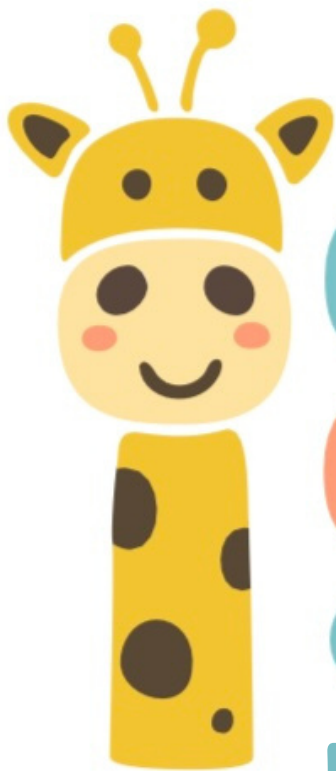




Growing Giraffes

Preschool

Family Handbook



welcome



Welcome to Growing Giraffes Childcare, where children are encouraged to learn, play and grow! We are very excited to become a part of your child's early learning experiences! It is important to read through and fill out ALL portions of the enrollment agreement, so we can provide the best care for your child and this information is needed to comply with licensing regulations. This agreement will be reviewed and resigned on an annual basis

Center Philosopy

At Growing Giraffes Preschool, we believe children learn best through play, exploration, and connection. Our goal is to create a secure, nurturing environment where every child feels valued, confident, and curious about the world around them.

Teachers act as guides and co-learners, encouraging hands-on discovery, creativity, and problem-solving through a play-based curriculum. We focus on social-emotional growth, positive guidance, and strong family partnerships to support each child's development and lifelong love of learning.

Core Values

1. RESPECT

We honor our policies, support our coworkers, partner with families, value our administration, and above all—respect the children.

2. ROUTINE

Consistency matters. Children thrive when they know what to expect. Following the daily schedule helps them feel secure and ready to learn.

3. ENGAGEMENT

We're here for the children.

At least 70% of our day should be spent at their level—playing, teaching, listening, and guiding. Unleash our inner child and create positive, fun core memories with children daily.

4.COMMUNITY

We Thrive – We believe learning happens best through strong relationships—with families, children, and the community.

Meet The Owners



The Owner and Center director of Growing Giraffes is Kaylee Brock.

“Hello, My name is Ms. Kaylee. In 2016 I became a nanny which I loved. Then I met my husband and decided to work for a corporate childcare. I realized in 2019 I wanted to take the pros from both and start a certified in-home daycare in West Linn, OR that I owned for 3 years until moving recently to Redmond, OR where I started my certified in-home preschool Growing Giraffes. After opening, I saw the great need for quality childcare in this community. This lead me to opening a certified center to serve more families. My goals are to help kids grow not just at school but also to excel with communication with families so we can work together as a team to make a positive impact on the most crucial years of life. I look forward too many more years of serving families.”

Ryeon Brock, Co-Owner and School Age Teacher, plays an active role in supporting both the classroom and the financial health of Growing Giraffes Preschool. His leadership helps our program thrive as a family-owned and community-centered school.





Typical Activities Offered at Growing Giraffes:

- Group Play: Singing, dancing, play acting, dramatic play, games, music time, and yoga/ stretching, etc.
- Free Play: Children have a choice of blocks, kitchen toys, dolls and accessories, legos, playsets, household toys, art materials, play-dough, puzzles, books, various manipulatives, etc.
- Learning Time: Circle time; stories; developmentally appropriate activities that encourage the mastery of early learning skills and concepts; ABC's and 123's; art; individual Phonics Lessons for each child.
- Language: Nursery rhymes; finger/puppet play; stimulus pictures or objects to encourage verbalization and expression; flannel boards; books/stories/reading, listening to books, etc.
- Outdoor Play: Running, balls, gardening toys, trucks, bikes, structured large motor play, etc. (weather permitting) ****Please remember to dress your child appropriately for the weather, if in doubt dress in extra layers or bring extra clothes.**
- Dramatic Play: Dress up; role playing; puppetry; etc.
- Sensory and Science: Exploration

Assessments

- Families will be asked to fill out an ASQ assessment on their child within the first 45 days of care. This will greatly help us set them up for success
- Conferences will happen quarterly with teachers and families to ensure we are working as a team to help your child grow.

