Welcome to the Moss Street Children’s Center

Established 1970

The Moss Street Children’s Center is a state certified child care center consisting of eight classrooms serving children 3 months through 5th grade. The center is located at 1685 Moss Street, adjacent to the University of Oregon Campus.

The primary goal of the Moss Street Children’s Center is to remove child-care as a barrier to student parents’ access to the University. The Moss Street Children’s Center is of the highest quality, is affordable, and is responsive to student parent workloads and school schedules.
This handbook will answer some of your questions about Moss Street and serve as a reference regarding procedures and policies. Please know that we are also available to talk with you directly to answer your questions. Welcome!

**PHILOSOPHY, GOALS & GUIDLINES**

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PHILOSOPHY, GOALS & GUIDLINES

MOSS STREET GOALS

The primary goal of the Moss Street Children’s Center is to remove child care as a barrier to student parents’ access to the university. As such, the child care must:

Be of high quality
- Emphasize respect for individual family preferences and practices (University Diversity Plan)
- Promote socio emotional and learning competence in children by offering empirically based and developmentally appropriate activities and opportunities
- Include children with disabilities
- Adhere to high safety and supervision standards (CCD State Certified)
- Provide opportunities for parent input and engagement with staff (Parent Council, technology, paid parent liaison position)
- Be child centered, and family focused
- Aspire to minimal turn over of teaching/administrative/culinary staff

Be affordable; and,
- Offer USDA supplemental food program
- Encourage fund raising to offset operational costs
- Offer student internships and employ work-study recipients to control personnel costs

Be responsive to parent workload and school schedules
- Provide full time, part time, hourly options
- Offer provisions for parents to breastfeed, send food or have staff provide meals at low cost
- Provide transportation for children in school

The secondary goal of the Moss Street Children’s Center is to enhance the learning experiences of undergraduate and graduate college students by:

- Providing practicum experiences and internships to individuals interested in child development
- Supporting the development of nonacademic, life-changing learning experiences including self sufficiency, responsibility and commitment, and learn about themselves and their own perspectives as well as differences in others’ values, belief systems and practices
PHILOSOPHY, GOALS & GUIDLINES

MOSS STREET CURRICULUM GOALS

Children Exhibit Pro-social Behavior (respect/ empathy/ compassion)
   Classroom Strategies:
   • Appreciating/celebrating differences
   • Reinforcement of pro-social behavior
   • Identifying feelings
   • Focus on relationship building, social responsibility

Children Demonstrate Readiness to Learn
   Classroom Strategies:
   • Exploration
   • Inquiry
   • Hands-on experiences
   • Play
   • Developmentally appropriate activities

Children Exhibit Cooperation and Community
   Classroom Strategies:
   • Cooperative goal-setting, planning
   • Games, sharing, mutual goal-setting

Children Exhibit Self Regulation/ Self Control
   Classroom Strategies:
   • Supported waiting
   • Assistance with transitions
   • Combination of predictable and spontaneous routines and experiences
   • Practice of waiting and control strategies (e.g., deep breathing, listening)
   • Focus on language building

Children Employ Problem - Solving
   Classroom Strategies:
   • Guided problem solving process practice
   • Trial and error
   • Support for creative, innovative approaches
   • Use of problem solving for conflict resolution
MOSS STREET PROGRAM EMPHASSES/ GUIDING PRINCIPLES

Moss Street staff have chosen to emphasize the following components, and these are evident in the curriculum.

- We strive to teach self-care skills from potty-training to tying shoes, social interaction skills, language skills, learning skills and development of empathy and understanding. These are all key parts of the child’s growth toward becoming an autonomous, compassionate, competent and caring individual.

- Play is fundamental. What adults consider play is often the learning laboratory where children explore roles and relationships and "play" with notions, concepts and ideas. Each child is a scientist and explorer. The role of the teacher is to facilitate the further development of each child’s curiosity and help expand his/her interest in learning.

- Social skills are learned skills. Learning to share and function cooperatively is a result of both developmental growth and experiences. Moss Street teachers function as facilitators to help children solve conflicts verbally, through guided problem solving and cooperative effort.

- Curriculum that focuses on tolerance and acceptance is an integral part of our program. With increasing diversity in our society, each child needs understanding about diversity and skills to address bias that exists in the world.

- Inclusion of children with varying abilities and from diverse backgrounds is a guiding principle of the centers. All children have the right to be included as equal members of the group.

- Children’s increasing ability to participate in selecting their own activities is encouraged. Times are set aside for children to choose freely from available activities. Children’s initiative and interests are key factors in planning on-going projects.

- Foundations for learning are emphasized rather than specific facts and concepts. Basic understandings and processes for exploration are encouraged and developed. Children learn best by doing. Direct experiences with materials and situations are much more valuable learning tools than abstract approaches.

- Activities need to be developmentally appropriate. A balance between challenges and successes maximizes children’s growth.

- Parents are children’s primary teachers. The role of a professional educator is to support parents in assisting each child in achieving his/her full potential.
PHILOSOPHY, GOALS & GUIDELINES

UO AFFILIATED CHILD-CARE PROGRAMS STATEMENT
OF PHILOSOPHY

University of Oregon families represent a unique range of students, faculty and staff whose needs for child care reflect varying work and school schedules, responsibilities and budget constraints. Child care programs that serve the University community must demonstrate responsiveness to these needs by including the following elements:

• Providing an environment where they are encouraged to: be actively involved in the learning process, to experience without limitations or biases a variety of developmentally appropriate activities and materials and to pursue their own interests in the context of life in their community and the world.

• Serving children, and their families. Close interaction and involvement with parents is encouraged and supported.

• UO-affiliated child-care programs will include university students as an integral part of staffing by providing work-study opportunities, practicum and internship positions.

• Providing research, observation and practicum experiences for faculty and students from a variety of disciplines.

• Achieving the highest standards of excellence in the field of early childhood education. In doing so, they will actively encourage and support the professional development of their staff.

STATE LICENSING REQUIREMENTS

Moss Street complies with state regulations, and the University of Oregon's own stringent standards regarding certification, center management, personnel, physical settings, sanitation, food service and care of children. There are copies of state rules available in the office for your reference.
PHILOSOPHY, GOALS & GUIDLINES

DISCIPLINE AND GUIDANCE POLICY

The core of Moss Street philosophy regarding discipline and guidance is that each child and each adult will be treated in a respectful manner. Mutual respect between adults and children provides the foundation for the development of positive social interaction skills.

Standards of acceptable children’s behavior in Moss Street programs are established to:

- assure the safety of all,
- foster a climate of sensitivity, mutual respect, and willingness to contribute to the well-being of others,
- model cooperation, use of resources, including use of teacher time and other resources equitably,
- maintain facilities,
- assist children in learning strategies to resolve conflict and express emotions,

Prevention of inappropriate behavior is emphasized by:

- giving children freedom to explore and grow,
- having realistic expectations of behavior,
- communicating to children both the expectations for behavior and the reasons for these standards,
- establishing, when possible, consequences of inappropriate behavior.

