



Drop off and Pick up

When dropping off your child, please enter the school with your child and sign in at the computer desk. Personal items can be left in your child's backpack, in their cubby. Check your child in with their teacher and head out for the day.

When it is time to leave, say a quick good bye to your child. It is better to experience the tears for a short time. Children develop trust this way over time. You can always place a call to follow up once you leave.

At pick up time, be prompt. Your child has an internal clock. When you arrive around the same time daily, your child will enjoy the classroom to a much greater extent. This is a great time to catch up with the teacher and see how your child is doing. Make sure to empty their cubby each day and take home their arts and crafts.

Last drop off for the day is 11:00am for full day students and 11:30am for PM session students.

Others Picking up

Time to time it is important for those on your registration form to pick up. Weather related, a meeting runs long, or just a nice weekend away -this is a good training experience for your student. When this happens, try and let your student know in advance this is going to happen. If you don't have advance notice, call us and we will inform your child. This will reduce stress for your child in their school environment.

Guests should knock at pick up. We will need to see government issued ID to release your child to the new person. Once the contact has been verified through our system, they will be welcomed in and walked through the end of the day routine. Once a contact is verified, they will not need to produce ID again -unless a substitute is present.

Absences

If your child will be absent on a vacation, please let us know in advance. We will mark your child out. This will prevent a phone call home and keep us moving fluidly through the day with our other students.

Occasionally students will become ill and will stay home from school. Please call us at 541-330-1347 to let us know. If we don't make it to your call leave a voicemail and record the absence.

Restroom & Toilet Training

Our restroom policy is an open door policy. Students are allowed to use the toilet one at a time (unless potty training). Once the student has finished using the restroom, they are instructed by their teacher to wash hands and return to class. Students who need assistance toileting can be assisted by an adult as needed.

When a student shows signs of readiness for toilet training, the teachers will connect with parents to set up a cohesive schedule to begin the process. Parents need to bring 6 sets of spare clothing for the initial 3 week period. During this process, students are encouraged to use the toilet frequently at home and school. Please let your teacher know if you will be using pull-ups during this process.

Personal Belongings

Hats and jackets are to be stored in your child's cubby. Please leave toys and large snuggly items at home.

Clothing & Sunscreen

Children should come with weather appropriate clothing and a jacket appropriate for each season. Sandals are discouraged with the materials surface on the playground. In wintertime each student will need a hat, gloves, winter coat, snow boots and snow pants. Students go out and enjoy the weather rain, snow or shine. In the summer please provide a swimsuit, as students enjoy the sprinkler, water tables, water balloons and more. Swimming activities are not provided on site. Swimming is a school age event requiring a permission slip to be signed by the parent.

Sunscreen is to be provided by each family. Sunscreen needs to have your child's name on it. This is administered prior to morning recess and after nap before PM recess. If you prefer for your child to not have sunscreen, please let us know that you will not be providing it. Sunscreen is not provided by the school.

Star of the Week

Special toys can be brought when your student is star of the week. A note will go home 1 week prior to your student's special time. This is a special sharing time for your student. Expect to bring some fun family pictures to share that can be posted up on our bulletin board.

School Age

School age students can be enrolled with a sibling of a preschooler. During the school year transportation is provided to some local schools. Transportation to and from schools will require a special release form. Please check with the owners in August to find out what schools will be covered each year.

Locked Facility

Our facility is open to families Monday - Friday from 7:30am - 5:30pm. Please use your parent code to access the school. This code is for parents only. **DO NOT GIVE** this code out or allow children to have the code.

Emergency Readiness

All students and teachers at Bend Preschool practice emergency preparedness on a monthly basis. These drills include, fire, flood, seizure, choking, lock down and teacher down. We highly value the safety of our students and their ability to feel secure in a stressful situation. If an emergency would occur causing us to vacate the building, we would go to Real Life Christian Church located at 2880 NE 27th Street, Bend, OR 97701.

Meals

Meals are provided by the school. Each meal has a starting and ending time according to our USDA food program guidelines. During the meals teachers sit with the students to eat, encouraging students to take "a courtesy bite," of their foods. During this time we talk about nutrition and read books. Children learn how to serve themselves and drink from, open cup, pour their own milk and clean up spills. Please see your teacher for the exact time for the meal in question.

There will be three times during the day where eating will take place; AM snack, Lunch and PM snack. Milk will be provided with the meal. Meals consist of a fruit and vegetable, protein and carbohydrate. If your child has special dietary needs, see an owner to work out addressing these issues.