Curriculum plan

Curriculum plan is a custom workbook and planner created by founder Kaylee Brock. Curriculum includes focus on monthly themes, teacher lead art projects, phonics, colors, shapes, numbers, and music. Projects are developed to be used throughout the age groups of 1-5 with varying teacher involvement. Developmental goals are based on Headstart Early Learning Standards.

Screen Time

- Screen time is limited to occasional movie days for children over the age of 2.

Month	Letter	Number	Color	Shape	Theme
September	A B	Zero, Ten	Yellow	Circle	All About me
October	C D	One, Eleven	Orange	Star	Fantastic Fall
November	E F	Two, Twelve	Blue	Square	Foods and Farm
December	G H	Three, Thirteen	Red	Triangle	Wonderful Winter
January	I J	Four, Fourteen	White	Rectangle	Pets
February	K L	Five, Fifteen	Pink	Pentagon	A-z Zoo animals
March	M N	Six, Sixteen	Green	Hexagon	Dinosaurs
April	O P	Seven, 17	Purple	Diamond	In the spring
May	Q R	Eight, 18	Brown	Octagon	Books
June	S T	Nine, 19	Gray	Oval	Insects
July	U V	10	Black	Cone	Summer
August	W X Y Z	100	Rainbow		Community Help

Class Schedules

- Growing Giraffes has Seven classrooms, Infants(0-12 months), Wobbler (12-24 months) Y Toddlers (24-36 months) Toddler(24-36 months), Preschool (3-4 years), Prek (4-5 years) School age (Kinder - 5th grade).
- Classroom adjustments will be made yearly starting in September. If your child were to turn 2 in the month of July they will not move to the toddler class until the new school year in September and tuition remains the same until that move.



CLASSROOM *schedule*

*See childpilot calendar for lesson details

Time	Infants
7:00-8:30am	Free Play
8:30am	Diapers
9:00am	Morning Naps
10:15am	Outside Time
11:00-11:30am	Diaper/ Lunch
11:30am	Afternoon Naps
1:30pm	Afternoon Activity/Diapers
2:00pm	Snack
3:00pm	Outside time
4:00pm	Diapers
4:00-5:15pm	Free Play

*Infants are on their own bottle and
nap schedule under 12 months schedule
may vary

CLASSROOM *schedule*

*See childpilot calendar for lesson details

Time	Wobblers
7:00am	Arrival
8:00am	Breakfast
8:30am	Diapers/Potty
9:00am	Am Circle Time
9:15am	AM Activity
9:45-10:15am	Music and Movement
10:20-10:50am	Outside time
11:00am	Lunch
11:30-1:30pm	Nap
1:30-1:55pm	Diapers/Potty
2:00-2:15pm	Snack
2:15-3:00pm	PM Circle time
3:00-3:30pm	PM Activity
3:30-4:15pm	Outside time
4:15-4:30pm	Diapers/ Classroom clean up

CLASSROOM *schedule*

*See childpilot calendar for lesson details

Time	Toddlers/Y Toddlers
7:00am	Arrival
8:00am	Breakfast
8:30am	Diapers/Potty
9:00am	Am Circle Time
9:15am	AM Activity
9:45-10:15am	AM Outside Time
10:20-10:50am	Music and Movement
11:00am	Lunch
11:30-1:30pm	Nap
1:30-1:55pm	Diapers/Potty
2:00-2:15pm	Snack & Reading
2:15-3:00pm	PM Outside Time
3:00-3:30pm	PM Activity
3:30-4:15pm	Free Play/ Diapers & potty
4:15-4:30pm	PM circle time (classroom shut down)

CLASSROOM *schedule*

*See childpilot calendar for lesson details

Time	Preschool
7:30am	Table Toys
8:00 - 8:40am	Breakfast
8:45-9:45am	Am Outside Time
10:00-10:20am	Circle Time
10:20-10:45am	AM Activity
10:45-11:20am	Lunch
11:30-2:00pm	Nap/Quiet Time
2:00-2:15pm	Pm Snack
2:15-2:45pm	Free Play
2:45-3:00pm	PM Circle Time
3:00-3:15pm	Pm Activity
3:15-3:45pm	Music and Movement
3:45-4:45pm	PM Outside Time
4:45-5:00pm	Story Time
5:00-5:15pm	Indoor playground



Policies and Procedures



Communication:

Communication is key to a successful child care arrangement. The parents and Teachers need to have a good working relationship, so we can communicate and work well together. Optimal times for communication are upon drop-off and/or pick-up or via the Child Pilot App.