When adult interventions are needed in response to children’s negative behavior, the following steps will be taken:

- Take necessary steps to assure safety of all children.
- Attempt to redirect misbehaving child to positive alternative activities.
- Carefully remove child from an area when their behavior is unacceptable or disruptive.
- Involve children in discussion of acceptable and unacceptable behavior following cooling off period.
- When negative behaviors are repetitious and/or continue over time, clear and consistent non-punitive consequences will be established and utilized consistently. In such instances the parent(s) will be fully involved in discussions and planning of actions. It is contrary to Moss Street policy for children, under ANY circumstances, to be threatened with, or subject to, physical discipline, or to be subjected to de-meaning personal criticism.
PHILOSOPHY, GOALS & GUIDLINES

CREATING A VIOLENCE FREE ZONE

Recognizing that violence is all too often part of our media, culture and communities, we have established Moss Street Children’s Center as a Violence Free Zone.

We strive to facilitate and guide children in establishing patterns of behavior that are non-violent and non-aggressive.

To that end we have established the following rules and guidelines:

- People are not for hitting, kicking, biting or hurting verbally.
- Those who cannot be a nonviolent part of the group will be separated from the group.
- Neither children nor super heroes are allowed to hurt others, if such play cannot be done without aggression towards others, then it cannot continue.
- Weapons, including knives, swords, guns, bows, spears or clubs are not appropriate at Moss Street. Please keep any of these toy items at home or in your car. If they are brought into a program they will be placed in your child’s cubby until pick-up.
- We will model authority roles and actions that are not based on the superior physical strength of an adult.
- When children use violence as a problem solving tool, we will assure that they have the opportunity to learn other appropriate strategies.
- We believe and act as individuals who can and will step in and make a difference.
- When individual children repeatedly act violently, we will use each other as problem solving resources as we plan to meet individual needs in an environment free of fear and intimidation.
BEING AN ACTIVE PARENT

PARENT’S VOICE

The Moss Street Children’s Center exists to serve families. This means that Moss Street is here to serve both children and parents. We hope that all families find our classrooms welcoming and supportive environments. To that end, the following standards apply:

- Parents have access to their children at all times;
- Access to any program teacher for discussion relating to the classroom and their children is encouraged although appointments may be necessary;
- Documents dealing with governance, regulations and policies or others applicable to Moss Street are accessible and can be made available to parents;
- Personal family records are kept confidential and only shared with other staff as needed;
- All parents shall have reasonable access to the child care director to express concerns related to their children and/or the child care programs.

MUTUAL RESPECT

It is our intention to always communicate with parents in a respectful manner. This respect also includes maintaining professional confidentiality for information parents share with staff.

We hope that parents feel comfortable sharing information about their family that may impact a child's emotions or behavior. Staff will not discuss private information publicly or outside of confidential meetings.

We also hope that parents will similarly discuss sensitive issues outside of classroom times. Teachers and the director are available to provide consultation, community referrals and support to parents.

Our shared goal is to create a mutually respectful partnership to benefit your child.
BEING AN ACTIVE PARENT

ORIENTATION OF NEW FAMILIES

When a new family is enrolled at the Moss Street Children’s Center, the Mentor Teacher for the child’s age group will contact the family to set up an orientation at the Center. Opportunities for the parent and child to meet other classroom teachers and to spend more time in the classroom can also be scheduled. The initial orientation is the best time for parents to raise questions they may have about the program, about their child starting care, or daily routines.

Once children begin care, additional questions sometimes arise. Because teachers are engaged with children, pick-up and drop-off times may not be the best time for a complete conversation. Parents can let the teacher know they would like to talk and the teacher will strive to find a mutually acceptable time to talk without interruption.

TRANSITION OF NEW CHILDREN

Prior to children moving to a new age group, an orientation for parents and visits to the new classroom for children will be scheduled. We encourage the parents of new children to provide a supportive transition into our child care at a rate tailored to their child's needs. The success of this transition sets the stage for that child's comfort and ability to adjust to the demands of our environment.

VISITING

Parents are welcome to visit their children attending Moss Street at any time.

Talking with teachers: Because teachers are busy leading groups of children, they may not be available to talk at drop off and pick up times. Scheduled meetings with teachers are generally more helpful than dropping in to talk. Brief check-ins at drop off or pick up are a good way to share information about how children are doing each day.

Parent visits: Families with young babies are encouraged to visit in order to feed them or otherwise meet their baby’s needs. With all ages, parents are welcome at anytime, however, it is important to be aware that parental visits can be disruptive to classroom routines or to children's participation in classroom activities. Some children have difficulty saying goodbye to their parent. To ensure that parent participation contributes to a positive classroom environment, teachers will communicate with parents about how visits may be affecting the classroom as a group or their child in particular. In general, the best times for visiting a program are prior to 11:30AM or between 3:00 and 5:30PM.
BEING AN ACTIVE PARENT

PARENT/ TEACHER CONFERENCES

Each year, all parents have the opportunity to meet individually with the lead or mentor teacher in their child’s classroom. At that time, teachers will share, if requested, their assessments regarding the child’s development related to the 5 curricula goals at Moss Street. The teachers will make suggestions for maximizing potential strengths and work with parents to identify goals.

Parents will have the opportunity to ask questions about their child or the program. It is a primary goal that these sessions will help parents better understand how their child functions in a group care setting. This is also an opportunity for parents to share concerns and ask questions.

These conferences are not the only opportunity for such discussions. Either parents or teachers can request an individual meeting at any time questions or concerns arise. These meetings will be scheduled in a timely manner.

DAILY COMMUNICATION

We recognize that parents often need current information about their child’s sleeping, eating and toileting routines, as well as their behavior while in care. Because of the number of children in care and varying pick-up and drop-off times, these communications must often be brief. In the younger age groups, communication about eating, sleeping, and toilet is provided daily. Please be aware that teachers continue to be responsible to the whole group and it may be best to schedule a meeting time with the teacher if you wish a more extensive conversation.
BEING AN ACTIVE PARENT

PARENT COUNCIL

The Parent Council serves as an advisory body that, in conjunction with the Director, helps determine general policies for the operation of the Moss Street Children’s Center. Many of the policies in this handbook were developed in partnership with the Parent Council.

Issues that the Parent Council examine include the budget, hiring, grievances, admissions and fundraising. Each council meeting begins with introductions.

The council meets quarterly while school is in session. Meeting schedules are posted for parents. The council elects a parent chairperson and establishes its own operating rules. The Moss Street director is responsible for submitting an executive summary for each meeting. A Moss street representative from the teaching staff also attends these meetings.

Free child care and a meal are provided for all council meetings. We ask, when possible, for parents to sign-up ahead of time to attend so adequate staffing and food can be arranged for each meeting. A sign-up sheet will be posted at the front desk several days before each meeting.

The primary avenue for parent involvement in planning and operations is through the Parent Council. The council governance document includes the following statements on the roles of the Parent Council and Moss street staff:

- The relationship between the Moss Street Parent Council (herein after, the council) and staff at Most Street must be, by its nature, collaborative. The council and staff shall work together to promote program excellence and fiscal stability.

- The staff, for legal, contractual, educational and programmatic reasons provide continuity in all areas for which they are responsible.

- The council is involved to ensure that the programs meet, as is feasible, the needs and desires of program parents and their children.

- Together, staff and parents, shall work to guide the programs in the best possible way.

- In practical terms, the council advises the staff. The staff has an obligation to consider such advice seriously and to represent the position of the council, should it be necessary, to the EMU. For its part, the council shall solicit, and consider seriously,
BEING AN ACTIVE PARENT

(Parent Council, continued. . .)