Bottling

Please bring a minimum of 3 clean bottles per day for children who are 11 months and younger. All bottles need to be labeled with the child's name. Formula should come to school in the can unmixed. Formula will be mixed on site. After bottles are used they are sent home daily for cleaning.

Breastfeeding

Parents are welcome to breastfeed on site or bring expressed breastmilk for their infants. Expressed milk needs to be double bagged with the child's name and the amount of ounces in the bag, printed on the outside. Three (3) clean bottles need to be brought daily. Breast milk should not be brought in the bottles.

Parents can also come and nurse onsite. Please see the owners to set up time of day for onsite nursing.

Birthday

Bend Preschool welcomes parent participation and the bringing of yummy treats to celebrate your child's special day. Connect with the owners to set up a day and time for the special celebration.

Hygiene

Wellness is highly prized at Bend Preschool. Hand washing upon arrival is highly encouraged for each student. In addition students will be washing before and after each meal, after recess, after wiping noses and after using the restroom.

Illness

Children need to stay home when they are sick. This is defined as a student who has one or more of these symptoms: Temperature over 100 degrees, diarrhea, vomiting (not including infant spit up), persistent cough (wet or dry), significant nasal drainage, yellow skin/eyes, pink or runny eyes, skin/eye lesions, rashes, stiff neck and headache, difficulty breathing or abnormal wheezing, extreme pain, ear infections or lice/lice eggs.

If a child has any of these symptoms, a call will be placed for pick up and a 30 minute window for pick up will begin. Student may return after being symptom free for 24 hours (medication free). Children who have been on Tylenol or Motrin in the past 24 hours may not be at school.

In rare circumstances a child may have bloody nose or fecal contamination that can not be contained. In these cases the child will need picked up and cleaned up by the guardian.

Outbreak

In the event of an outbreak, a notice will be posted at the school. An outbreak is defined as an event where there are more than two (2) family cases in any seven (7) day period. Notices are posted for communicable disease. Good communication between families and teachers is important to keep everyone healthy.

Medication Administration

Parents are welcome to come by anytime to administer medication to their child. Teachers will administer life saving medication if needed. This includes epipens, inhalers and adrenaline. If parents need this option, please see an owner to set this up. Diaper cream can be administered with the ointment being provided by the parent, the tube being labeled and written permission given by the parent and kept on file.

Release of Medical Information

Having all of the necessary medical information available at the time of an emergency is a life saving decision. Make that decision now. Please list all medical conditions on the child's enrollment sheet. If new things come up, please ask us for a new enrollment sheet. With these updated students receive the best in emergency care.

If parents opt to not disclose a medical situation of an enrollment student, the school reserves the right to terminate this agreement without notice or refund.

Keeping a current copy of your child's medical card and shot records on file is important. Yearly shot records are updated and assessed by the Deschutes County Health Department. Records that are incomplete or not up to date are pulled and families can receive "love letters," from Deschutes County threatening to terminate their child from enrollment in any preschool or child care, including this one. Medical cards are imperative to be up to date in the case of an emergency.

During the time when children are at school, it is expected they will have tussles, scrapes and accidents. This is a normal part of growing up and is to be expected. These will be documented carefully and discussed with you at pick up. Parents and guardians agree to hold harmless Bend Preschool in the event an accident or incident should occur. If you have additional questions about an accident that occurs, please see an owner.

Enrollment Fee

The non-refundable enrollment fee is \$100; this is due with your application. The fee covers the set up process at Bend Preschool, it allows the school to process your application and fit the student into the school schedule. Fee is fully refundable if there is no position available. Enrollment fee is not tuition and does not hold a position at the school.

Tuition

Monthly tuition is collected electronically by Tuition Express from a canceled check. Tuition is due on the first of each month for the next month. For example tuition for July is paid June 1. Bend Preschool pays in advance for staffing, ratios, curriculum, food and special events.

A copy of a canceled checks attached to the Tuition Express enrollment form. Tuition cost is based upon enrollment, not attendance. Increase is yearly January 1. Tuition is still due if your child misses a day due to illness, vacation, holiday or just a family play day. DHS is not accepted at this time. Any previous families on DHS need to prepay 1 month in advance. DHS may only be billed for the hours my child has attended plus 5 absentee days, when child is absent (not when school is closed). Billing forms must be signed by the parent on the last business day of the month or last day of care attended. If the parent does not sign this form, care will be terminated. Any amount left owing when DHS does not pay the full position expected, will be deducted from the 1 month deposit on file. After final payment is received, any remaining deposit will be refunded. Students may not be in care if parent is not working.