Parents and Teachers need to exchange pertinent information in the child's life such as changes in routine, special events, or activities, as well as changes such as death, divorce, separation, moving, traveling, visitors, etc. All this information can be important in understanding the child's feelings, behavior, and well-being which in turn will assist in a positive day. Please express any concerns you may have as soon as the concern arises.

We invite you to share with the Teachers in a note, message on the App or email; by phone through phone call; or to schedule an appointment to discuss your concerns in any area that you feel is not being addressed, and we will do our best to make necessary changes in that area to provide optimal care for your child.



Policies and Procedures

We have chosen to use ChildPilot as our main source of communication. This App works on all phones, computers, and tablets. We will use this App for communicating the following:

- Signing your child in and out
- Sending photos and videos of your child's day
- Sending reminders, messages, and notifications
- Documenting observations and milestones
- Creating incident report
- Billing purposes (invoice is emailed 7 days prior to due date; email receipts and year-end statements)
- Paperless Payments
- Creating calendar event
- Documenting naps and meals

Communication is very important to us which is why we have set up ChildPilot to keep you well informed about what happens throughout your child's day. With that being said, please do not contact us after hours unless it's an emergency, or your child is going to be absent. If you do happen to send a message, we mostly likely will not be responding until the next business day.

Initial: _____



Policies and Procedures

Days/Hours of Operation:

Drop off and Pick up

Hours of operation are 7:00am to 5:15pm, Monday through Friday.

Child care is available Monday through Friday, with the exception of closings, as referred to in this handbook and yearly calendar. Actual days and hours are determined by the parent/guardian's individual needs.

All enrolled children are expected to be dropped off no later than **9:00 am** (unless we are previously notified) to avoid disruption of our routines and overall program. Teachers will sign children in and out via the Child Pilot App. **When dropping off and picking up please verbally acknowledge the teacher before taking or leaving your child.**

Please remember that this is a child care business and not an informal babysitting service. If you suspect that you may be late in picking up your child, you will need to arrange for a backup caregiver to come in your place.

Late pick up time: **A late pick pick-up fee of \$5.00 per child per minute** will be assessed when a child is left beyond the operating hours. The late pick up fee is not an agreement to provide after-hours service.

In addition, we frequently have after hour commitments with time contingencies for ourselves, family members, and employees. If you arrive late to pick up your child, then we are late for our after-hour activities. Your consideration for this policy is appreciated.

Initial: _____

Release of Children:

- Our normal procedure is to release your child only to the child's parents or guardians or someone else the parent/guardian authorizes for pick up.
- One of the forms that you are required to complete upon enrollment designates who may pick up your child in the event of an emergency. Please make sure the people listed on this form are those whom you would allow your child to leave with if circumstances occur where we are unable to reach you.
- If someone other than the parent/guardian is to pick up your child, then please notify us ahead of time. A verbal notice is acceptable on that day if this person is on the list of those authorized to pick up your child. If this person is not on file, then we must have written permission to release your child. Once care is established, then a phone call will be a sufficient way to share changes in pick up arrangements. All new people picking up your child will be required to show proper ID before we can release the child.
- Please let us know in advance if someone on your emergency contact form will be picking up your child and inform this person that they will be required to show us their photo identification upon arrival.
- If a parent requests that their children not be released to the other parent, then a written and signed court order must be on file with the provider.
- Those on the list should also be trusted people whom we can call in the unforeseen event that you did not show up to pick up your child.



Policies and Procedures

Absences:

If your child will be absent or dropped off late, then please call or message us to let us know. This will immensely assist us in planning our day and especially helpful in planning meals and snacks.

Short -Term Absences:

If your child will be absent for a reason that is not related to health issues or longer than a vacation week, then you will be required to give the Provider/Owner a two-week written notice.

A short-term absence from child care due to extended travel or vacation must be paid for if you want your space to be held until you return.

If your tuition is not paid in full prior to your short-term absence, then you will risk losing your child's space.

Payment to hold your child's space can be made with a post-dated check prior to your child's absence.

Personnel & Volunteer Policies

All visitors on site will be asked to sign onto our visitors log and will not be given unsupervised access to children.

Parents of children are not required to sign into the log.

All staff complete background checks, orientation, and annual training in health, safety, and child development. Volunteers follow the same safety and emergency guidelines as staff and are supervised at all times.