Any parent who wishes, can be an active Parent Council member. One or two staff members are chosen by the classified staff to be members of the council and the council as a whole advises the director on pertinent issues. Any parent with children enrolled at Moss Street may attend.

PARENT VOLUNTEERS

Parents are welcome to volunteer at Moss Street by helping with special projects, accompanying their child’s class on field trips, by sharing special talents or family/cultural traditions. Teachers will communicate with parents about how their volunteering may be affecting the group or their child. All parents interested in accompanying the class on field trips, or volunteering in the classroom must complete a criminal history background check; Moss Street will assist with the cost. Office staff can assist with this online process.

EMPLOYMENT OPPORTUNITIES

In addition to volunteer opportunities, we have work study and student employee opportunities available. These are positions in the classrooms working with kids, the office, kitchen or on a special project basis. Student parents who want to work with children are not usually placed in the same classroom as their enrolled child.

WORK PARTIES

Moss Street will also occasionally ask parents to participate in Parent Work Parties; these events are focused either on general center fix-ups or work on specific projects. Food is provided. We hope you will join us for these productive and enjoyable events.

NEWSLETTER

The Moss Street Newsletter will be e-mailed to families monthly. This is a good way for families to learn information about upcoming Moss Street activities.

PARENT SURVEYS

Periodically, Moss Street families will be asked to complete Parent Surveys. The purpose of these surveys is to help the Center obtain feedback about their experiences with Moss Street. Parents may also be asked to complete surveys as part of the National Association for the Education of Young Children (NAEYC) accreditation process.
BEING AN ACTIVE PARENT

FUNDRAISING

Moss Street participates in the eScrip program. This program is a simple way for Moss Street to raise funds. Parents, staff, and friends simply sign up at www.escrip.com and then make purchases using their registered credit or debit card. Moss Street earns a small percent of the money spent at participating merchants.

Additionally, Moss Street parents hold periodic fundraising events to raise funds for classroom supplies and other school needs. These events are coordinated by Moss Parents and their success depends on strong parent participation.

Fundraisers held at local restaurants are a delicious, easy way to help raise funds. Each of these tasty events requires a flyer, handed out and emailed to parents and staff.

FAMILY EVENTS

Each year the Moss Street Children’s Center puts on events that are intended to bring families together. Parents are involved through the Parent Council to help plan these events.

A sample of fun Moss Street family events includes:

- The Harvest Carnival is held at the center each year on the evening of the last Friday in October. Revenue pays the expenses, and the goal is to break even.

- In July, the center has an evening birthday party and barbeque. The summer of 2010, we celebrated 40 years of child care at Moss Street.

- Occasionally, “Parent’s Night Out” evenings are held at Moss Street to provide evening child care so parents can get extra study time or evening time to socialize and relax. Charges are added to the monthly childcare bill when families participate.
PROGRAM PROCEDURES

APPLICATION AND ENROLLMENT

Because Moss Street is a student service and receives operating subsidies from Student Incidental Fees, many of our procedures, policies, and schedules have been created to address student needs.

Enrollment is on a term-by-term basis. Families must re-enroll each academic term. Once admitted, enrollment continues through the school year although schedules may change each term. The admissions and priority policies are contained in the Oregon Administrative Rules (OAR) 571-24-005. The OARs were established to objectively prioritize access to the program.

Each child enrolled at Moss Street must have a completed application form on file. The form should include starting and ending dates for the term's care as well as the weekly schedule request with days and times specifically marked. The application serves as a contract for your financial obligation.

For all new families, an application and a New Parent Information Packet must be completed prior to starting care. Completed Parent Information packets are due at least 10 calendar days prior to your child's initial enrollment start date.

Returning families must submit a re-enrollment request for each term. Returning families are enrolled first. Student families receive first priority for available vacancies. University employee families are second priority. A limited number of continuing care slots are available for non-student families admitted during the academic year. As specified in the above OAR, only 20% of our total enrollment can be offered to non-students who are guaranteed continuing child care one year to the next.

The eight child care classrooms at Moss Street Children’s Center serve children of different ages. The youngest age group admits children at 3 months old. Children must have reached 3 months of age prior to enrollment in this program.

Children are eligible if they reach the beginning age for that program before the school term for which they are applying begins. For example, a child turning three in December, and potty-trained, would be eligible for enrollment in a preschool program Winter term.
(Application and Enrollment, continued ...)

Teachers will consult with parents to discuss the child’s readiness for a smooth transition to an older age group. Language and reasoning abilities are factors, but social skills and self-sufficiency skills are of greater importance. It is necessary for children to be potty trained before starting preschool. Children moving into an older age group will have opportunities for multiple visits before transferring to the new classroom.

As with all applications, any such "graduations" into older age groups will be on a space-available basis, with returning families having scheduling priority.

Children will be considered too old for a program when they have reached the top age for that program, plus three months. For example, a 3yr, 3mo old child would be admitted into a Preschool program rather than a Toddler program.

Occasionally, a child will not be able to move into an older age group due to a lack of available space. For currently enrolled children, accommodation will be made in the program to meet the needs of such children. New children will only be enrolled within available spaces in the appropriate age group.

For parents needing immediate care, the Parent Information Packet (including the Immunization Form) is due one full business day prior to the child’s start date. For example, if the paperwork is submitted on a Tuesday, the child may start on the Thursday of the same week.

**DAILY SIGN IN/ OUT**

When entering and leaving the center, you must sign your child IN and OUT. Actual hours will be computer input. Enter hours legibly in order to prevent over-charging to your account. A sign-in sheet is posted each day in or outside every classroom. It is very important that this be done. Children must be signed in properly before Moss Street can assume responsibility for them.

For school age children, arriving by bus, Moss Street staff will sign children in when they arrive from school. If a school age child will not be attending Moss Street on a particular day, it is the responsibility of parents to inform our center before hand. This is particularly important when the child is being transported from school to Moss Street. Parents who do not inform us of such changes will be charged as if the child is in attendance.
PROGRAM PROCEDURES

(Daily Sign in and out, continued...)

Please make certain that the teacher in charge is aware of your child’s arrival. This enables the teacher to greet the child and help engage her/him into the activities. Parents make drop off easier with a clear statement of good-bye and a clear transfer to staff. Parents are expected to communicate any daily schedule changes to the teacher in charge (e.g., doctor appointments, early pickup, etc.). Also, please call and notify your child's teacher if he/she will be late or absent. This is important for scheduling the day's activities.

Pick up is also made easier by a clear statement of your intentions to your child (e.g., to stay a few moments or leave immediately) and consistent follow through. To avoid unnecessary concern, you should be certain that the teacher is made aware of your child's departure. Once your child has been signed out by you and is under your supervision, you become responsible for him/her.

Only those persons listed on the Information and Authorization form as having your permission will be allowed to remove your child from Moss Street Children’s Center. Identification may be requested when staff are not familiar with an individual picking up a child. Please notify the centers if one of the people listed will pick up your child on a particular day. You are responsible for advising the said people of the sign in/out procedure. Parents who have school age children transported by the van or bus must abide by those rules when having someone meet the van/bus (prior to arrival at the designated site).

