

Family Handbooks

List of Policies and Procedures to Include

Which are important to your program?

Your Family Handbook includes everything you want your families to know about your program. Putting your policies in writing spell out your expectations and can help when problems arise. This is how you do things and how you will handle day to day activities.

These may not apply to all programs. Add to your handbook as applicable

Provider or center information

- Contact information
- Your mission statement or philosophy*
- Certification or license information
- Staff qualifications
- Your hours of operation and days of the week
- Program closures-holidays
- Closures due to bad weather
- Vacation or sick time policy for children
- Tuition policy/other fees
- Definition of what full time and part time means
- Arrival and departure procedures
 - Car seats/If you drink...
- How you handle other authorized persons picking up child
- Mandated reporters/child abuse
- Confidentiality
- Open door policy
- Non-discrimination statement
- Termination/Withdrawal policy
- Procedure for complaints
- (family care) Rules in my house/substitute caregivers
- Staff babysitting policy

Family responsibilities- Your expectations of parents

- Enrollment/registration info-records we keep on your child/updated
- Supplies you require from parent inc diapers, wipes baby food, etc
- (Family care)Back up care in event of closure
- What you will require in the event parents' divorce/custody issues

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Your Program

- Your basic schedule or routines*
- Curriculum or activities you will provide*
- Group sizes and ratios*
- Specials activities you provide
- Toys from home
- Clothing requirements
- Nap policy
- How you promote health and safety *
- Screen time policy*
- Meal program and special diets
- Your guidance and discipline policy
- How we celebrate birthdays/holidays
- Field trips
- Outdoor policy

Family Partnerships

- Involvement Ideas*
- How we will communicate and keep you up to date*
- Input and Yearly surveys*
- Plans for parent meetings*
- Conferences*

Health and /Safety

- Required emergency plan+ alternate safe location
- Fire drills
- How you handle accidents-accident reports
- Illness policy on when children must be excluded
- Administering medicine policy
- Information on transportation
- Pets or animals in your program
- Infant sleep policy/SIDS

*These link to Oregon's Quality Rating System called Spark. For more details see:

<https://oregonspark.org/>

CCR&R Connecting your Parent Handbook to Oregon's QRIS

CCR&R SPARK Quality Checklist

Additional policies that link to Oregon's Spark standards*

- Encouraging participation*
- Screening and assessment you do*
- Adult staff interactions*
- Program evaluation*
- Willingness to include children with special needs*