



Newberry Child Care
Parent Handbook



GENERAL INFORMATION

Welcome to Newberry Child Care's Preschool and Pre-K Program. Our program was created to provide quality care for preschoolers, ages 2 ½ to 6 years of age!

CENTER NAME: Newberry Child Care, LLC

DIRECTOR: Nickie Green

HOURS OF OPERATION: 7:30 a.m. to 5:30 p.m., Monday - Friday

ADDRESS: 980 Willamette St, Eugene, OR 97401

PHONE: (541) 484-4011 x260

FAX: (541) 484-2736

EMAIL: ncc@downtownac.com

FEDERAL TAX I.D. NUMBER: 93-1246961

PARKING

There are many parking options available in downtown Eugene. The Overpark at 10th and Oak provides up to one hour of free parking per visit. Member parents who park in the Overpark may cross the sky bridge into the Downtown Athletic Club. In addition, there is a passenger loading zone directly in front of the preschool, as well as many metered parking spaces along Willamette and 10th streets.



ACCESS*

- At Newberry Child Care, your child's safety is our first priority. The doors remained locked to outside entrance at all times and you will be let into the facility by one of our teachers. The doors remain open to exit the facility at all times in according to fire regulations. Children and parents are allowed to enter and exit through our Willamette Street doors. Facing the Center, Pre-K will enter and exit through the right door, Preschool will use the left door.

PHILOSOPHY & ENROLLMENT

PHILOSOPHY

At Newberry Child Care philosophy is developmental, which means we look at each child as an individual when planning curriculum and our daily routine. Our program is child centered and we focus on the whole child. Family input is an integral component of a child's educational and developmental goals. It is through our partnership with the family that we are able to meet every child's needs in our programming efforts. When planning, we touch all areas of development including social, emotional, intellectual, large and small motor. We strive to foster independence and positive self-esteem.

OUR MISSION

Our mission is to provide a safe, caring environment where children feel secure to explore and become unique individuals.

NONDISCRIMINATORY POLICY

It is the policy of Newberry Child Care to admit children of all races, color, religion, national or ethnic origin, and physical or mental abilities to all the rights, privileges, programs and activities generally accorded or made available to children enrolled at this center. We will not discriminate on the basis of race, color, religion, national or ethnic origin, and physical or mental abilities in administration of its educational policies, admission policies, or any other center- administered programs.

Newberry is committed to serving our families who may need assistance with the enrollment process, forms used in our classroom settings, and all communication between our staff and family members. We have



resources available in the community and family partnerships with in our facility. Please see the director if you need help accessing any program materials, forms, or language support.

RATIO AND CLASS SIZE

Every child grows and develops at a different rate. To accommodate this, we have two separate program groups, a Preschool aged class for 2 ½ - 4-year olds and Pre-K for 4-6-year olds. Each group has a maximum class size of 15 children, with two teachers. The state mandated ratio for staff to preschool age children is 1:10. Each classroom will stimulate children's intellectual, social, and emotional development. Occasionally, when attendance is low, the two groups may be combined into one classroom.

ENROLLMENT

All enrollment paperwork, including immunization form, application, emergency medical treatment authorization form, and authorization to participate in activities form need to be filled out prior to a child's first day at the center. Please see the director if you need language support or assistance with enrollment paperwork.

WAITING LIST

Currently enrollment is open to both members of the DAC and nonmembers. When the preschool is filled to capacity, a waiting list will be established. Members and/or siblings of presently enrolled children will have first priority for available spaces.

Full time enrollment: Children enrolled full time have care reserved for them anytime between the hours of 7:30 a.m. –5:30 p.m., Monday - Friday. Children enrolled full time may stay up to 10 hours for no additional charge. For care beyond ten hours per day, between our regular hours of operation, there is an additional charge of \$10.00 per hour.



Schedule changes: Parents are asked to give at least two weeks' notice if their child's schedule is going to change. Before a child's schedule can change, parent(s) need to discuss availability with the Director. We will make every effort to accommodate a child's new schedule. If for some reason we cannot accommodate the new schedule, the child will be added to the waiting list for the next available spot.

RATES

Enrollment Fee: There is a one-time, nonrefundable enrollment fee of \$100. If a child is removed from enrollment and enrolls again at a later date, another enrollment fee will be required.