CHILDREN VISITING OTHER CLASSROOMS

Visits to other Moss Street classrooms encourages a sense of belonging and community among Moss Street children. Older children love to be helpers for younger children. Younger children, who will soon graduate to the next classroom, will visit to meet their new friends and teachers before they switch rooms.

Occasionally, and when appropriate, parents and children may ask if one sibling can visit another’s classroom. MSCC will help to facilitate these visits. To make sure visits are successful, children will need to first be dropped off in their regular rooms and lead teachers from both classrooms must talk to confirm that visits will work.
PROGRAM PROCEDURES

SCHEDULING

• Daily block scheduling options are 7:30-12:30; 7:30-3:00; 7:30-5:45; 12:45-5:45 or 3:00-5:45. You will be billed on the basis of the blocks that your child is scheduled for, and you are financially responsible for all the hours scheduled. It is wise to schedule only those blocks that are needed.

• Exceptions to the block schedule will be made for children who attend kindergarten or grade school for those days on which your child attends school. On “No School Days,” the only school age scheduling options will be 7:30-12:30; 12:45-5:45 and 7:30-5:45 time blocks, as this age group will often take all day field trips on these days. A sign-up sheet showing which blocks are available for selection will be posted at least one week before the “No 4J School Day.” Block times available for each of these days will depend on what activities are planned for each classroom.

• If your child enters or leaves a program at times other than these block times, billing will reflect the additional hours of care used. These charges will appear as "Drop-In Hours" on the monthly bill, but are charged at the same hourly rate, and will show on the month following their occurrence.

• After school attendees will be scheduled in blocks that are more reflective of their mid-afternoon release times. The regular block times of care for all day kindergarteners and grade-schoolers are: 2:30-5:45 and 1:15-5:45 on early release days. The regular after school block times of care for morning only kindergarteners are: 11:00-3:00, 11:00-5:45, 12:00-3:00, and 12:00-5:45.

• Changes in the schedule requested on your initial application are due in the Moss Street administrative office at least two weeks prior to the beginning of the term. We recognize that needs can change, so each family can submit up to two schedule changes prior to the beginning of that term.

• You are required to complete a Schedule Change Form for all requested changes to your schedule. Additional hours of care can be scheduled with teacher and office staff approval, subject to space availability. Reduced hours: If a significant change occurs in a family’s child care needs resulting in a reduction of hours, the written request must be submitted by the 15th of the month before the change is to occur; please provide a brief statement of the reason for any reduction in hours.

• It is important that all families adhere to the times they have scheduled. Program routines are structured around the natural breaks during the day when parents drop-off and pick-up.
PROGRAM PROCEDURES

(Scheduling, continued...)

**Parents are financially responsible for schedule changes:**
- **Parents are financially responsibility for their original schedule until a change is approved to start.**
- Financial responsibility for complete withdrawal extends one full month after the initial written request.

**CLOTHING**

Children enrolled in the center play outside every day. Please be sure that your child is dressed appropriately for the weather. Remember items such as boots or shoes, raincoat, sweater, jacket, hat, etc. Fresh air and freedom of movement in all kinds of weather promote health. Children do not get sick by being in a light rain or cool temperatures, but should be dressed accordingly.

Please dress your child appropriately for classroom and outdoor activities. Children will often be involved in messy art projects, etc., and while precautions such as wearing smocks will be taken whenever possible, easy-to-care-for play clothes are best. Comfortable closed-toe shoes with non-slip souls are recommended.

Each child will be given a place in which to put their belongings and extra clothes. Every child should have a complete change of clothing (pants, long and short sleeved shirts, shoes, socks and underwear) in his/her cubby. You are encouraged to label your child's clothing to minimize losses. Soiled clothes will be placed in a plastic bag to be taken home. You should monitor your child's extra clothes and replace items as needed and as seasons change.

For toddlers who are potty training, parents should provide an ample supply of training pants, (six per day) as well as two or three extra changes of clothes. "Accidents" do happen, and it's comforting for children to have their own clothes to change into.

**TOYS AND BLANKETS**

Each program is well-equipped with a variety of appropriate and challenging toys and other materials. In general, toys from home should stay at home. Exceptions may be made on sharing days, or for a special stuffed animal, small pillow or other security object to be used at nap time. Moss Street cannot take responsibility for lost or broken toys.
PROGRAM PROCEDURES

(Toys and Blankets, continued...)

On sharing days, children may bring a toy to share with other children in her/his program. Please choose toys that are appropriate for classroom use. Guns, war toys, toys of destruction, or any toys of a violent nature are not allowed at Moss Street. Items such as books, records, tapes and theme related items may be brought on days other than sharing days. Please check with your child's teacher before bringing these items to school.

DIAPERS

Diapers are not included in regular program rates. Infant and Toddler programs require parents to supply diapers. There will be a charge for using Moss Street diapers without replacing them.

POTTY TRAINING INFORMATION

Moss Street potty training beliefs:

- We believe that readiness is individual and varies from child to child;
- Potty training often takes weeks or months to accomplish;
- The goal of training is for children to independently use the toilet when needed, not merely when directed to the bathroom;
- Potty accidents are a normal and expected part of the process;
- Most children need to experience both being wet and the sensation of what it feels like to need to go to be fully trained;
- The biological ability to control the urge to urinate and defecate is dependent both on physical development and on experiences;
- Our staff will remind children periodically to use the toilet but also help them change if they forget or have not yet understood their own internal cues;
- The most anxious participants in the process are usually the adults; and,
- Potty training is one of many important milestones in a child becoming autonomous and self-regulating.

When your child is potty training, please be prepared with extra patience and extra dry clothing. Our Toddler staff will be there to help you and your child in this sometimes frustrating and challenging but ultimately liberating process. Being free of diapers is a welcome accomplishment to children, to parents, and to our staff. We all can work together to help your child achieve this goal.
PROGRAM PROCEDURES

WALKS AND FIELD TRIPS

As a part of the activities of our program, children occasionally take walks on the University campus or around the neighborhood.

Field trips involving transportation are planned in advance during the school year and parents will be asked to sign a consent form before children can participate.

Transportation for the field trips may be by city bus, state vans, or our own mini school buses (with certified drivers). When transportation is by van or bus, you will need to provide your child's car seat as required by state law. You are welcome to participate with your children in these field trips. You will need to get a criminal history clearance ahead of time in order to be able to join us (see “Procedures on Criminal Records Checks” section for more detail).

Field-Trip Bathroom Procedures:

When the Preschool and School-Age children are on a field-trip we will handle toileting needs in the following ways:

- We will assign each adult who is assisting and accompanying the group to be responsible for a specific number of children. When a child needs to use the restroom facilities, the assigned adult and the other children in that group will all go into the restroom area. If there is a group of children from different “groups” they will be combined and an adult will be assigned to monitor the bathroom and wait for all children to finish. The supervising adult will notify the Lead or Assistant they are going to the restroom, and who they are taking.

- If we are in small groups and it is primarily younger children each group will take a turn to use the facilities. Lead and Assistant Teachers will always be notified of the restroom attendance of anyone on a field trip. There will be a head count performed after each facility usage, and multiple times throughout the trip.

- The Lead Teacher or Assistant Teacher will be in charge of making sure all children are present and accounted for at all times.

