

Welcome to Lane Child and Family Center

4000 East 30th Ave.

Eugene, OR 97405

(541) 463-5519

Revised 07/2010



Parent Manual

The Lane Child and Family Center is a state licensed child care program serving students, staff, and the community. We provide quality childcare in a learning environment using all five senses. Our Center serves children ages 30 months through 5 years. Our center acts as a teacher preparation school for Lane Community College’s Early Childhood Education (ECE) program. Dual goals of excellence in childcare and structured learning opportunities for students of ECE program are our primary focus. Working in cooperation with Lane’s Early Childhood Education faculty and instructors provides our program with a wealth of high quality early childhood practices and staff.

The Center consists of five classrooms. Every classroom is supervised by two Lead Co-Teachers. Each staff member has extensive training in the Early Childhood Education field, and shares a combined total of over 100 years teaching experience! The Lead Teachers are assisted by Substitute teachers, ECE student teachers, Co-op parents, and Teacher Aide volunteers allowing for low adult-to-child ratios. The Center’s administrative staff as well as the ECE Faculty and Instructors play an important role in the oversight of classroom teachers and assistants. Everyone working with the children has passed the required Central Background Registry, Food Handler, CPR, and First Aid.

In addition to low adult-to-child ratios, our program offers exceptional facilities with large play yards, multi-sensory materials, and a progressive play based educational curriculum. The quality and integrity of our program is maintained by the collective experience, creativity, and dedication of our professional staff.

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❖ Center License and Inspections

All current inspections and certifications from the Oregon Child Care Division (CDC), Lane County Health Department, and the Fire Marshall are kept on file and available for view by parents upon request. The State of Oregon Child Abuse Reporting Law requires that staff report any suspected cases of child abuse or neglect.

❖ Hours of Operation

The Center follows the Lane Community College Academic Calendar and is open Monday-Friday from 7am-5:30pm. Half-Day morning schedules start at 7:00am and go to 12:00pm noon. Half-Day afternoon schedules start at 12:00pm noon and go to 5:30pm. Please ensure your child is not signed-in until after 7:00am for a morning or full day schedule and 12:00pm noon for an afternoon schedule. Summer hours/weeks may vary. The Center is open year around but closed for the following holidays: Veteran's Day, Thanksgiving, Winter break, Martin Luther King Day, President's Day, Spring Break, Memorial Day, Labor Day, Staff In-Service Day, and Independence Day. **The center is also closed the last Friday of final's week each term.**

❖ Enrollment Forms/Immunizations

Enrollment is for the full year with a space reserved for children. All children must have current immunizations on record and update as required to attend the center. Parents that chose not to have their child immunized must sign a religious exemption. A physician must provide a signed statement for delays or exclusion for an immunization.

❖ Compliance Agreement

All parents will sign a Compliance Agreement at the time of orientation, stating that they received, read, understand, and agree to follow the center guidelines and procedures.

❖ Building Security

Classroom doors remain locked from the public outside entrance. Parents and authorized pick-up persons will be issued a door code. The door code is not to be shared with anyone and is deleted after family's withdrawal from care. Each parent and authorized pick-up persons will also be issued a temporary computer code for ProCare to sign the child in and out of care daily. Each person will need to change their code upon signing in the 1st time.

❖ Center Information

Please phone your child's classroom if they will be absent or will be more than 30 minutes late. This allows for planning for materials, activities and meal counts.

- | | | |
|---------------------------|-------------|--------------|
| • Young 3's: | Building 25 | 541-463-3076 |
| • Pre-School 1 Classroom: | Building 25 | 541-463-3175 |
| • Pre-School 2 Classroom: | Building 26 | 541-463-3188 |
| • Pre-K 1 Classroom: | Building 26 | 541-463-5524 |
| • Pre-K 2 Classroom: | Building 27 | 541-463-3183 |

❖ Sample of Daily Schedule

7:00-8:00	Extended Care (Children in PS2 Building 26)
8:05-8:30	Children in their classrooms/Free Choice
8:30	Hand Washing
8:35-9:00	Breakfast
9:00-9:30	Free Choice
9:25-10:00	Outside Exploration
10:05-10:20	Circle
10:20-11:00	Activities
11:00-11:10	Clean-Up
11:10-11:30	Outside Exploration
11:30	Hand Washing
11:35-12:00	Lunch
12:00-12:40	Outside Exploration
12:40-1:00	Toileting/Books
1:00-2:00	Rest Time
2:00-2:40	Table top activities
2:45-3:00	Snack
3:00-4:35	Free Choice/Outside Exploration/Activities
4:35-4:45	Clean-Up
4:45-5:30	Extended Care (Children in PS2 Building 26)

❖ Early Childhood Education Program Philosophy

An Early Childhood Education lab school is a unique learning environment set up to meet the diverse needs of children and their families, students, and teachers.