Tuition Rates: Parents who are current members or employees of the DAC with active accounts will receive the member tuition rates. Nonmembers, suspended, nonresident, and withdrawn members will pay the nonmember rates. Please ask the Director for a current tuition schedule.

TUITION PAYMENTS

Tuition is due on the 10th of the month and must be paid no later than the 10th of the month. Tuition can be mailed to our center or dropped off in the brown payment box located on a pillar between the preschool and Kidstop. If tuition is not paid on time, the child may be dropped from enrollment. If this should happen the parent(s) will still be held responsible for any tuition owed to Newberry Child Care.

DROPPING FROM ENROLLMENT

Parents are required to provide a minimum of 30 days written notice to the Director prior to removing their child from enrollment. If a parent decides to drop their child from enrollment, the parent(s) will be required to pay an enrollment fee should the child be enrolled again at a later date.

TUITION REFUNDS

There are no tuition refunds with the exception of prorated refunds that may be given to parents who provide at least thirty days' notice before removing their child from enrollment and will be leaving before the end of a prepaid month.



LATE PICKUP FEE

If your child/ren are picked up after 5:30 p.m., when Newberry Child Care's Preschool Program closes, a late fee of \$2.00 per child, per minute overdue will be assessed.

HOLIDAYS

The center will be closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Friday following Thanksgiving, Christmas Eve (depending on enrollment) and Christmas Day. There are no tuition credits or refunds for these holidays. On occasional holidays the Downtown Athletic Club may reduce its hours of operation. When this happens the preschool's hours will be reduced as well.

VACATION AND SICK DAYS

In order to keep tuition costs down we do not refund tuition due to vacations, stay at home days, or days missed due to illness. A child's space is reserved for her or him whether he/she is in attendance or not.

SNOW AND SEVERE WEATHER POLICY

If severe weather conditions arise, such as snow, ice on the road, local flooding, unusually severe wind gusts or other acts of nature, Newberry Child Care may choose to close or reduce the hours of the center. When a decision such as this is made many factors are taken into consideration, including the safety of children and staff. The decision is made on a case-by-case basis. There are no tuition credits or refunds for closures due to severe weather. For parents, a general rule of thumb is if the local schools are closed or delayed due to weather, a phone call to the Club to check on the status of the preschool is a good idea. In the event that severe weather strikes, in the middle of the day, and the decision is made to close the center early we will contact all parents and/ or their emergency contacts, by phone.



DISMISSAL POLICY

Our first priority is to provide quality care and early education for all children enrolled in our program. On a rare occasion there is a need to ask a family to remove their child from enrollment. The reasons for involuntary dismissal are as follows:

- Failure to adapt - If a child fails to adapt to our program, even though every possible effort has been made by parents and staff to integrate him/her into the program, his or her parents may be asked to find alternate care, or a program with a lower staff ratio to accommodate their child. Most children adapt to a new program within a few weeks.
- Aggressive behavior - Please see the section titled "Aggression Policy" on pages 11 and 12.

If a child is having difficulty adapting, or is overly aggressive, the parent(s) will be informed, and every effort will be made to help the child work through their problem prior to the decision to dismiss the child.

- Failure to pay tuition - The Director reserves the right to remove any child from enrollment whose tuition is not paid for by the 15th of the month.
- Abusive behavior by parents - The Director reserves the right to ask a family to leave if a parent is abusive, destructive, disruptive, or malicious through their actions towards the staff or children in the center.

CHECK-IN/SECURITY

Parents need to sign in and bring their child into the child's classroom and see that they are under supervision before leaving the premises.

PICKUP

Only custodial parents/guardians listed on the enrollment application will be allowed to pick up a child from care. If the parent(s) wish for someone else to pick up their child, such as a grandparent, it must be noted on your enrollment application, and photo identification must be presented at the time of pickup. In case of



emergency, a phone call to the Director from a parent or guardian may be honored, at the discretion of the Director. Children will only be released to individuals over the age of 18. All children must be signed out daily.

CHANGES IN ARRIVAL OR PICKUP TIME

Staff schedules are based upon arrival and pickup times, as listed in the enrollment application. Please notify the center of changes in arrival or pick up time so that we may staff appropriately. In most cases, 24 hours advance notice is required if the parent(s) will be dropping their child off earlier than usual, or picking him/her up later than what is indicated on the application.