Initial: _____



Policies and Procedures

Outdoor Play Policy:

Outside play is an opportunity for active, noisy, and energetic cooperative play. It may include water play, sand play, art, and natural activities, as well as imaginative play and opportunities to run, shout, and climb.

We believe that children should spend time outside each day if the weather permits. The children go outside every morning and afternoon. We are mandated by state law to take the children outside each day for large motor outdoor play.

We do not go outside when the temperature is below 35 degrees (including wind chill), or above 90 degrees (including heat index).

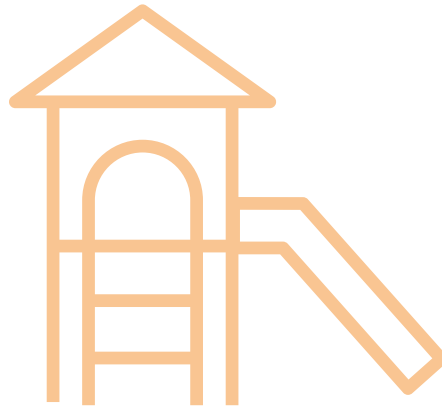
We keep drinking water outside for everyone and encourage the children to drink frequently.

Parents who feel that their child is not well enough to participate in outdoor activities must keep them out of child care until they are able to participate in all activities.

Sunscreen:

Sunscreen in order to apply sunscreen the state requires a medical form to be filled out. If you opt to bring your own sunscreen, aerosol cans are prohibited per state licensing rules.

Sunscreen provided my parents must be labeled with child's first and last name.



What to bring daily:

Please make sure to bring a backpack or bag with, a change of clothes, a water bottle labeled with child's first and last name, and a blanket for rest time.

Children should arrive dressed for play each day. We like to have fun!! Having fun involves outdoor play and lots of messy activities. Please make sure that your child is dressed appropriately, and a change of clothes is always available. Clothing should be comfortable and seasonally appropriate for outdoor play.

LABEL AS MUCH AS YOU CAN!

**For cold weather make sure to include:
*Hats, coats, gloves/mittens, rain/snow boots**



Initial: _____



Policies and Procedures

Center-sponsored religious and cultural activities

At Growing Giraffes, we celebrate the diversity of our families and the joy of shared traditions. While we are not a religious program, we enjoy recognizing holidays that our children and families celebrate at home through fun, creative, and age-appropriate activities.

We often do seasonal crafts and celebrations such as Christmas, Halloween, and Easter egg projects, as well as other holidays and cultural events that reflect the backgrounds of our families. Participation is always optional, and we welcome parents to share their own traditions, stories, or crafts with the classroom.

Our goal is to create an environment that honors all cultures and helps children learn about kindness, community, and belonging.



Initial: _____

Snow and Inclement Weather Conditions:

Please listen to local radio stations, television, and school district apps for updates on school closures due to inclement weather. If Redmond Public Schools close due to inclement weather we reserve the right to close as well. This will depend on how extreme the conditions are.

The Provider/Owner will send a group text and/or email confirming closure or revised opening and closing times.

If the Redmond School District is running late, then we will plan to be on time. Since we do not depend on school district transportation, we will seldom run late for care except under extreme conditions.

Please use your best judgment regarding the ability to safely transport your child to child care, no matter what the announcement on the radio/ news may be regarding Redmond Public Schools.

If it begins to snow while your child is in attendance, and the public schools will need to close early, then we will reserve the right to close early depending on the extreme conditions. If that is the case you will be expected to pick up your child as soon as possible after the announcement. Please make backup plans for these circumstances.

If we have a power failure, which lasts longer than two hours, then we will need to close. We will be unable to reopen until electricity has been restored.

If we are completely closed during snow days, then we will be unable to add alternative make-up days for child care due to scheduling challenges.



Nutrition:

Children are offered/ served a nutritional breakfast , afternoon snack on a daily and regular basis, as required through the USDA Food Guidelines.

Lunch shall be provided by the parent and shall include, Protein, Grain, fruit, and vegetables. Milk will be offered by Growing Giraffes.

If your child does not arrive in time for our breakfast service, then it will be expected that the child will have been fed prior to arrival to help keep children on a similar feeding/ meal schedule.

Cookies, cakes, and other treats may be offered during special events like birthday or holiday celebrations. All outside food brought into the center by parents must be store bought and not hand made.

All other food and beverages will be provided by Growing Giraffes while your child is in care throughout the day.

It is your responsibility to alert us if your child has any allergies or unique nutritional requirements.