The philosophy of our program is to encourage and support the optimal development of each child through a play-based curriculum that emphasizes exploration and discovery. In all aspects of program planning the priority is for each child to develop a positive self-image.

We believe that all areas of development (cognitive, social-emotional, physical, creative) must be considered, planned for and represented in the classroom. This process is facilitated through the teachers' observing and documenting the rich and varied interests of the children.

We strive to promote the professional growth of our students by promoting and implementing a strong learning foundation for the children, their families and all students in the Early Childhood Education community.

❖ Early Childhood Education Curriculum Statement

"Curriculum is everything that happens in school or childcare." (Claudia Eliason, 2008.) As the teachers plan for the children's development in the CFC they use theories and methods which incorporate individual and age appropriate learning goals known as Developmentally Appropriate

Practices (DAP). Developmentally Appropriate Practice can look very different in each classroom as the characteristics of the children, and their families, will vary. Each teacher will also bring her or his unique knowledge, background and interests to the classroom. This dimension adds to the rich opportunities for learning and teaching in an appropriate environment.

In addition to DAP the staff at the Child and Family Center has been practicing an Emergent Curriculum approach which, while developmentally appropriate, is based more on the unique and emerging interests of each classroom. Children, families and teachers are the sources of this approach and observation is the foundation of this curriculum. Teachers and student teachers take time to reflect on the play observed and, as a team, make plans for extending the learning for that child or group of children.

Emergent Curriculum and Developmentally Appropriate Practice are very child-centered. This type of curriculum requires good observation and assessment skills, and is part of "best practices" in early childhood education.

❖ Guidance Procedure

Our guidance philosophy is developmental; that is, we believe children progress through different stages as they grow, and we must use guidance techniques suited to each particular stage. We believe encouragement for positive behavior is more effective than punishment for unacceptable behavior. We make the health and safety of the children the primary concern at all times. Here are some examples of the positive guidance techniques that your child's teachers will use in the classroom:

- Focus on the do's instead of the don't (avoid negative commands).
- Give choices.
- Encourage behavior you want continued. Positive feedback and success is the greatest motivator.
- Be consistent. Allow children time to play and make transitions to the next activity.
- Change the environment to change the behavior.
- Set a good example. Children model their behavior from adults.

In rare circumstances, a child may exhibit on-going, non-typical, and unsafe/out of control behavior. This behavior is one, in which, the staff must intervene to help the child gain control of themselves. Under these circumstances the staff will:

1. Share with the parent the situation and how it was handled.
2. Schedule a follow-up meeting with the parent to discuss and put in writing an intervention strategy for managing the behavior/situation in the future.

If the intervention strategies are not successful, the Child and Family Center Administration personnel may terminate child care enrollment.

❖ Classroom Staff

- Lead Teachers: Each classroom is supervised by two Lead Teachers who are permanent staff. Our Lead Teachers are well-educated and experienced in the early childhood education field. The teachers work together to implement Emergent Curriculum in the classroom, form consistent relationships with the children, and

supervise other classroom staff. Lead Teachers serve as the main route of communication for parents regarding their child and the classroom.

- Substitute Teachers: Our highly qualified and experienced Substitute Teachers work in the classroom during a Lead Teacher's absence and other staffing needs. Substitutes are familiar with the children, and the classroom program.
- Early Childhood Education Students: ECE students from Lane's Early Childhood Education program work in the classrooms in a learning capacity. Student teachers are a valuable part of our program and enhance our curriculum. ECE students are of varying levels of education and experience and are under the direct supervision of Lead Teachers. ECE student teachers are never left alone with the children or in charge of the children.
- Co-Op Parents: Parents enrolled in the Co-Op Option work in the classrooms 1-6 hours per week assisting the Lead Teachers. Like ECE student teachers, Co-Op parents are never left alone with the children and are under the direct supervision of the Lead Teachers.