CURRICULUM & FACILITIES

CURRICULUM

Newberry uses The Creative Care Curriculum. We also have a variety of teaching materials to enhance the educational units and topics of interest we are studying. Parents, children, and staff work together to guide learning activities, select topics of interest, plan for special visitors, and go on field trips.

PARENT PARTICIPATION

We believe that preschool age children learn largely through play and social interaction. Daily, they will experience hands on activities, be encouraged to develop self-help skills, make choices and decisions, solve problems, ask questions, explore and be creative! The preschool experience should be a positive one giving children the opportunity to build positive self-esteem. Each class has a monthly schedule of planned activities posted within the classroom and a calendar inside the monthly newsletter, along with a daily information sheet. A parent newsletter is sent home every month, and provides information pertinent to the center and other activities that may be of interest to our families.

We schedule events throughout the year for our families to attend. These events provide opportunities for families to get to know each other better, participate in celebrating special days, and spend time with the staff a casual environment.



Our program is enriched when families make suggestions, share their input about our curriculum, and volunteer to share their talents with the class.

Parents are not only welcome, but also encouraged to visit at any time of the day. Parents may join their child for lunch, take them out for a walk when time permits, read a story, play in the gym, etc. There may be times throughout the year when we will need help with field trips!

Parent involvement is very important to us and to the success of the children.

GUIDANCE

Our guidance technique is developmental. By giving choices, using positive directions and being consistent, we hope to deter most unacceptable behavior before it begins. Encouragement and praise for acceptable behavior is more effective than punishment for unacceptable behavior. At times when no other method is effective, a “cool off” period may be in order. This is used to help a child settle down and gain control of his/her body once again. During this time a teacher will help the child figure out their feelings and try to think of other ways to express those feelings. When an altercation between two children occurs, a teacher will help both children talk to each other to figure out a solution that works for both.

MOVING UP TO THE PRE-K ROOM

Every effort will be made to move a child to the next room when they become ready. There may be an occasion when this will not be possible because of availability of space. When this happens, parents can be assured that our experienced staff is meeting their child’s developmental needs. As usual, daily activities will be planned to meet all the developmental needs of each child in the room.

PLAYGROUND

It is important that all parents are aware that we do not have an outdoor play area. Through the Child Care Division, we have an exception to the rule requiring the outdoor play area. Our variance is based on our



indoor playground area, other areas of the Club that we have made available to the Preschool Program such as the gymnasium, as well as programming such as dance, swim lessons and neighborhood walks.

LARGE MUSCLE PLAY

Our indoor large muscle area (indoor playground), equipped with play structures, balls and toys designed for gross motor development provides the traditional playground atmosphere—without the rain! On days when weather permits, we take carefully supervised walks and even plan an occasional theme related field trip. Our preschool program also utilizes other areas of the DAC, such as the gymnasium and swimming pools. Parents may choose to enroll their child in dance classes or swim lessons that have been specifically designed for our preschool program. These classes involve an additional charge.

FIELD TRIPS/ NEIGHBORHOOD WALKS

Our center is in a location that allows for many opportunities for short excursions and walks. We will be venturing into the fresh air at every opportunity given to us by the weather. During the walks, we take the following safety precautions:

- Each child is required to wear a t-shirt identifying him/her as a participant in our program.
- All children are paired off, hold hands, and walk in a line.
- A teacher is at each end of the line.
- A first aid kit is always carried along on our walks.
- We never take walks with less than two staff members.

FIELD TRIP/ OFF-SITE TOILETING

A Newberry Child Care Teacher will always accompany children into an off-site restroom during fieldtrips. If gender restrictions on the public restrooms facilities interfere with this, the teaching staff are required to make prearrangements to assure that a teacher can accompany either male or female child(ren) into a public restroom.



FIELD TRIPS

Before each planned field trip, a permission slip stating destination, route and times away from the center must be signed by the parent or guardian of each child in attendance. These forms will be taken with us on the trips, along with each child's emergency medical release form and phone information. Children will wear a T-shirt identifying them as a participant in our program.

Field trips are an important part of our curriculum that will enhance each child's experience with our program. Parent volunteers are always needed and parents are encouraged to attend at least one field trip each year.

LUNCHEES AND NUTRITION

We are a peanut-free school. We ask that parents not send items in their child's lunch with peanuts, peanut butter or any other peanut product.