Supply Fee

Supply fee is due July 1 each year. Fee is \$100 per student, to be paid by the enrolling parent. Supply fee's cover the purchase of consumable materials for the enrolled student(s). Supply fee's are spent on supplies are are non refundable.

Drop in Days

Additional days can be added to your schedule with a request form. Fill out this form and submit with payment (check or cash). If the day is available, you will be notified and payment will be redeemed. Payment is non-refundable in the event of absence. If the day is not available, payment will be refunded.

Vacation

When families keep children out for a day or family time/vacation, Bend Preschool does not credit accounts for days missed. Families pay for the month to hold the slot.

Hours of Operation

Hours of operation are Monday - Friday from 8:00am to 5:00pm. Extended care options are not available at this time. Extended care runs from 7:30am - 8:00am and 5:00pm - 5:30pm. If families need this option, fill out a new hours form and the fee will be added to the account.

Refunds

If a child has to be removed from the school due to behavior that is not a good fit, the family will be refunded for the remainder of the unused care. Refunds are not issued for any other reason.

Collections

Families who do not pay on time will be subject to the \$20/day late pay fee. Students are not allowed to attend if their slot is unpaid. Once payment is a week late, a meeting will be called to determine a payment plan. If payment and late pay fees are not paid by the 15th of the current month, care will be terminated without refund for the remainder of the current month. Accounts will be sent to collections or small claims court. Parents are responsible for the cost associated with collections of unpaid accounts.

Late Fee's

Late arrival fee's of \$1/minute will be assessed for each minute after your agreed upon pick up time. This will continue for the first 15 minutes. After that time the rate moves to \$10/minute. The fee's are to be paid at pick up or prior to drop off the next business day. Habitual tardiness may result in immediate termination. Late payment fee is \$20 per day, payable with tuition.

School Closures, Delays, Late Start, Early Pick Up

Martin Luther King Day
President's Day
Spring Break
Memorial Day
Independence Day and the Day before/after
Summer Break (1 week in Aug, see website for dates)
Labor Day
Thanksgiving Day and the day after
Veteran's Day
Christmas Eve through New Year's Day
2 days for Staff Training per year

Families are billed for 48 weeks per year. This rate is split between twelve equal payments, for the monthly tuition. School closures are accounted for when calculating the yearly tuition. During our closure time, Bend Preschool staff enjoy's time with their families, while you enjoy time with your family as well. This is a benefit to our teaching staff and owners for their many years of dedication to early childhood in our community.

School closes early for teacher training, Mother's Day Tea, Father's Day breakfast, Parent/Teacher conferences, Performances/Graduation. Annually our school goes to the Pumpkin Patch. This is a parent driven event, parents drive their own students. Students who do not have their own parent chaperon can arrange a ride with a family from the school.

Follow Bend/LaPine for school closure information during snow/ice season. Bend Preschool is closed for Bend/LaPine snow/weather related closures.

The school will be closed in the event of an outbreak of sickness or disease, natural disaster or other emergency situation which affects our ability to operate.

Bend Preschool does not offer a refund, credit, or make up days.

Reserving a Slot

When enrolling for a future month, families may reserve that slot by paying your first month's tuition, enrollment fee and supply fee. Once the tuition has been paid, the slot is reserved for the month payment has been secured for. Enrollment packet is to accompany payment for spot to be reserved. Tuition for the reserved slot, will hold the student position and is non-refundable.

Reducing Schedules and Ending Care

When a child is old enough for Kindergarten and/or a family chooses to un-enroll, please see an owner for a dis-enrollment form. Notice given this month, means that next month is your last full month. Example, if your child is moving on to Kindergarten, notice can be given at any point in July and August is your final month of enrollment. Notice is to be given on the school notice form, in writing. Notice is to be received in the month PRIOR to your final month.

Confidentiality

Children's records are kept confidential. All teachers have signed a confidentiality agreement and fully understand its importance. While enrolled, pictures will be taken of students for year books, Facebook, Twitter, Instagram, radio/newspaper, craigslist advertisements and newsletters. All students past and present can appear at times in these avenues.

Parent Communication

Good communication is important for families and teachers. Our aim is to be upfront with parents about our policies, practices, guidelines, curriculum and daily happenings (behavior related). Having shared goals and philosophy is important and Bend Preschool asks that you share openly about any concerns that may arise. Any issues of a more delicate nature, will be handled in private at an appropriate time. Please see an owner to set up an appropriate time. With clear communication, school can be a fun and safe place for every child and family.