Parents of Infants are responsible for providing formula or breastmilk in a proper manner and taking home all bottles for sanitation

Lunch ideas:

PB and J/Apple sauce/carrots

Bagels with cream cheese/ Peaches/ Green beans

Turkey, Cheese, Crackers/ Bananas/ Snap peas

***For additional lunch idea support please reach out**



Policies and Procedures

Naps and Quiet Time:

All children under the age of five are required by state law to be provided with a rest time. We will provide a safe, warm, quiet and comfortable place for your child to rest.

Children who wake up before the designated rest time is over will be guided in finding a quiet time activity to engage in, which will not disturb any other child who is still sleeping.

Parents will need to provide a blanket (and optional travel size pillow) for Toddler and Preschool classes.

For Infants Parents will need to provide a crib sheet.



Initial: _____



Behavior Management and Guidance/Discipline:



Behavior Management

Classroom Policy:

In an effort to work together peacefully and encourage positive behavior, the providers/staff at Growing Giraffes are trained and expected to:

- *help your child develop in their individuality
- * provide a warm, nurturing, fun environment in which to learn and play
- *use a positive approach in discipline and teaching
- *give simple directions
- *be consistent and provide structure
- *allow and give choices
- *proper transitions
- *set age-appropriate limits and standards
- *be attentive and praise positive behavior
- *encourage diversity and multicultural learning

Rights and Responsibilities:

All children have the right to be safe. We are dedicated to teaching peace and nonviolence. We want the children to feel that Growing Giraffes is a place of peace; a place where everyone can feel safe; a place of no-violence and no weapons. We utilize verbal conflict resolution, working from a standpoint of respect; for ourselves; of others, and for the environment.

Guidance/ Discipline Policy:

-Our goal here is to develop happy, well-adjusted children who can control their own behavior and take responsibility for their actions. We want to develop children's ability to play and work cooperatively with others, promote independence in solving problems and help them to handle their own emotions and frustrations in an acceptable manner. We believe that using a positive guidance approach to guiding children can achieve that goal. We will attempt to reduce the chance that discipline problems will occur by:

1. Planning the children's environment and their routines with their needs in mind taking into consideration what is realistic and appropriate for their age and developmental level.
2. Treating each child with respect and affection.
3. Setting boundaries for the children that are reasonable, clearly stated and consistently followed.
4. Taking care to model the behaviors we want to see in children to set a good example.
5. Looking for opportunities to praise and encourage good behaviors.
6. Attempting to distract or redirect children before a problem occurs.

Sometimes even when steps are taken to prevent problems from occurring, situations will occur that require our intervention. We will guide children using POSITIVE GUIDANCE techniques.

We do not, under any circumstances, allow the use of physical punishment.

Initial: _____

Behavior Problems:

At Growing Giraffes, our first priority is to maintain a safe and supportive environment for all children.

If a child's behavior endangers themselves or others, staff will:

1. Stay calm and ensure safety by removing nearby children or objects that could cause harm.
2. Use positive guidance—clear, simple directions and redirection to a safe, appropriate activity.
3. Provide space and support to help the child regulate emotions (never isolation or punishment).
4. Notify the Director or Owner immediately for assessment and documentation of the incident.
5. Inform parents the same day and, when needed, develop a behavior support plan in partnership with the family and outside specialists.

Physical restraint is only used as a last resort and only to prevent imminent harm, following state regulations and staff training standards.

Our goal is to teach self-control and empathy while keeping every child and teacher safe.

If the providers/staff find that so much time is being devoted to one child due to inappropriate behavior that he/she has little time to work with the whole group, then the following action will be taken:

- *The Owner/Provider will be called in to observe and give guidance for resolution of disharmonious behavioral situations.
- *The parents will be contacted for a conference to discuss the situation and asked to work as a team with the providers/teachers and Owner to assist the child.
- *Resources will also be made available for the family. Growing Giraffes partners with High Desert ESD for family support and the DELC Mental Health specialist



Behavior Management

Termination by Parents:

Families are required to give a two-week written notice, and two weeks full payment to terminate your child's enrollment in child care, regardless as to whether your child will be in attendance or not.

If two-weeks' notice is not given, you will still be financially obligated for the two weeks of child care fees and/or late payments.

Two weeks full payment still applies when notice is given in conjunction with Provider/Owner's vacation.