Other adults in the classrooms may include work-study students, volunteer teacher aides, Head Start teacher, or EC CARES specialists. Work-study students and volunteers are never left alone with the children and are in direct supervision of the Lead Teachers. Center Administrative Staff and ECE Faculty work together to oversee the supervision of all classroom staff/assistants. Everyone working with the children in our program must first pass the required Central Background Registry.

❖ Billing Procedures

Parents will be billed for the entire term at the beginning of each new term based on their child's schedule. The space you sign up and are billed for is the space that is reserved for your child, whether you attend that entire schedule or not. If you are a student parent receiving Title IV you will automatically have your child care deducted from your financial aid disbursement at the beginning of each term (Title IV is a selection choice on your Financial Aid to allow your award payment to disburse to any account charges). Parents can access their child care billing accounts through *Express Lane*. You may pay your child care bill on-line through *ExpressLane*, or by using the drop box located at Enrollment Services in Building #1. Payments cannot be accepted in the Child and Family Center office. College policy states that ***"All prior term charges must be paid in full before new charges may be incurred for a new term"***. What this means for you is that your child will not be able to return for childcare the next term if you have any prior term charges, including but not limited to the final billing of the term and any and all charges assessed by the college. ***There are no refunds or discounts for absences due to illness or vacations. No refunds will be made for holidays or unplanned school closures such as inclement weather, or campus evacuation.***

Schedule Requests/Change All requests and forms/schedules must be submitted to the Center office (Bldg. 24).

❖ Billing to Outside Agencies

Regardless of which outside agencies may be providing financial assistance to a particular family, the parent is ultimately responsible for the payment of child care services provided. We will be happy to process the necessary paperwork, claims and vouchers you need, however it is the responsibility of

the parent to keep current on any fees, co-payments and deposits required. All deposits for child care are required to be paid in full prior to the child's attendance in the facility.

❖ Withdrawing from Childcare

Enrollment is for the entire school year June through June. If you choose to withdraw your child from care at any point during the school year, you need to give 2 weeks written notice to the Administrative Office. If you withdraw from care without giving a 2 week notice, you will be billed for the remaining weeks of the term.

❖ Termination of Enrollment

It may become apparent that our program is not an appropriate match for a particular child or family. In this situation, the Child and Family Center may terminate care after discussion with the parents. It may be determined that additional guidance, observation or evaluation from an outside agency, in a time frame determined by the Child and Family Center, will be required in order for the child to continue to be enrolled.

❖ Child Care Scholarship and Funding Assistance Programs

Child and Family Center / Co-Op Option

Full or part-time students of Lane Community College taking a minimum of 6 credit hours on the main campus may qualify for the Co-Op option. Parents participate in a wide array of duties (co-oping) and which reduces their child care fees. Contact the Center office for additional information.

Child and Family Child Care Subsidy

Full or part-time students of Lane Community College taking a minimum of 6-12 credit hours on the main campus taking a minimum of 6 credits may qualify for a Child Care Subsidy. Contact Michel Ronning at 541-463-3522 for more information.

CAL Grant

Full or part-time students of Lane Community College with children enrolled in the Lane Child and Family Center, who are Pell eligible, may qualify for the CAL Grant. Space is limited and given on a first come, first serve basis. Contact the Lane Child and Family Center office @ 541-463-5519 for more information and applications.

Head Start of Lane County

The Child and Family Center has a limited number of on-site Head Start community slots. For more information contact the Head Start office at 541-747-2425 or visit them on the website at <http://www.head-start.lane.or.us/>

Other Oregon Child Care Assistance Programs:

DHS Child Care Subsidy

The Department of Human Services (DHS) (formally known as Adult and Family Services (AFS)) helps low-income parents pay for child care. These are parents or caretakers who need child care because they are employed or preparing for employment. Parents apply for child care assistance, or subsidy, at a local DHS office in their area. The amount of subsidy is based on a number of factors,

including the family's income, type of child care and how many hours of care are needed.

If the parent is eligible, the subsidy is paid directly to the child care provider by the Direct Pay Unit (DPU) in Salem. You can determine if you are eligible by going to the DHS child care calculation website at <http://www.oregon.gov/DHS/children/childcare/main.shtml>

Oregon Student Block Grant Child Care Subsidy

Student families may be eligible for financial help to pay for child care costs. The Student Child Care Program gives the State of Oregon a limited amount of funds to help students pay for child care. Parents must meet specific criteria for eligibility for this program. For additional information visit the website at http://www.getcollegefunds.org/child_care_grant.html

Department of Defense wants to help you pay for child care

Contact Child Care Aware at (800) 424-2246 or at childcareaware.org.