Snacks: We provide two nutritious snacks, morning and afternoon, composed of at least two foods from the basic four food groups. A snack menu will be posted each week on the refrigerator in the classroom. Parents are asked to please check this menu and let the center know, in writing, of any known allergies their child might have.

Lunches: Parents need to provide a nutritious lunch each day, stored in a lunch box or container small enough to fit in the center's refrigerator, with their child's name on the container. If a child comes to school without a lunch we will provide a lunch for the child. In the event that we provide a child's lunch, the parents will be notified and a charge will be added to their bill. The center will provide each child with at least one serving of milk or milk product with this meal. By law we are unable to cook or reheat food so please only bring "cold" lunch items.

It is very important that the lunch a child brings to school be a nutritious one. A treat for dessert, packed with a healthy lunch is fine. If a child's lunch is not nutritionally sound, we will replace it with a school lunch, and add a lunch charge to the family's bill.



NAP TIME

Nap time for both preschool and Pre-K classrooms is from 12:30 to approximately 2:30 p.m. Children have their own mat, which is cleaned daily. In addition, each child has his/her own sheet, provided by the center. The sheets are washed weekly. Children are encouraged to bring a special blanket and one stuffed animal or lovey from home if it will help them settle down for nap time.

Our teachers help the children settle down by playing soothing music and gently patting their backs until everyone is asleep. A staff person remains in the room at all times while the children are sleeping.

There comes a time, around the age of 5, when children outgrow the need for a nap. If a child is a non-napper of this age, quiet activities will be provided for them. We still require that each child lay down and rest with the group for at least 30 minutes, so they can enjoy the remainder of their day.

BIRTHDAYS AND HOLIDAYS

Birthdays and holidays are special times for families. They can also be very overwhelming for young children. Because of this, we will strive to keep the schedule at the center as consistent and familiar as possible year-round.

We would like to acknowledge each child on his/her birthday by singing "Happy Birthday" at circle time, but encourage parent(s) to plan the party away from school or to schedule one through the DAC on the weekend. During the winter holidays, the weekly curriculum themes will focus on families, cooking, store bought treats or celebrations rather than one specific holiday to ensure all families' beliefs and values are honored.

TOYS FROM HOME

Children should be encouraged to leave all personal toys at home, unless it is a soft nap lovey. This policy alleviates many toy disputes and lost or broken toys. If a child would like to bring a special book to share at



circle time, or a book that goes with a curriculum theme, parents are asked to please write their child's name on the inside cover and let the child's teacher know that it was brought from home. Please no electronic games or "war" toys.

POTTY TRAINING

When your child begins to show interest in potty training at home, please schedule a time to meet with his/her teacher. Information can be shared on the routine being used at home so we can try to duplicate it at school.

"PULL-UP" TYPE DIAPERS

We ask that children not wear pull up type diapers. Cloth training pants or underwear are welcome instead.

DIAPERS

In following the national health standards recommended for child care center, no cloth diapers will be used at our center. Parents may choose to bring their own disposable diapers, or for an extra cost per month, we will provide diapers for the child while in care. If cloth diapers are used at home, the child must be in a disposable diaper at the time that he/she is dropped off for care.

ATTIRE

Although we purchase "washable" paints and markers, clothing occasionally may become stained or soiled. Parents are asked to please dress their children in clothing that allows them to comfortably participate in all school activities. This may include messy art projects, wet or sticky sensory activities or running and climbing activities!

If a child is in the process of being potty trained, please provide non-constricting clothes that can easily be removed by the child. Overalls and suspenders can be very frustrating to a young preschooler when they can't be removed quickly enough for success.



When the weather is cold, parents are asked to please make sure their child wears or brings a winter coat to school. During warm weather, a light jacket or sweater may be all that is needed.

Clothing Restrictions: For safety reasons, we also ask that thong sandals, high heels, clogs or open-toed shoes not be worn to school.

Extra Clothing: Every preschool child will need at least one extra set (more if a child is being toilet trained) of clothes, including a shirt, pants or skirt, socks and underwear, to be left at school daily. Parents are asked to please write their child's name on the label of his/her extra clothing to ensure that it is not lost.

It is very important that our preschoolers have a safe and healthy environment to learn and grow in. The following policies ensure that we are able to create and maintain that environment.

HEALTH & SAFETY

It is very important that our preschoolers have a safe and healthy environment to learn and grow in. The following policies ensure that we are able to create and maintain that environment.