- Children will always be required to wear an identifying tag, which contains emergency contact information for the centers in the case a child should wander from the group.
PROGRAM PROCEDURES

HOLIDAYS AND BIRTHDAYS

The Moss Street Children’s Center constitutes a diverse community of families representing a wide range of ethnic, cultural and geographical backgrounds. It is the goal of the center staff to respond with sensitivity to diverse backgrounds and to actively encourage a broad understanding and acceptance of diversity.

Moss Street staff attempt to utilize a multi-cultural approach to holidays. This is accomplished in several ways, by:

- De-emphasizing the prevalent culture’s holidays, especially those of religious origins;
- Providing information to children about a wide range of various celebrations; and,
- Making efforts to include traditional celebrations of all the cultural groups in our programs.

The implementation of these efforts may vary from classroom to classroom. The variations are based on the ages of the children, the cultural interests of the parents and children of the particular program, and the expertise of the teaching staff. You are encouraged to provide information and advice to assist staff in providing children with a broad range of opportunities. We welcome parental input, understanding and assistance.

Many children love to celebrate their birthdays at school. Contact your child’s teacher for help in making the day a memorable occasion for your child and an integral part of the experience at Moss Street.

In recognition of the diverse religious beliefs of the families we serve, we will credit the bill of any family whose child misses care to observe a religious holiday. If your family wishes such an adjustment, please advise the Moss Street main office.
PROGRAM PROCEDURES

CONFIDENTIALITY

Information about the health or abilities of any child or a family's status will be considered as confidential. Such information will be shared with staff only as necessary to meet the needs of the child. Occasionally, family information may also be shared with regulatory agencies (Department of Health, Child Care Division, etc.), with the knowledge of the parents.

CHILDREN WITH SPECIAL NEEDS

Moss Street currently serves as a placement site for children receiving Early Childhood Intervention Services. We believe inclusion of children of differing abilities within Moss Street enriches the experiences of all the children.

If the Moss Street Children’s Center staff has concerns about the development of a child enrolled at Moss Street, parents will be informed and given referral information by the lead teacher in their child’s classroom. For children in the preschool, an EC CARES consultant can visit the child at Moss Street. All assessment and intervention services are provided in a manner that emphasizes inclusion and full integration within the curriculum, activities and classroom procedures.

If, at any time, the EC CARES consultant believes that Moss Street is not the most appropriate environment for a child with special needs, Moss Street will work with other agencies to facilitate a placement.

Regular teaching staff will, as far as possible, be responsible for the implementation of Individualized Family Service Plans within the context of the Moss Street program philosophy. Consultants and classroom aides function to support Moss Street staff in enhancing MSCC staff knowledge, skills and abilities for meeting the unique needs of all children. If you or your children need any accommodations to assure that our services are accessible, please advise us so that we can take appropriate action.
PROGRAM PROCEDURES

CRIMINAL RECORDS CHECKS

All employees at the Moss Street Children’s Center shall be enrolled in the Oregon Child Care Division (CCD) Criminal History Registry (CHR).

Volunteers, including parents, will be enrolled in the CCD registry in the following circumstances:

- If it is anticipated that there may be opportunities for the volunteer to have unsupervised access, however brief, to children.
- The volunteer will be off-campus with children, including driving on field trips, whether or not the volunteer will have supervised or unsupervised access to children.
- The volunteer will have a regular or on-going assignment at the center, whether or not the volunteer will be supervised or unsupervised access to children.
- The volunteer may be at the center for more than 4 hours in any single week.

All such CHR requests and information received will be conducted in a confidential manner to the extent permitted by law. The Moss Street Children’s Center may, when appropriate, share such information, especially regarding individuals who work in more than one University of Oregon child care center or transfer from one center to another.

The Moss Street is periodically asked to assist in research or the education of University students. Individuals conducting research will be subject to the volunteer policies described above.

A parent, volunteer, researcher or observer who has not had a CHR check will not be left unsupervised with any child enrolled at a center, except his or her own child.
PROGRAM PROCEDURES

PROGRAM OBSERVATIONS AND RESEARCH

Because the Moss Street Children’s Center is a University program, we are often an observation site for individuals and/or classes that are learning about children. Occasionally research projects are undertaken in our programs. Examples include student observation of child behavior or assessment of children or the inclusion of children as subjects in research. Reasonable efforts to cooperate with such activities are considered part of the mission of University child care programs. Any research is subject to University standards for human subjects research, is reviewed by Moss Street administrative staff and parent permission is obtained. Researchers and observers are not left alone with children prior to their enrollment in the State of Oregon, Child Care Division, Criminal History Registry. The center’s primary mission is always to provide quality care for children and other activities will be accommodated when such activities will not significantly alter or disrupt center operations.

PHOTOGRAPHY

Routine and non-routine, still and motion photography may occur at the Moss Street Children’s Center. By placing a child in our program, a parent grants permission for their child to appear in routine photographs. Parental permission will be obtained prior to any non-routine photography. Routine and non-routine examples are described below.

Routine Photography: Photography of children will occur periodically as a normal aspect of child care. The circumstances for such photography include:

- Photos or videos taken of activities within the center. This documentation of children engaged in daily activities is helpful in assessment and planning and is used with children to stimulate recall of prior activities. Photos will often be taken to record a field trip. These photos may be taken by staff or by parents who are participation in such a trip.
- Photos used for communication. Photographs will also be used as a means of allowing parents to “see” what their child does during the day.
- Photos used to document progress. Photos or video recordings may also be used as a part of assessment and planning on behalf of children with identified “special needs.”
- Photos as curriculum. Children sometimes will photograph peers, utilizing photography as a medium of expression.
- Photos to provide direction. Photos of children may be taken for classroom use (to label individual cubbies, class photo boards, art projects, etc.).
PROGRAM PROCEDURES

(Photography continued....)

These photographs may be taken by staff or parents or others. Photographs in the possession of Moss Street will not be released except to parents and as required by law. Photos such as those described above will take place as a regular aspect of the operations of the center.

Non-routine Photography: Except for center parent’s private use of photography, no photos will knowingly be taken or released publicly without prior parental permission. The center will, upon enrollment at Moss Street, solicit parent permission for photography or other images that may be used for the following:

- Any use of photography or other images in the center’s or other UO program’s promotion or publicity.
- News coverage of center events or images of children in UO child care to illustrate a related news story. This includes both print media and television.
- Photos that may be used on the child care or University web site to provide the opportunity to share information about the centers and children’s activities.
- Student staff who wish to photograph children to remember the children that they have worked with over a period of years.

Moss Street will attempt to exclude any children lacking prior parent permission from being photographed or videotaped in any of these categories.

Commercial photography will only be allowed within the center with individual prior parent permission. In addition, arrangements for any such photography will be made in accordance with University contracting standards and only with a business entity that is bonded and insured.
PROGRAM PROCEDURES

STAFF MEETINGS

Because communication about children and families and program issues is integral to the success of your child’s experience, staff gather on a regular basis in various groupings to share information. These meetings can be an effective way to discuss parent concerns and comments.

On a weekly or bi-weekly basis, teachers meet with students who work in their classroom to discuss issues involving the classroom and children enrolled. This meeting serves as a training session for student staff. Lead and assistant teachers meet regularly to plan upcoming activities and to review past events. There are supervising mentor teachers for the infant, toddler, preschool, and school age groups. They lead the training and supervise classroom teachers.