For other helpful links, please also see:

- Assistance programs - <http://www.oregon.gov/DHS/assistance/>
- Oregon Student Assistance Commission (OSAC) - <http://www.osac.state.or.us/>
- Free Application for Federal Student Aid (FAFSA) - <http://www.fafsa.ed.gov/>

❖ Complaint Procedures

Lane Child and Family Center staff appreciates hearing your positive feedback and any concerns. We strive to bring all concerns to a satisfactory conclusion for all parties involved. All complaints will follow the steps outlined below.

Step 1: Parents/Guardians are urged to communicate directly with their children's Lead teacher(s). Lead Teachers will make every attempt to communicate with parents/guardians at drop-off and pick-up times. You may schedule a conference with the Lead Co-Teachers to further discuss concerns.

Step 2: If your concerns are unresolved please contact the Child and Family Center Coordinator, Georgia Soto at 541-463-5794. You will be contacted at earliest opportunity. Your concerns will then be investigated and you will be contacted within 5 working days for a follow-up meeting. Parents/Guardians may request a response in writing. Parents are strongly encouraged to meet with all parties involved.

Step 3: For unsatisfactory outcomes or reoccurring problems, you can make a formal complaint in writing. Forms are available in the Center office and will be investigated by the Child and Family Education Manager, Sue Norton 541- 463-3301. Parents/Guardians can expect a written acknowledgement of receipt of the complaint, as well as indication of how and when the complaint will be addressed, within 5 working days. You can expect ongoing communication and strategies implemented until resolution is reached.

Step 4: If you are not satisfied with the outcome, parents/guardians should contact the Director of Child and Family Education, Nancy Hart at 541-463-3010, whom is responsible for matters which cannot be resolved by the steps listed above.

Questions pertaining to the quality of care or specific licensing infringements may be addressed to the Lane County Child Care Division (CDC) licensing specialist at 687-7392. Any parent/guardian who has reason to suspect abuse by a staff member may report his/her concern to the CDC, Lane County Child Welfare Protection Agency, or the Police Department.

❖ Illness policy

The goal of the illness policy is to prevent contagious conditions from entering the Center environment, and to keep children home when they are not feeling well. While children may seem to have mild symptoms at home, these same symptoms often increase when their activity level increases at school. ***Children who are ill will not be accepted. If your child becomes ill at school they will need to be picked up within 30 minutes.*** If for any reason you are unable to pick up your child yourself, it is your responsibility to make arrangements for one of your authorized persons to pick up the child within 30 minutes of being notified.

The Center complies with the Health Division standards. The following list contains the most common, but not limited to, situations that occur at the Center in which your child may be sent home or will not be accepted for care that day:

- a) Complaints of severe pain, stiff neck or headache, difficulty breathing, abnormal wheezing, or pale listless behavior. For these symptoms, we ask that your child see a health professional, or you observe them at home until symptoms dissipate and behavior returns to normal.
- b) Rashes with the characteristics of a contagious disease (severe, weeping or puss-filled), or unusual yellow color to skin or eyes, we ask that a health professional look at the rash before your child returns to school, and that you bring a note from your doctor stating that your child is well enough to return to child care. You may choose to keep your child home until the rash is gone.
- c) Pink eye or infections in the eye: We ask that a physician look at the eye and that the child be on medication for 24 hours and have no eye discharge before returning.
- d) Stomach flu symptoms (diarrhea, vomiting, or nausea): We ask that you keep your child home until they have retained solid foods, and are back on their regular diet. They must be free from these symptoms for 24 hours prior to returning to school. Diarrhea is considered having more than one abnormally loose, runny, or watery stool.
- e) You child must be kept out of the Center if their morning temperature is over 100 degrees. Children will not be allowed in care with a fever that has been minimized with medication to reduce a fever.
- f) Head lice, scabies, ringworm and/or any other contagious condition: We check children weekly for head lice. If head lice or nits are found, a staff member will advise you of what procedures you will need to follow. A staff member will check the child's head before they may be signed in for the day. Your child must be free of lice and all nits removed before they will be allowed to return.
- g) Colds: Occasional runny noses go with the age group, however if your child is constantly sneezing, coughing, or has a continuous runny nose, we ask that you keep home for the day. The child may return to school when all of these symptoms slow up.

h) *If your child is well enough to be at school, they are well enough to play outside and to participate in all school activities.*

❖ Prescription Medication

All prescription medications to be administered at school must be stored in the original medication box received from the pharmacy stating the prescribed medication name, child's name, date, and dosage instructions. Additional Center permission forms must be completed and signed by the parent before Center staff can administer medications to your child. In cases of prescribed antibiotics for an illness preventing your child from attending school, your child will need to be on the medication for 24 hours before returning to school.