Termination by Owner:

Following are typical reasons for termination of your child care arrangement with or without notice. The reason for termination are not limited to those contained below:

- *Failure to complete required forms.
- *Failure to sign child in and out of child care.
- *Lack of mutual communication with Provider/Owner regarding the needs and care of your child.
- *Lack of parental cooperation when issues are addressed.
- *Failure of child to adjust to the routine and expectations of child care environment.
- *If child's needs require so much one-on-one attention that the other children's needs are not being met.
- *Lack of payments or consistently late payments.
- *Lack of respect by the parent or child for any Provider/staff or other children.
- *Violence and harmful behavior being inflicted upon any person, child or thing.
- There might be a time when immediate termination would be warranted, without any notice. Immediate termination will be left to the discretion of the Provider/Owner.

Initial: _____



Child Health and Illness Policy:

Child's Health:

We will not provide care for a child who is feverish or who has thrown up or had diarrhea within the last 24 hours. If your child shows these symptoms the night before care but seems fine in the morning, he/she is more likely still contagious to others. Please be considerate of your child's peers and childcare staff and keep him/her home the full 24 hours and until well!

Please consider that if you try to bring your child in while the child is sick, then everyone in our child care, including staff, will be constantly exposed and it will be difficult to keep illness under control. This can become a vicious cycle or cause an epidemic. Our goal is to have all families and staff work together to keep everyone safe and healthy.

Symptoms of Illness Requiring Absence from Child Care are Defined:

- *Fever
- *Conjunctivitis (pink eye) or "cold in the eye"; any discharge from eye
- *Discharge or drainage from any body part
- *Flu
- *Unusual or unexplained rash
- *Rapid breathing or labored breathing
- *Vomiting
- *Yellowish skin or eyes
- *Diarrhea
- *Lethargic behavior
- *Head Lice (We have a NO NIT POLICY! There should be no nits present at all or the child will be sent home. As a precaution, if child exhibits extreme scalp/head itchiness, please be prepared to have your child sent home for inspection and potential treatment, even if they are not actively displaying symptoms of infestation).
- *Contagious illness of any sort that results in child being too ill to fully participate in daily activities.



Child Health Illness

If your child has a visit to an urgent care, doctor, or hospital for any symptom listed in this policy, or because of sprains or broken bones, your child needs to stay home.

After a visit to urgent care, doctor or hospital, if the doctor says your child is not contagious and able to return to care, then a doctor's note will be expected, with an explanation and details confirming the child is not a carrier or contagious and it is safe for them to return to care.

If your child shows any of the listed symptoms while in care, we will remove him/her from our group and notify you, or an authorized adult, to pick up your child.

Your child may not return until 24 hours after a temperature has returned to normal; 24 hours after your child is no longer vomiting, or 24-48 hours (depending on the illness) after the first dose of an antibiotic.

Families will provide updated immunization records or an exemption for their child.

Mandatory Child Abuse Reporting

All Growing Giraffes staff are mandatory reporters under Oregon law. Any suspicion of child abuse or neglect will be immediately reported to the Oregon Child Abuse Hotline at 1-855-503-SAFE (7233).

Initial: _____

*Emergencies

In case of an emergency, I understand that staff will attempt to contact me immediately. I also authorize staff to:

Consult a physician or dentist named on child authorization form.

Administer first aid and/or cardiopulmonary resuscitation.

Transport my child via ambulance or other emergency medical service to a local hospital or other urgent care facility.

Obtain any emergency medical, surgical, or dental treatment deemed necessary by medical authorities.

Transport my child to a local emergency shelter in the event of an emergency evacuation.

Emergency drills are conducted monthly for fire, earthquake, and lockdown procedures. Evacuation routes are posted in each classroom. In an emergency, staff will contact families through the ChildPilot App and phone. If relocation is needed, the alternate site is announced by text and email. Growing Giraffes will follow all DELC emergency preparedness requirements (OAR 414■305■0210).



Medication:

I will provide written permission for Provider/staff to administer medication with written instruction from me or the child's health care provider, as permitted by local child care licensing regulations. I will complete and sign authorization form. I will provide the medication in its original container (with the pharmacist's label for prescriptions).



Child Health Illness

Immunizations

Growing Giraffes Preschool follows all Oregon Health Authority (OHA) and Department of Early Learning and Care (DELC) immunization requirements.

Exemptions:

Families who choose not to vaccinate must provide a completed exemption certificate, either signed by a licensed healthcare provider or issued after viewing the official OHA online education module. Exemptions must be renewed if new vaccines are added to the required schedule or if the child transfers programs.