IMMUNIZATION RECORDS

For each child enrolled, we are required by the State to maintain accurate, up to date, immunization records. These are sent out to the health department for review annually. Immunization records are required prior to or on a child's first day of enrollment, and need to be updated whenever a child receives a new immunization.

ILLNESS POLICIES

Each day, upon arrival, an informal health check of each child will be done. It is very important to us that each child be healthy and happy at school. We cannot admit or retain in care, except with a written exception from the health department or a physician any child whom:



- A. Is diagnosed as having or being a carrier of a day care restricted disease, as defined in Health Division OAR 333-19-200;
- or*
- B. Has one of the following symptoms, or combination of symptoms of illness within the past 24 hours
- Fever over 101 Fahrenheit
 - Diarrhea (more than one abnormally loose stool per day)
 - Vomiting
 - Nausea or severe stomach cramps
 - Severe cough
 - Unusual yellow color to skin or eyes
 - Draining eyes (pinkeye or sinus infection)
 - Skin or eye lesions or rashes that are severe, weeping or pus-filled
 - Stiff neck or headache with one or more of the symptoms listed above
 - Difficulty breathing or wheezing
 - Complaints of severe pain
 - If a child is notably tired and/or irritable and needing one on one care
 - Non-clear discharge coming from the nose

A child may be sent home if any of the above symptoms appear during the day. In such cases, the child will be immediately isolated by the Director's desk, or in their classroom, **Parent(s) will be contacted and required to pick up their child within 60 minutes.** If a child is sent home, they cannot return to school the next day. We also ask that the child be home and symptom free for at least 24 hours before returning to school.

MEDICATION

Only medication prescribed by a physician may be administered by a child care center. A medicine form stating the following must be filled by the parent/guardian prior to any medication being administered:

- Who may administer medication.



- What the medication is.
- The dosage.
- The time of day the medication is to be given.
- The duration (how long).
- The medicine also needs to be in its original container. No over the counter medications may be given unless prescribed by a doctor. Children's Tylenol or Children's Motrin can only be administered for pain (i.e. ear infection) that is being treated by antibiotics.

FIRE AND EMERGENCY DRILLS

We have a monthly fire evacuation drill that involves each child and staff member at the center. We also periodically practice procedures for earthquakes and other natural disasters.

EMERGENCY EVACUATION PLAN

If the center ever needs to be evacuated because of fire, earthquake, bomb threat, blizzard or other natural disaster and if parent(s) were unable to contact us by phone or could not get here, the following procedure is in place: If our building is safe, the staff will stay with all children no matter how long it takes for parent(s) to get here. If our building is not safe, the staff will walk all of the children to the Downtown Athletic Club, across the street, and remain with all children no matter how long it takes for parents to get there. If the DAC is also unsafe, we will walk the children to the nearest building that is structurally safe.

EMERGENCY MEDICAL CARE

In case of accidental injury, we will make every attempt to contact a parent or guardian. If we are unable to reach a responsible party, the child's doctor will be called. If necessary, we will call an ambulance or EMT. Until arrival of a parent or trained medical personnel, the Director or designated Director will make all decisions concerning the child. Parent(s) are responsible for any and all expenses that may be incurred. Newberry Child Care will not enroll a child whose parents do not sign a written consent form agreeing to this.



MINOR INJURIES

Due to the nature of young children, minor injuries occur within the blink of an eye. Even though every effort is made to avoid injuries, sometimes they still happen. In case of a minor injury, a child will be given immediate attention by one of his teachers. The teacher who witnessed the incident will fill out an incident report form explaining what happened and what action was taken. Parent(s) will need to sign this form and return it to their child's teacher.

STAFFING POLICIES

Newberry Child Care is committed to providing the Pre –K and Preschool children and their families with the highest level of professional teaching staff. We require that our employees exceed the industry standard requirements in both education, experience and on - going professional development goals.

The Newberry staff has been carefully chosen. Our Director, lead teachers, and classroom aides meet both the State Licensing Requirements and the Oregon Quality Rating and Improvement System requirements. The director is qualified by a Step 10 on the Oregon Registry and 60 or more hours of Program Management Training or has an Oregon Director's Certificate.

Lead teachers have a minimum of an associate's degree in Early Childhood Education or meet the criteria with a combination of college courses and community-based trainings, as well as hands on experience working with preschool age children. Our aides also have experience and up to date training. Each of our staff members is required to complete a criminal background check as well as twenty-four or more hours of training a year.