The Child Care Director and administrative staff meet on a weekly basis as a group and on a monthly basis with the lead teachers. These meetings are to review operating procedures, policies, budget and to share information.

Office staff also meet on a regular basis to review and coordinate administrative function and consider exceptions and/or adjustments to procedures. On a less-frequent basis, all-staff meetings (all-staff includes classified support staff, regularly scheduled teachers and substitutes) are scheduled. These usually occur once a term or as needs arise.
HEALTH AND SAFETY

ILLNESS

Parents and staff share the responsibility for reducing exposure to and the spreading of communicable diseases. Our illness policy, developed in consultation with Lane County Health Department, states that children need to be free and clear of the following symptoms/illness for 24 hours, BEFORE returning to child care. State regulations require that a child who has any of the following symptoms cannot remain at the centers:

- Fever over 100.5 degrees F
- Diarrhea (more than one abnormally loose stool per day)
- Vomiting
- Nausea
- Severe cough
- Unusual yellow color to skin or eyes
- Skin or eye lesions or rashes that are severe, weeping or pus-filled
- Stiff neck and headache with one or more of the symptoms listed above
- Difficult breathing or wheezing
- Complaints of severe pain

If your child shows any of the above signs, s/he will be isolated and you will be notified. It is your responsibility to pick up your child immediately or to make arrangements for someone to do so. These precautions are taken to protect the health of your child and the other children at the Center.

To attend the program, your child must be able to participate fully in program activities, including playing outside. If your child has mild cold symptoms which do not impair his/her functioning, he/she may remain in the program, and you will be notified when you pick up your child.

State regulations also require exclusion from care for a child who has, or is a carrier of day-care-restricted diseases including but not limited to:

- Amebiasis
- Homophiles Influenza
- Hepatitis A & type unspecified
- Measles
- Meningococcal Disease
- Mumps
- Pediculosis (lice)
- Staphylococcal
- Tuberculosis
- Diphtheria
- Giardiasis
- Polio
- Rubella
- Salmonellosis
- Scabies
- Shigellosis
- Streptococcal

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HEALTH AND SAFETY

(Illness, continued …)

If your child will be absent due to illness, please call the center to notify us. If your child contracts a communicable disease, please notify us so that we may inform staff and other parents to watch for symptoms. To maintain consistent staffing, your account will still be billed for your usually scheduled hours. When you have prior knowledge that your child will have an extended absence due to illness (i.e., scheduled hospitalization), please contact the Moss Street office to make arrangements for reductions in payment.

RELEASE OF THE CHILD

Occasionally, due to unforeseen circumstances, parents may be unable to pick up their children as scheduled. Please remember we will normally only release children to individuals authorized on your Information and Authorization form. The adults on this list will be asked to show photo identification. Only the parent/s with legal guardianship can authorize or edit the Pick-up authorization list.

In an emergency, parent with physical custody can authorize adults to pick up their child on a one-time basis. If at all possible, this authorization should be in writing. We will not release children to unauthorized individuals.

Occasionally, parents or other authorized individuals arrive intoxicated, emotionally distraught, or demonstrate in other ways (in the judgment of the staff) that they are temporarily unable to appropriately care for a child. In these circumstances, staff discourages pick up and assists in arranging alternatives.

If an individual deemed temporarily unable to appropriately care for a child persists in their desire to remove a child, staff will inform the University Office of Public Safety and/or the police to determine whether additional action is necessary to protect the child. We take our moral and legal obligation to protect children very seriously. Also, please see the transportation agreement for children who receive Moss St. transportation after school.

MEDICATION

The center may administer medication only with written permission from parents. Medication must be in the original container, clearly marked as to the type of medication contained and the correct dosage. Each day that the medication is required, parents must fill out and sign the Medicine Chart located in or near the kitchen of the child's classroom.
HEALTH AND SAFETY

EMERGENCY PROCEDURES

Evacuation procedures for each program have been established in the event of a major emergency that would necessitate removing children from the site. In such an event, answering machines in the programs and in the office will provide information as to the location of the children. If the office staff are not available, the University Office of Public Safety will also be kept fully informed. In addition, contact information for families will be retrieved from the Center and staff will attempt to contact parents.

If an individual child is injured at Moss Street, staff will take the necessary emergency steps and contact parents as soon as possible. Medical procedures will not be undertaken without parent contact, except in the case of a medical practitioner's determination that such an immediate action is necessary. Any transportation of an injured child will be by ambulance or other emergency transport. Moss Street staff are not permitted to transport children to the doctor or other medical facilities.

HEALTH AND SAFETY PROCEDURES

The single-most significant step that individuals can take to reduce the spread of disease is hand washing. Staff wash their hands frequently, assure that student staff do the same and teach children how to effectively wash their hands.

The staff is trained in careful hand washing, which includes warm water, soap and scrubbing and rubbing. This occurs after handling pets, diapering or assisting with toileting or nose wiping. Double hand washing occurs before all feeding, food preparation or service.

Staff assist children in hand washing before all meals and snacks. Staff monitor children’s actions closely to assure that hand washing occurs after toileting. All such washing is done with soap and running water.

First Responder Packets are located inside and outside most areas of our facility. These include gloves, gauze, bandages and instructions in a zip-lock bag. Teachers are also trained in procedures to reduce the risk of infections due to blood borne pathogens including HIV and Hepatitis B.
HEALTH AND SAFETY

PANDEMIC PROCEDURES

Parent Communication Plan

The person in charge of getting information to you regarding any changes at Moss Street related to the swine flu or any future pandemic will be, in descending order:

1. Center Director and Lead Mentor, Jen Ditmar
2. Mentor Teacher, Jan Inouye
3. Mentor Teacher, Mary McAllister
4. Mentor Teacher, Amber Herring

Pandemic response preparation for Moss Street will occur under the direction of Jen Ditmar until the University Incident Command System has been activated and direction is assumed by the EMU Student Activities Director, and Childcare Group Supervisor, Jessi Steward.

Since the preferred form of communication with Moss Street staff and families is e-mail, this will continue to be the primary means of communication. If new information for staff and families becomes available during service hours, Jen may also provide information via written, posted notices and/or notes handed directly to parents by the lead teachers or placed in parent and staff mailboxes.

If the University of Oregon Incident Management Team, via Jessi Steward, directs MSCC to initiate our pandemic response plan, then directives and other information, including a description of the medical condition and symptoms and other pertinent information or directives will be provided and MSCC will implement the following protocol:

If your child’s symptoms fall within the current Child Care Division (CCD) Illness Exclusion policy:

If the symptoms fall within the current childcare illness exclusion policy, Jen will notify, by email or meeting, leads, office staff, kitchen staff, and ask for hyper vigilance with respect to the current illness exclusion policy for both children and staff (i.e., daily health screening), and provide other directives, as relevant (e.g., increase stock of medical supplies, signage, sanitation stations).

If your child’s symptoms DO NOT fall within the current Child Care Division (CCD) Illness Exclusion policy:

If symptoms DO NOT fall within the current illness exclusion policy, Jen will send the written description of prevention measures and symptoms by email or meeting to leads, office staff and kitchen staff, and provides other directives, as relevant (e.g., increase stock of medical supplies, signage, sanitation stations).
HEALTH AND SAFETY

(Pandemic Procedures, continued...)