Exclusion for Non-Compliance:

Children who do not have a current CIS form or exemption on file by the required date may not attend the program until documentation is provided, as required by state law.

Reporting:

Growing Giraffes submits an annual immunization report to the Oregon Health Authority. A summary of the center's overall immunization rates is available for families upon request and will be posted each February.

Confidentiality:

All immunization records are kept confidential and securely stored. Records are only shared with authorized public health or licensing officials when required by law.

Initial: _____



Health and Safety Procedures

Growing Giraffes follows DELC sanitation standards for diapering and handwashing. Staff and children wash hands using warm water and soap for 20 seconds before meals, after diapering, toileting, or outdoor play. Diapering surfaces are disinfected after each use. Bedding is washed weekly or sooner if soiled. No pesticides or toxic substances are used during hours of care. A

Safe sleep

At Growing Giraffes, your baby's safety is our top priority. We follow all Oregon DELC and AAP safe sleep standards:

- Babies are always placed on their backs to sleep.
- Each infant has their own crib with a snug fitted sheet only — no blankets, pillows, or stuffed animals.
- Staff check sleeping infants every 15 minutes and stay in the room at all times.
- Pacifiers are allowed if labeled and not attached to clips or strings.
- Infants who fall asleep in swings or car seats are moved to their crib as soon as it's safe.
- Lightweight sleep sacks may be used with parental approval — no swaddling blankets.
- Room temperature is kept comfortable to prevent overheating.

Your child's teachers are trained in Safe Sleep Practices and follow all current health and safety guidelines.

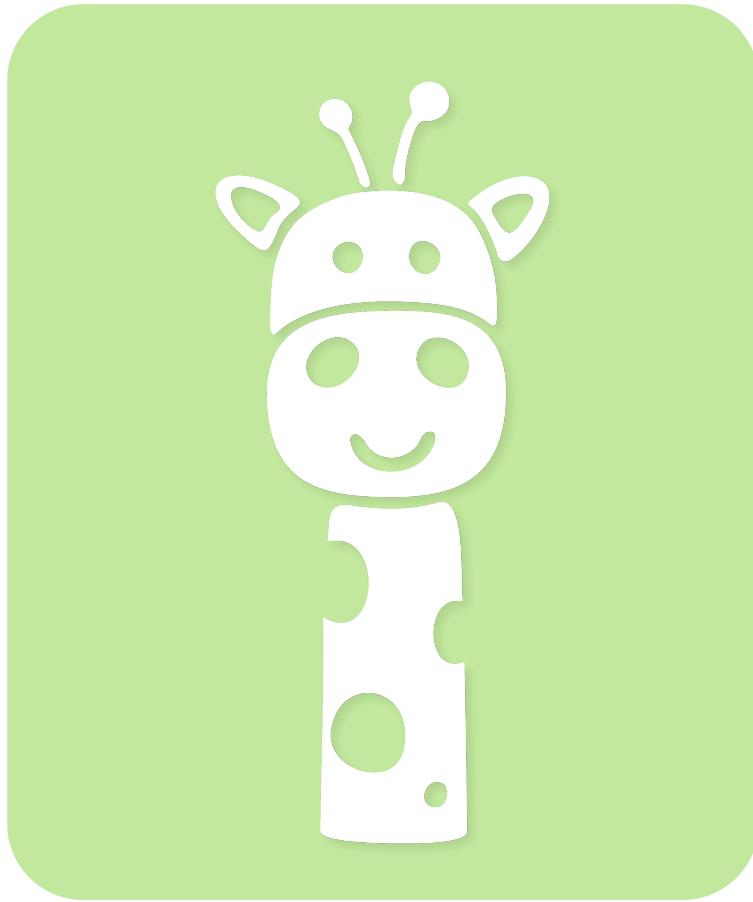
Food/ Bottles

Growing Giraffes follows all Oregon DELC guidelines for infant feeding and nutrition.

- Parents may provide breast milk or formula labeled with the child's name and date. Bottles are refrigerated, warmed safely, and discarded after feeding.
- Infants are held upright during feedings and never left unattended or with a propped bottle.
- Feeding is responsive to each infant's hunger cues unless otherwise directed by the family or physician.
- Solid foods are introduced only at the parent's request and according to developmental readiness.
- All food from home must be labeled and meet safety and allergy guidelines.
- Breastfeeding parents are welcome to nurse on-site, and storage space for expressed milk is available.
- Parents must provide enough clean bottles for the day as we don't have a way to properly sanitize

These practices ensure safe, nurturing, and developmentally appropriate feeding for every infant in our care.