Our staff foster close relationships with our families and recognize the importance of creating a bond between the people, who are important, in the lives of the children in our care. We all work together as a team to meet the educational, social, and emotional goals of the child. Family input and participation in our program is essential to the success of every child.



Each of our staff members is dedicated to the profession of early childhood education and genuinely enjoys working with children.

FIRST AID AND CPR TRAINING

All staff are required to have current First Aid and CPR cards within the first two months of employment.

FOOD HANDLER PERMITS

All staff at this center are required to have a current Food Handler's Permit within 30 days of employment.

CHILD ABUSE & NEGLECT MANDATORY REPORTING

Each person who is employed at a State Certified Child Care Center, such as ours, is considered a mandatory child abuse and neglect reporter. This means that if we suspect or are told by a child that they have been abused or neglected in any way, it is required by law to call the children's protection agency and report it. We, as a staff, have yearly training in what steps/measures should be taken in such a situation.

Parents should understand that filing a report is considered a request for an assessment of a suspected incident of abuse or neglect. A report is not an established fact, but rather the beginning of a helping process for children and families. If a staff person suspects any kind of abuse, they are required to make an oral report by telephone (or otherwise) to the local office of the Children Services Division, or to a law enforcement agency.

If parent(s) have any questions about this policy, please contact the center Director or the Children Services Division.

AGGRESSION POLICY

Aggression in children is a normal part of development that becomes unacceptable when it is continual or malicious. Examples of aggression are: Biting, Hitting, Kicking, Hair Pulling, Verbal Abuse, etc.



We consider aggression to be excessive when it happens daily, or seriously injures someone and is not resolved by using steps one and two of our aggression action plan.

AGGRESSION ACTION PLAN

1. Distraction: The aggressive child is removed to another area or activity, and told that hitting (or other forms of aggression) hurts and that they need to stop.
 2. Think about it Chair: The aggressor sits on a chair for an appropriate amount of time for his/her age (one minute for each year). While he/she sits, a teacher sits with him/her and talks with him/her about the aggression hurting, and that it is NOT okay.
 3. Conference: If the aggression continues, both parents need to have a conference with the lead teacher and the Director to talk about further steps to be taken to hold the child.
 4. Shadow: If the aggression continues, the parent of the aggressor will be asked to provide a "shadow" for their child. This "shadow" may be the parent, or if the parent cannot leave work, the parent may pay for an extra staff person to come in so the lead teacher can shadow the child. The purpose of the shadow is to prevent aggression, and help the child learn other coping mechanisms when frustrated or in need of attention. The length of time needed for shadowing depends greatly on the situation.
 5. Conference: Once shadowing is complete, another conference will be scheduled to discuss the findings, and to talk about further shadowing, other alternatives, or possible expulsion from the center.
1. Usually aggressive behavior is resolved before we proceed to step four in our "action plan."

Aggression is usually a phase a child is going through. And with consistent efforts from both parents and staff, we are able to help a child through it.

Each time a child is seriously injured by another child, a form is filled out for both the parents of the aggressor and the child who was injured. This is to keep parent fully aware of their child's behavior and to



notify parents each time their child has been hurt, just as we would for an accident. For the confidentiality of both families, the names of the aggressor and aggresse are not disclosed.

PARENT MEETINGS

We are always looking for ways to improve our child care program. Parents and family members are welcome to meet with the owner, general manager, director, and teaching staff. We welcome your suggestions and ideas. To schedule a meeting please see the director.

PARENT GRIEVANCE POLICY

If at any time during a child's enrollment at Newberry Child Care's preschool program, parent(s) have concerns about the care their child is receiving or the way that the program is being implemented; they may use the following grievance procedure:

1. Talk to the lead teacher in the child's room, and try to resolve the issue.
2. Talk to the center Director. Parent(s) may be asked to submit their concerns in writing.
3. If, after speaking with the lead teacher and/or center Director, parent(s) feel that their issue is not resolved, request a conference with the Director's Supervisor by calling 484-4011.

If parent(s) have complaints, it is always best to discuss them with the Center Director. If parent(s) wish to report a complaint to the Child Care Division, they are encouraged to contact Ginger Schaffer Office of Child Care Licensing Specialist at p: 541-349-4132