For all staff and families:

- Prior to the beginning of Fall Term, all staff was trained on the MSCC Pandemic Plan, and how to respond uniformly to questions regarding practices.

- At the beginning of Fall Term, all families will be instructed on the MSCC Pandemic Plan through the MSCC Newsletter, and asked to formulate a “back-up” child care plan in the event their child must be excluded from care.

- Jen will notify all Moss Street parents and staff by e-mail and Website postings regarding:

  Directives and information provided by University of Oregon Incident Management Team, via Jessi Steward, and subsequent MSCC action (e.g., Moss Street closure, exclusion of children attending specific schools).

  Websites recommended by the Campus Incident Management Team.

  Contact information for the University spokesperson (if applicable).

  When staff and families can expect to be updated.

  In the event of overstaffing due to pandemic-related exclusion of children, Mentor teachers will adjust the staffing pattern to compensate for fewer numbers.

  In the event that the loss of regular staff, student staff or the required numbers of supervising staff threatens state required ratios, Jen, in conjunction with Jan, Mary and Amber, will attempt to extend hours of part time staff and, if necessary, seek approval for overtime work.

  If adjustments of staffing hours provide insufficient staffing to comply with University recommended ratios, MSCC will close.

  Staff will be excused, with the exception of the administrators and office staff, who will reduce hours, and carry out any instructions. Staff and families will be reminded via email to check the Website for further developments. Messages relating to the current status of the child care will be put on the answering machines of all classroom telephones. The core staff would answer the main line during the day, and record a message during evenings and weekends.
HEALTH AND SAFETY

(Pandemic Procedures, continued...)

Communication during non-service hours:

- If new information for staff and families becomes available during non-service hours, Jen will determine which core staff members (i.e., Robynn, Jan, Mary and Amber) need to be included in the action. Relevant core staff members would be informed of the information, and would assist in communicating the information to other relevant staff and families.

- If the information must be shared prior to the following work day, or during the next day, communication would be attempted by telephone calls.

- If the information could be disseminated after the first work day, it would be emailed to parents and posted to the Website.

The MSCC pandemic payment policy:

- The policy regarding reimbursement to families whose children are not symptomatic but excluded from care at the direction of the U of O, is currently under review.

- All other MSCC payment policies regarding illnesses continue to apply (see handbook).
HEALTH AND SAFETY

CHILD ABUSE PREVENTION

Child abuse is an unfortunate reality in our society. Moss Street strives to reduce risks by: keeping all areas open and accessible, screening staff, obtaining background checks, always scheduling more than one staff in a classroom, teaching children about safe touch, and training staff in abuse recognition and prevention.

As defined by state statute, all Moss Street staff are mandatory reporters and are required by law to report any suspected abuse to Child Protective Services. It is not within our purview to be investigators in such instances; that is the responsibility of other agencies and individuals.

ACCIDENTS

An Accident Report Chart is posted in each classroom, and all accidents that occur are recorded by classroom staff. This information includes the date, what happened and treatment, if any. Every effort will be made to inform you if your child has an accident, and you are encouraged to talk to the Lead or Assistant teacher about anything you do not understand. Parents are responsible for keeping emergency information updated. For anything other than a minor injury, parents will be contacted as soon as possible. In order to make such contact, parents must provide a current copy of their schedule each term and current information about who to contact in the event that parents cannot be reached.

SAFETY

We believe that children need a safe environment in which to grow, learn and feel comfortable. Moss Street’s environment is structured in a way that allows children to safely explore. Our rules are intended to ensure everyone's safety. They are simple because rules that are too complex or numerous create confusion. Some of our rules are:

- Children must walk while indoors, including hallways and breezeways.
- Children must refrain from climbing on furniture and stair handrails.
- Children must use inside (quiet) voices while inside.
- People are not for hitting.

You will be informed of other applicable rules posted in from your child’s individual classroom.
HEALTH AND SAFETY

SCHOOL AGE TRANSPORTATION AND BUSSING

During the 4 J school year Moss Street Children’s Center will share after school transportation responsibilities with the Vivian Olum Center. Because we’ll be coordinating our pick-up schedules with 14 schools, we’ve set up some guidelines to help make the bus runs go as smoothly as possible. In addition, other children are transported to MSCC by District 4J personnel.

- If your child will not need to be picked up, or will not be coming to MSCC, please call us the day before, or the morning of, to let us know. If you call us close to pick up time, you may get an answering machine, but please still leave a message and we will alert staff not to wait for your child.

- Please do not have your child relay messages to the drivers or other staff that he/she will not be riding the van or bus that day, or that you are on the way. Children sometimes misunderstand the message. Also, your child will not be able to leave with another child and/or parent unless we hear of these plans from you. We will pick up your child unless we hear from you.

- If your change in transportation involves other people picking up your child at school, we will not release your child to anyone without your authorization. Please help us avoid uncomfortable situations such as these by letting us know in advance.

- Please know that delays in transportation will occur if you do not call in your changes ahead of time. If the driver needs to wait and call around to locate your child, other children along the 14 stop route may also be delayed. We have quite a few children who are the only ones we pick up at a particular school at a particular time. Please don’t send our drivers to your school unnecessarily.

Because of the cost of staff time and associated problems involved in calling you or the school to find out why your child is not at the pick up point, we will apply the following:

First Time - warning.
Second Time - parent will be assessed one week full time transportation fee of $15.00.
Third Time - parent will be assessed two weeks full time transportation fee of $30.00.
Fourth Time - meeting will be required with MSCC Director, Assistant Director and Mentor Teacher; possible discontinuation of transportation service.

We take seriously your child’s transportation. If your child is not at the pick up site, our drivers are instructed to stay at the site until all possible avenues have been exhausted in finding out where your child is. Additionally, drivers will insist that your child come on the bus and be taken to MSCC if there is no message from you stating otherwise.
HEALTH AND SAFETY

MEALS

As a participant in the United States Department of Agriculture (USDA) Food Program, Moss Street will make meals available to enrolled children without regard to race, color, national origin, sex, age, or disability. Menus are posted on bulletin boards in monthly newsletter for your convenience. Breakfast, lunch and an afternoon snack are prepared by the Moss Street kitchen staff and, with the exception of the school-aged groups, are served family style, with all children seated at a table with an adult, eating the same, center-provided meals and snacks. We believe these shared meal times help children build relationships (e.g. visiting and assisting each other), enhance social skills (e.g., taking turns, making appropriate requests), and self help skills (e.g., using utensils, cleaning up after eating). School-aged children are served cafeteria style, which includes many of the same components.

Families whose income meet USDA standards for free meals will not be charged for meals. Families whose income meet USDA standards for reduced-price meals will not be charged for afternoon snack, but will be charged 30 cents per breakfast and 40 cents per lunch. Families who are above scale will not be charged for afternoon snack, but will be charged $1.00 per breakfast and $2.05 per lunch. Meal charges are separate from tuition.

SPECIAL FOOD REQUESTS

A list of regularly served foods is available to parents upon request. Parents are responsible for alerting the office staff and Lead Teachers about any dietary allergies or dietary restrictions their children may have.