Initial: _____



Financial Policies



Payment is required according to our signed Tuition Contract not according to your child's actual hours or days of attendance.

There will not be weekly tuition credit given for any official holidays in which we are closed. Parents are expected to pay for the holidays stated in the contract when we are closed.

If you choose to pay by personal check then please make all tuition and fee checks out to: **Growing Giraffes Preschool**

1) Annual Supply/Registration Fee:

\$100.00 (Renews September 1st)
This fee will help absorb the cost of general supplies, program supplies, and administrative costs.

2) Paid Holiday Closing:

The following days will be paid closed days:

- *New Year's Day
- *Memorial Day
- * Fourth of July Week
- *Labor Day
- *Thanksgiving Day and the following day
- *Christmas Week
- *Spring Break
- When the holiday falls on a Saturday or Sunday, the acknowledged Federal/ State holiday prevails; i.e. Christmas falls on a Sunday and the acknowledged Federal holiday is Monday, December 26th.
- For your convenience, Provider/Owner will distribute a copy of our scheduled child care closing for holidays within the first quarter of each year and every attempt will be made to minimize any changes in this schedule.
- Provider/Owner does reserve the right to close for any reason in which we cannot operate in a safe manner; i.e. loss of electricity, water, heat or in extreme circumstances, loss of air conditioning, and/or health epidemics. Child Care Fees are paid for any of these occurrences.

3) Payment Policies:

All payments are due in advance. Tuition is charged weekly and is due weekly. In center-payments are due by the close of business day on the Friday prior to services, and online tuition payments are due by 11pm PT the Sunday Prior to services. If tuition is not paid on time, a late fee of \$25.00 will be charged.

Your charges will be the same each pay date for your regularly contracted child care days, regardless of holiday, illness, or emergency closures.

Personal checks, credit cards, or cash are all options for payment of tuition. Please make all personal checks out to: Growing Giraffes Preschool

You will receive an invoice the **THURSDAY** before your payment is due via the ChildPilot App

-Services may be denied if payment is not made in full before your next regularly scheduled day for child care.

Please make arrangements for payment before you leave for vacation. An option is to post-date your check for your next pay date.

ERDC FAMILIES:

Co payment will be due as well as the parent amount that is left after ERDC payment. ERDC will be billed at the first of every month.

Initial: _____



5) Late Payment Fee:

If payment is not received on your due date, then there will be a **late fee of \$25.00** automatically added to your account balance for each day your payment is late.

To avoid the inconvenience of additional billings/reminders, please include your late fee with your tuition payment.

Minimal carryover of charges will be allowed with advance Provider/Owner permission.

Your child may be disenrolled if your account is 5 days past due.

If there is a problem with your account or if you will not be able to pay on the due date, then please contact us, before your payment is due. If you are unable to pay your tuition on the due date, then you will be asked to sign a Payment Agreement stating when you will pay the amount due.

Please leave a post-dated check before holidays or if you will be on vacation during your pay date to avoid late payment fees

7) Returned Checks:

There will be a \$35.00 charge on all return checks plus any additional bank fees incurred in the collection process.

If your check is returned with NSF, you will be given 3 days from notification to make your payment in full. This full payment must include additional late pay fee charges and bank fees. If payment is not received within 3 days, then disenrollment procedures may be initiated.

Consistent non-payment is cause for termination immediately, without a 2-week notice.

9) Discounts:

Throughout the year you have the ongoing opportunity to recommend us to other families who are looking for care. When you refer a family to us who enrolls in our program, you will receive a \$50.00 credit off your tuition after they have enrolled for two months.

Please remember to let us know that you have referred this “potential” family to us.

Siblings will receive a 5% discount off of the oldest siblings tuition.

10) Withdrawal Fee:

A two-week written notification is required if you are withdrawing your child from our program. The balance is to be paid in full before your withdrawal is complete.

If your child is withdrawn from our program without a two-week written notice, then the equivalency of a two-week tuition charge will be added to your account balance.

Any small claim court, attorney fees, and/or collection fees for unpaid balances will be the sole responsibility of the parent/guardian.

If you have paid your tuition in full and then withdrawn your child from our program, we will not give any refund of payment made for unused days.

Initial: _____