❖ Arrival and Departure

Parents are REQUIRED to sign-in and sign-out their child on both the computer (ProCare CheckIn) and the colored paper attendance form. Children must arrive in the classroom under the supervision of the parent/authorized person, and be signed in before the Center assumes responsibility for the child. **To reduce the spread of illness please assist your child in washing their hands upon arrive each day.** Please make certain that the teacher in charge is aware of your child's arrival/departure. Please teach your child to be extremely careful in the parking lot; there is a great deal of traffic during arrival and departure times.

Transition from home to school can be made easier for the child if the parent establishes a good-bye routine, such as:

- Consistent arrival time
- Help your child put their coat away in their cubby
- Check in with the staff
- Help your child get involved in an activity
- Remember to always say "Good-bye" to your child before leaving for the day

The Center closes at 5:30pm according to the classroom clock, and the doors will be locked. If a parent is late to pick-up at closing Center staff will attempt to contact the parents or authorized persons listed on the child's registration form. If we are unable to contact an authorized person within one hour after closing time, the Lane County Sheriff or Child Protective Services will be contacted.

❖ Late Pick-up Fees

- Half-Day Morning Schedule Families: Parents with this schedule are expected to pick-up their child by 12:00 noon. At 12:01, you will be considered **LATE**. Parents who are late will be billed for an extra half day of care based on child's current schedule.
- Late Pick-Up After Closing: The Center closes promptly at 5:30pm. Parents who are late will be billed for an extra half day of care. This fee will be based on the child's current schedule.

❖ Release of children

Only those persons listed on the authorization form and issued ProCare ID codes by the staff will be allowed to pick up your child. The teacher will verify the identification of any person, other than the parent/guardian, who picks up a child. **Any changes made to the authorization**

form/authorized pick-up persons must be made in person. Children's safety comes first. In case of separation or divorce, legal evidence of the parent granted custody must be on file at the Center.

❖ Field Trips and Transportation

Field trips are taken throughout the school year in our older classrooms. Parents will be notified in advance with field trip information. Teachers bring child's emergency contact information, First Aid supplies, and a cell phone for emergencies. Transportation will be by a Head Start bus or the Lane Transit District bus. The adult/child ratio on field trips will be a minimum of one to four. Parents are always encouraged to participate. Only a staff member will take children to the toilet. Staff will supervise groups of children at all times.

Our younger classrooms often take advantage of the good weather days and take "walk about" field trips. Destinations and time of scheduled return will be posted in the classroom.

❖ Emergency Procedures

Emergency Evacuation Plan: In the event of a building evacuation the children will be taken to the Center for Meeting and Learning (CML) in Building 19. The staff will make every attempt to contact you through your emergency contacts. It is vitally important for you to inform the Center of any contact changes.

Fire and Emergency Drills: All classrooms practice fire drills each month. We also practice other emergency drills such as earthquake, gas leak, or lockdown. If you arrive for drop-off or pick-up during an emergency drill please wait in the parking lot until the drill is over. During a fire drill, all classrooms will evacuate.

Lockdown Procedures: In the event of a lockdown the outer doors to all the classrooms will remain locked. Children and Staff will move to the interior of the buildings away from the windows. Please do not try to enter the building. Parents will be notified in advance or a note will be on the classroom door to inform of drills.

Severe Weather: The Center follows the closing routines established by the College. Information about college closure due to severe weather conditions will be announced on KLCC 89.7 FM as well as other local radio and television stations. Parents need to keep in close communication with the Center when changing weather conditions may warrant early closure. Parents need to pick-up children immediately if the Center needs to close during adverse weather conditions.