The USDA food program requires that a “Medical Food Substitution Form” be completed by an “authorized medical professional” if certain food substitutions are requested. However, if the only food substitution is for fluid cow's milk, and the soy milk we serve, Pacific Ultra Soy, will fulfill your child's needs, we have a separate - yet simple - form for you to complete. Please ask the front desk for either of these forms if your child has a dietary restriction or a food allergy. Parents can also request vegetarian meals when completing enrollment forms.

If your child's dietary requirements change during the term, or need to be monitored closely, you will need to bring a physician's note stating this requirement. The USDA requires Moss Street to keep alternative food requests/restrictions and physician notes on file.

If families have specific dietary requests related to culture values or practices, Moss Street will make reasonable efforts to accommodate individual family requests by forwarding recipes to the cook for consideration and possible inclusion in the menu. However, funding and resource limitations prevent Moss Street from accommodating families who do not wish to participate in the Moss Street meal service program. In other words, participation in the USDA program is not optional for our families.
OFFICE HOURS

Our office hours are: Mon-Fri: 7:30AM - 5:45PM. We are closed on weekends. The office is staffed during summer and some breaks, although staff hours may be reduced.

RECORDS AND FORMS

The Moss Street Children’s Center is certified annually by the State of Oregon. The Center also participates in the USDA food program. In order to comply with these agencies' rules and to have necessary information about your child, the enrolling parent (parents with physical custody) must complete the following forms on an annual basis before your child can be left in our care.

1. Emergency Medical Treatment and Transportation Authorization
2. Information and Authorization Form
3. USDA Child Care Food Program Confidential Income Statement
4. Immunization Record (not applicable for school aged children)
5. Parent(s) class/work schedule
6. USDA Food Substitution Form for those wanting soy milk products

The enrolling parent may have access to these records. All other records requests must go through the enrolling parent or the University of Oregon Records Retrieval Office.

MONTHLY FEES AND PAYMENTS

Bills are calculated at the beginning of each term. They are based on the hours scheduled each week, and each week's charges will show on your bill with that Friday's date. Weekly charges for the entire term are show on your bill, although you will only be asked to pay for a part of the term each month. The enrolling parent will be the responsible party for the bill and only one account per family will be created for billing.

Tuition is paid in advance by cash or check only, and can be paid on either a monthly or academic term basis. Each month families pre-pay for the next four weeks of scheduled care. Charges for meals and drop-in times will show up on the bill for the month following their occurrence.

Monthly billings will be mailed, or put in parent boxes by the first of the month and are due upon receipt. If unable to pay by the 15th, make a payment plan with Robynn, in the office. After the 15th of the month, office staff will send out an email reminder for any past due accounts. Accounts must be current from one month to the next in order to have continuity of care.
MONTHLY FEES AND PAYMENTS

(Monthly Fees and Payments....continued)

In order to pay online, UO Student and Faculty/Staff families can have their monthly amount due transferred to their Oregon Hall account. The request needs to be made in writing, which you can also do by emailing us.

Payments are to be made at the office reception desk. Only exact cash payments are accepted, as the office has no cash to make change. Checks can be made out to the Moss Street Children’s Center. Payments may be mailed to Moss Street Children’s Center, 1685 Moss Street, Eugene, OR 97403. Those with campus mail access can also send payments through campus mail (checks only, please). Teachers are not able to deliver payments to the office.

Once a family submits an application for child care and accepts the hours offered by Moss Street, they have committed to pay for those hours.
**PAPERWORK, FEES & PAYMENT**

**SPECIAL FEES/FINES**

A $10 application/scheduling fee is due with each term's application form (one fee per family). A once per term supply fee of $15 will be charged for each child in attendance. For re-enrolling families these fees will be added to your bill.

New Families will need to make a $75.00 confirmation deposit. This initial enrollment confirmation deposit is due at the time of the confirmation of your child's schedule. This fee will hold that reserved space in our program until your child starts care. While it is not refundable, it will be applied toward your first month's bill.

A discounted rate is assessed to University student families. This rate is to recognize the contributions that the university students make to our operating budget through their incidental fees. Low income families that qualify for USDA free or reduced price meals are assessed the discount rate. When the cost of care is paid by a government agency or other third party payee, that payee shall be charged the regular, non-student rate.

Afternoon snack is included in the tuition fee. Breakfast and lunch costs are assessed to those families whose income exceeds the USDA guidelines for assistance. For those families who qualify for Federal School Lunch Subsidy: the meal costs are partially subsidized for those families in the USDA reduced category, the meal costs are covered for those families in the USDA free category. Your category is determined by the information provided on the blue USDA Income Statement, submitted at the time of enrollment. When no form is completed and submitted, the full meal costs will be charged.

After a classroom is closed at the end of the day (at 5:45pm), there is a five minute grace period in which to pick your child up from the program. Beyond that grace period, for every minute that your child is left in care, you will be billed at the rate of $1 per minute. A second late pickup in one term will result in a double fine, third late pick-up will triple the fine and subsequent lateness can lead to termination of care. The Moss Street building closes at 6 PM. It is expected that all children be in their parent's care by 5:45.
PAPERWORK, FEES & PAYMENT

PAYMENT POLICY AND PROCEDURES

As an independent University Auxiliary, it is vital to Moss Street's fiscal well-being that all families remain current on their child care bill. Again, payments are due upon receipt. If parents are unable to pay by the 15th of the month, a written payment plan must be established explaining how and when parents will bring the account up to date.

If the payment arrangement and subsequent payment has not been made within 30 days of billing, the account will be forwarded to the University Business Office in Oregon Hall for entry into the Accounts Receivable system. Child care services must be discontinued at the time your account is forwarded to the Business Office.

An exception to these timelines may, at the discretion of the administrative staff, be granted to those whose child care costs are covered by other university departments, the Oregon Department of Human Resources (DHR), and/or approved third-party billing. Any parent that has not complied with the DHR guidelines and process will not receive child care until payment has been received from the agency. All billing and payment concerns need to be discussed with the Account Technician, Robynn Medew, at 541-346-4282.

CHILD CARE ASSISTANCE

ASUO Child Care Subsidy
The Associated Students of the University of Oregon (ASUO) fund and operate the student child care assistance programs. Applications are available in our office and at the ASUO offices in the EMU. Completed applications and appropriate documentation must be returned to the ASUO where an eligibility determination will be made. Eligible student families receive from 20% to 50% of their child care costs from these funds.

Employment Related Day Care
As part of welfare reform, funds to assist low income working parents meet child care expenses have been increased. In some circumstances students who are working and attending school may qualify.

To obtain an application and more information about Employment Related Day Care, contact the State Employment Office. They are located at 2510 Oakmont Way, in Eugene.
PAPERWORK, FEES & PAYMENT

ADDRESSING YOUR CONCERNS

The staff in the best position to address your concerns varies with the nature of the issue. All general, program concerns over classroom administrative procedures can be presented to Jen Ditmar, Lead Mentor and Child Care Director; she can be reached at 1685 Moss Street, or at 541-346-4384. Billing concerns should be directed to Robynn Medew, Account Technician, in the main office. Problems unique to one classroom are best directed initially to the Lead Teacher.

NONDISCRIMINATION STATEMENT

To file a complaint related to food service-

In accordance with Federal law and U.S. Department of Agriculture policy, the Moss Street Children’s Center is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call, toll free (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal Relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

To file a complaint related to other services-

Contact Rita Garza, Child Care Division, Department of Employment. Her number is 541-349-4107.