have been made to pick up your child, we will call the local police to determine what would be the best plan of action for your child's safety. If you are going to be late, please, call and let us know.

**Enrolling your child:** Enrollment forms are state required and must be filled out completely prior to providing care for your child. These include the enrollment form, a medical emergency form, a preschool parent interview form for children ages 3-5, and an infant/toddler parent interview form for children 12 – 36 month of age. These forms can be downloaded from our web site. All enrollment forms must be updated and initialed by the parent every 12 months per the Oregon Child Care Division. These forms are vital to provide the best care possible for your child.

**Signing your child into/out of the center:** Parents must sign their child in at the front desk at every visit. We need the child's name and parent's full name. Each child must be on a separate line. When your child is picked up, sign your child out at the actual time you pick up. Please be aware that if the teacher at the front desk does not know the adult picking up your child ID will be asked for, and only those adults listed on the paper work will be allowed to pick up. If only one parent or guardian is listed on the enrollment form, we will need court documents verifying custody and visitation. Grandma's Place will need a drop off time and an estimated pick up time.

**Meals:** WE ARE A NO NUT PRODUCT FACILITY. Please, for the health and safety of our children and our staff, do not bring nut products into the center. We will provide snacks at 10am, 3pm, and 9pm. We can offer a cold breakfast by request at 7:00 am, lunch at 12:00pm and dinner at 6:30pm for a fee. Please indicate if your child needs to buy lunch by circling "\$5.25" in the meal column or circle "brought" if your child brought his or her meal, or if your child has eaten at home and will not be eating with us. Please verbally let your child's teacher know your child's food status as well. If nothing is marked and we cannot reach you, we may fix a meal and charge you if we think a child had not eaten. Meals may be cold and served with fruit, vegetable and milk. Meals brought from home should be ready-to-eat, as we are not able to heat food from home. We encourage children to eat at designated meal times to ensure children are being offered food at regular intervals. Please make sure that any food allergies are carefully documented on the enrollment forms AND told to your child's teachers and/or the desk staff.

**Infant/Toddler Care:** All clients must leave a credit card number in order to hold a reservation in the reservation book. Our toddler care cancellation policy will require 24 hour advance notice to cancel a reservation at which time a 20% cancellation fee will be charged or marked off of the coupon. If a reservation is not cancelled 24 hours in advance, the entire amount for the reservation made will be charged or taken off of the coupon. The 24 hour advance notice does apply to unforeseen illnesses. If a meal was ordered and prepared for a non-notice cancellation, the cost of the meal will be added to the charge.

**Rest Period:** We have quiet time from approximately 1:00 pm to 3:00 pm, and at 8pm on Fridays. Children are not required to sleep, but they are encouraged to rest for at least 45 minutes to ensure that napping children can fall asleep. Awake children can then be offered quiet activities on a mat or at a table. You may bring pillows, blankets, or other items that may help your child rest more comfortably.

**Health/Medication Policies:** Children with the following symptoms will not be allowed to stay in the center: Fever of 100.5 or higher, a harsh dry cough that prevents regular eating, sleeping or playing without a coughing fit, two or more episodes of vomiting and/or diarrhea that is not related to medication as a side effect, an unexplained or contagious rash. If your child develops these symptoms while in our care you will be called and asked to pick him/her up as soon as possible. Children will need to be fever-free, diarrhea/vomiting-free and no sign of rash for 24 hours before he/she can return to the center. All children not in school or a full time child care facility are required to have updated immunization records. Grandma's Place must receive in writing any medications that your child should receive while in our care. All medications must come in their original containers with the child's name on it. We will not administer any medications without written consent.

**Emergency Plan:**

In case of fire or other disasters that require evacuation we will take the children to Holiday Park Plaza at the south end of NE 16th Avenue. We will call the telephone number you put down on the sign in sheet.

\*In the case of earthquake we will use the safest places in the center. When the quake is over we will assess the building for safety. If evacuation is required, we will follow the plan for fire.

\*For civil unrest or lock-down we will settle children away from windows and call police and emergency numbers if phone use is possible.

\*In case of an intruder entry children will be evacuated as with fire if safety permits, otherwise we will find the safest location and continue as for civil un-rest.

\*In the case of lost power, telephone service, water service, or heat for more than two hours, or for persistent severe weather we must close the center and you will be notified to pick up your child. During nighttime hours, loss of power or phone for more than 1 hour will result in a center closure.

**Behavior management:** The discipline policy is redirection, which is turning a child away from unacceptable behavior to an acceptable activity. We address the child's behavior rather than criticize the child. We use positive rather than negative statements; telling the child what to do instead of what not to do. We do not use "time outs", but if a child's behavior continues to be inappropriate he/she may be removed from the group and given a quiet activity to do.

**Special Needs:** Care for special/alternative needs children is given on a case-by-case basis, with a detailed care plan agreement in place before care is given.

**Animals in the Center:** We have several fish and two very gentle and friendly rats that are only loved by the school-age children with teacher supervision, with thorough washing afterward. All pets are cleaned and cared for by the staff

**Personal Items:** All personal items brought into the center including clothing and shoes are brought in at your own personal risk. Grandma's Place will not be held responsible for any lost, stolen or destroyed items. All items brought in should be adequately labeled, as labels will help to identify your child's items from other children's and the center's items and toys. Shoes must not be removed at any time during your child's stay with the exception of sleep time.

**Center Closures:** The center is closed for the following holidays each year; New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, 4pm on Christmas Eve, Christmas Day and the day after Christmas.

**For emergency closures: (snow, ice, etc.)**

Grandma's Place operates during inclement weather based on safety and on the ability to staff the center. Closures or updates will generally be on our voicemail by 5:00 am on questionable days. For center closures and transportation issues please see below.

**All day closure:** A full day closure is possible if weather is impassible starting in the early morning and continues all day. Please call your center's voicemail to get updated information on weather related closures.

**Early closure:** If roads are passable during the day but worsen as the day progresses, we may close early for the safety of staff and families. If school closes early due to inclement weather, Grandma's Place will determine if transporting the children is safe, and if it is not, parents may be required to pick up their children from school.

**Late opening:** Grandma's Place will determine if transporting the children is safe, and if it is not, the children will remain in center with staff for the day. In case of any closure, please check our voicemail for updated information for that day and check the local news station web sites for FlashAlert postings under the heading of Private and Charter Schools, and Grandma's Place.

No refunds and/or credit will be issued for days we are closed due to inclement weather or emergencies.

**Other Services Available:** Grandma's Place Child Care Center offers a before and after school program during the school year, including transportation by company vehicle to select schools. We also provide care for in-service days, seasonal breaks, and a drop-in summer camp program with daily field trips for school-aged children using our company mini-bus, public transportation, or on foot. Please pick up a brochure for more information on the many programs we offer, and thank you for choosing Grandma's Place Child Care Centers.

I have read the policies for Grandma's Place Child Care and agree to adhere to them for as long as my child is enrolled.

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_