Injury/Accident Involving a Child: Minor injuries will be treated with First Aid by the teaching staff and/or center director. The parent will have an accident report form to view at the time of pick-up. The parent will be contacted by phone with any injury that requires the parent to pick-up their child. All parents have consented through registration paperwork, for any medical or surgical treatment that medical personnel deems advisable, if a parent or legal guardian cannot be reasonably located when the child is brought for treatment. In an emergency, the Child and Family Center reserves the right to call an ambulance and any available physician at the parent's expense.

❖ Mealtimes

Breakfast, lunch and snack are provide and are included in the price of care. Mealtimes are as follows:

- Breakfast 8:30-8:50am
- Lunch 11:30-11:50am
- Snack 2:30-2:50pm

To ensure your child is able to participate at mealtimes, please have your child arrive before meal time. If your child has a half-day afternoon schedule (drop-off at noon), they will need to have eaten lunch prior to arriving at school. If your child is going to miss a meal within her/his regular schedule, please call in advance so we may advise the cook regarding the meal count.

No outside food will be served. Children with medical food allergies, food intolerances, or a religious exemptions must have the USDA form "Medical Statement for Food Substitutions" filled out by a recognized medical authority and returned. Forms are available in the center office. Not all food allergies can be accommodated. However, our cook tries to accommodate common allergies such as: nuts, wheat, and dairy. Please contact Center office if you need additional information regarding our meal program.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, religion, 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.

❖ Rest/Nap Time

Rest/sleep is essential for the health and well being of all children. We are unable to accept children for care between 12:30 and 2:00pm, please arrange with classroom staff if you must pick-up your child during nap time between 1:00 and 2:00pm. The Center provides children with sheets and cots for rest time; your child may choose to bring a blanket, pillow, and "lovey" from home. The classroom staff will assist children in preparing for nap by reading stories, and playing soft music. On occasion, there may be children who have difficulty resting quietly. If this becomes a pattern of behavior a meeting will be scheduled with parents to discuss options which may include requiring parents to pick up their child during nap so that other children may sleep/rest peacefully.

❖ Toileting

Children may use the toilet at any time. The staff will work with children transitioning from diapers to the toilet. Diapers and wipes are provided. ECE student teachers and classroom aides are closely supervised by Center staff at all times. Young preschoolers can be more prone to toileting accidents, so we ask that you bring your child to school wearing easy to change clothing. Please avoid clothing with complicated fasteners.

❖ Extra Clothing

Every child will need to have at **least one** complete change of clothing in his/her cubby. Water play in the summer, rainy days in the winter, toileting accidents or messes from mealtimes and activities.

all require a clean change of appropriate clothing. Please check your child's cubby regularly for soiled clothing, and to replace out-grown or out-of-season clothes.

❖ Toys from Home

Children may bring one "lovey" to rest with. All other toys should remain outside the classroom. Toys from home can get lost or damaged and are not always appropriate for the classroom. Also, other children may want to play with your child's toy and can cause stress for some children. Absolutely no weapons or weapon-play will be allowed at school.

❖ Parent Involvement Opportunities in the Child and Family Center

Parents are valued in our program and can contribute to the Child and Family Center by becoming involved in the Child and Family Education Advisory Committee, assisting on field trips or becoming a classroom volunteer. Student parents also have the option of working in the center as a Co-Op parent. Every term our center has parent involvement activities in each classroom. Parent involvement opportunities will be posted on the classroom doors and sign-up sheets will be located in each classroom. See center office for additional information.

❖ Visits and Observations

Our center has an open door policy for all custodial parents/guardians. You are welcome to visit and observe your child at any time during open hours. Most classrooms have an observation room that parents may utilize to observe their child while remaining unnoticed. **All other visitors MUST be authorized, provide identification and sign-in and sign-out at the Center office (Bldg. 24).**

❖ Staff and Family Communication

We believe open and mutual communication is the key to a successful relationship between center staff and our families. We will communicate with parents in a variety of ways including: brief discussions upon drop-off/pick-up, messages in parent ProCare system and parent mailboxes, information for all families posted on the sign-in sheet, classroom door, or computer area, a Center newsletter placed in your mailbox, or a phone call. Conferences may be scheduled to address specific concerns by either the parent or staff. Parents are always welcome to drop into the office and speak with Georgia or Michel, or contact us by phone. Each classroom has a phone which will direct you to leave a message for that particular teacher.

We are glad to have you join us at Lane Child and Family Center and look forward to serving your family. If you would like any additional information regarding our child care program or the child care subsidies that you may qualify for we can be reached at 541 463-5519