Email, Text and Phone

Bend Preschool asks you provide a current email address for Tadpoles. Email is a do not reply address and does not accept incoming emails. Text messaging comes from a computer server and we do not receive replies. Parents can reach teachers/owners by phone for urgent matters at 541-330-1347. In the rare instance teachers can not make it to the phone, leave a message and during rest time the call will be returned.

Conferences

Parent teacher conferences are hosted once yearly in October. There will be a sign up list by the sign in desk. Please register for a time that works best for your family. If you can not make the conference time work, let a teacher know. We are happy to meet with you on another day.

During conferences we will discuss your child's report card, classroom interactions and development; setting goals together for your child's learning and development at Bend Preschool.

During conference time, Bend Preschool will close at 4pm. Students are welcome to attend the conference with their parent or do a quiet activity by themselves during the meeting. As all teachers are conferencing with families, there is no preschool or aftercare available during this time.

Calendar and Bulletin Board

Check out our website calendar and postings on the parent board for information about fun events coming up. Here you will find information about our license and health/safety evaluation.

Open Door

Parents are always welcome at Bend Preschool. The door code is your key for entry. Please avoid joining us at nap time, as the door opening can be a disruption for your student and others.

Screen Time

Screen time is limited to special events at Bend Preschool. This includes popcorn party celebrations, parent's night out or a rainy day movie day. All movies are of a G rated nature unless a posting has gone up for a special movie with a PG rating. Parent permission will need to be given for any movies over a G rating.

Video Cameras

Bend Preschool uses video cameras at the facility. These are used to track lost items and for observation and assessment of our students. All enrolled students and their families/guardians give consent for video monitoring by entering the building. Video footage is kept on file for a minimum of 24 hours and then recycled.

Student Behavior

Students are expected to have some learning interactions while in school. These will include making choices that are not choices we would make as adults. During these experiences, it is expected that students will learn from their choices and make better ones in the future, as is age appropriate. If a student continues to repeat a behavior that is uncouth, a conference will be held with the family to determine a course of action that will suit both the child and the family. If the behavior persists during the school day to the point of disruption for the classroom, the family will be called to pick up the student. Sometimes a new day, brings new light on old learning experiences.

Parent Behavior

In addition to our student behavior policy, it is expected that parents will be on their best behavior while in our school. Bend Preschool reserves the right to terminate if parent behavior is threatening, violent or intimidating in anyway at any time to any member of Bend Preschool, parent, teacher, child or visitor. Parents removed for this concern will not be refunded.

Parent's Night Out

Once monthly Bend Preschool offers a parent date night call Parent's Night Out. This event runs from 5 - 8:30pm and costs \$25. Pre-registration is required. See the sign up sheet at the sign in desk.

Staff Training

Once a year all staff attend a mandatory staff training to receive professional development hours. These dates will be posted up as soon as the classes are scheduled each year. A maximum of two days per year Bend Preschool will be closed for professional development.

Curriculum

Mother Goose Time curriculum is utilized at Bend Preschool for our students who are 2 years and older. Kindergarten readiness is a strong focus and learning through interactions, play and hands on experience builds our students minds, and growing bodies. Curriculum books are available for viewing at any time. See a teacher for access to the curriculum book.

Screening

All students entering Bend Preschool will complete an Ages and Stages Questionnaire (ASQ) within 1 month of enrollment. This is included in your welcome packet. Please complete at home and return to your child's teacher.

Language and Development

Each child grows and develops at their own rate. When a family completes their Ages and Stages Questionnaire (ASQ), if there are concerns about language or development a conference will be set. There is a wide range of variance in development for each age range and some differences will appear as peers develop at different rates.

At a conference time will be spent on each developmental concern and a plan put in place to meet the goals set for the student.

Guidance

Positive redirection is the method of guidance used at Bend Preschool. This includes verbal redirection, distraction, joining another group, helping the teacher or taking time to cool off. If a student is worked up and needs time to cool off, the child is welcome to go to a quiet area to garner some alone time.

Special Needs

Students with special needs are welcomed into our center. Bend Preschool will make the modifications that are reasonable and within our means to make the child's preschool experience a success. This can include contact with Alyce Hatch center, Deschutes County Early Intervention, Early Childhood Special Education, work with the child's physician or other health professionals as needed to best serve the student.

By signing below, I/we acknowledge I/we have read and agree to abide by the terms and policies outlined in the Bend Preschool Policy Handbook.

Parent/Guardian Signature: _____

Date: _____

Parent/Guardian Signature: _____

Date: _____