



Friendly House
Children's Programs
Family Handbook
2021-2022 School Year



Be Friendly | www.friendlyhouseinc.org | **503-228-4391**

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FRIENDLY HOUSE HISTORY AND PROGRAMS

Friendly House was founded in 1930 as a settlement house to help meet the needs of Northwest Portland neighbors. In Friendly House's early days, assistance was provided for people who were out of work during the Great Depression. Later, programs were created for children who needed childcare and a constructive outlet during non-school hours. Friendly House, stands now as a nonprofit community center and social service organization, working to help promote the interdependence of people from all walks of life to meet educational, recreational and human-service needs in the community. We create opportunities for people of all income and age groups to increase social capital, which we define as the bonds that encourage mutually beneficial support. Since its founding, the organization has remained true to its settlement house roots, giving special attention to the needs of people facing extraordinary challenges, including children, low-income families, people from communities of color, older adults and LGBTQ+ older adults, to assure their inclusion in the fabric of society. In order to provide equitable opportunities for all, services are offered free or on a sliding fee scale based on household income.

Friendly House Community Services offer programs and services to enrich and enhance the lives of everyone in our community. They include our Senior Services program for older adults, helping them live independently for as long as they choose. We hold a contract with Multnomah County Aging, Disability, and Veteran's Services that partially funds the provision of strengths-based case management; information and referral support; lifelong learning, fitness and health classes; opportunities to build community and advocacy; and tax, legal, and insurance assistance. The contract allows us to work with older adults living on Portland's west side and LGBTQ+ older adults who reside anywhere in Multnomah County. We also make available (on a sliding scale or free) access to our fitness room, gym memberships, and lifelong learning opportunities for people of all ages. Our modern-day settlement house attracts people who are houseless, who work in industrial Northwest Portland, and who reside in the west hills and throughout the city.

Friendly House Children's Programs provide enriching, educational experiences for children of all ages and their families. The preschool program has been in operation since the 1940s, when the existing programs were expanded to help families impacted by the war. In 1983, Chapman School asked Friendly House to create a quality, affordable, convenient childcare program for students of Chapman Elementary. Friendly House has served thousands of children since that time. We welcome a diverse community of families from neighborhoods throughout Portland. We have a strong inclusion philosophy that ensures that children with special needs can access our program and have the support they need to succeed. We offer a sliding fee scale, as well as scholarships for low-income, working, and houseless families. We offer our After School Program and Summer Day Camp for elementary, school-aged children attending Chapman Elementary. Scholarships are available for families who could not otherwise afford high-quality childcare, who are experiencing houselessness or who are at risk of houselessness.



We invite you to find out more about Friendly House and our programs and volunteer opportunities at www.friendlyhouseinc.org, or please call us at (503) 228-4391.

FRIENDLY HOUSE NOTICE OF NON-DISCRIMINATION

It is the policy of Friendly House to treat all people with dignity and respect. The agency prohibits discrimination based upon race, sex, religion, color, gender identity, age, national origin, marital or familial status, pregnancy, sexual orientation, citizenship status, military service, veteran status, housing status, source of income, political affiliation, union affiliation, physical or mental disability or other protected status in accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned, or emerging small business.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

This institution is an equal opportunity provider.

CHILDREN'S PROGRAMS PHILOSOPHY

EDUCATIONAL GOALS AND CURRICULUM

The educational goals of Friendly House's Preschool, After School, and Summer Camp programs are to develop each child's individual potential for success, utilizing families as the primary educators and influences upon the development of children. Each child is encouraged to develop social, physical and cognitive skills in order to promote a positive self-image and sense of community. The program provides each child with opportunities to further develop their curiosity, contribute as a member of a group, and learn self-control. Each day's activities are designed to excite, involve and challenge the children in our care. Our dedicated, trained and engaging teachers prepare activities with the individual needs and interests of the children in mind. With the aspiration to help children realize not only their responsibility for themselves, but also their interdependence as Friendly House and global community members.

THE VALUE OF PLAY AND OUR EMERGENT PLAY-BASED CURRICULUM



At Friendly House, we believe that play is a child's work. Not only is play a fun way to learn, it also builds on a child's interests and natural curiosity. A play-based curriculum capitalizes on and builds those interests to instill a love of school and life-long learning. Early math, literacy, and social-emotional concepts are some of the skills explored at Friendly House. We encourage families to visit while school is in session and see learning in action—at first glance, it will appear as though the children are "just playing." Looking closer—you see a teacher in the preschool classroom with a small group of children at a table. They are using watercolors to paint a flower that has been set in the center of the table. The teacher asks questions and encourages the children to make observations. What does the flower look like? What colors do you see? Observing and discussing builds early science and literacy skills. Using the paint brushes helps to develop small muscles in the hand that will later pave the way to writing.

In the after-school classroom, you might see a teacher engaged in a cooking project with a group of children at the table. The children are reading the recipe, taking turns adding ingredients, mixing and discussing what is happening and what will happen next. When children participate in cooking activities, they are exposed to math through measurement, literacy through reading the recipe, and social-emotional skills through their interactions with peers and teachers. In each of these scenarios, the teacher facilitates, encourages, observes, and guides, but the play is driven by the children. This helps to promote independence and self-sufficiency.

Our play-based curriculum is carefully prepared by the teachers during planning meetings at least once per week. The teachers offer a variety of learning activities throughout the day and week, exploring a topic or concept that the children inspire and help create. Some examples of previous studies include, ocean animals, outer space, or families. The value in the "emergent" part of our program is that we have the flexibility to continue or change the current study or concept being explored, based on children's interests and developmental skills. All weekly lesson plans will be posted in the classroom and published via the weekly family newsletter. Please feel free to share your

ideas for specific projects with the teaching staff. If you have any questions about the curriculum, please contact one of your child's teachers.

FAMILY INVOLVEMENT

We rely on families to partner with us in order to best support your child and your family. We truly believe "it takes a village" to raise your children! Family involvement in a child's education has been proven to improve educational outcomes in school, so start early by being as involved as you're able to be. Below are some ways we welcome and encourage family involvement—if you have other skills or interests in being involved in some other way, please let us know.

FRIENDLY HOUSE EVENTS

Please join us at the Family Events outlined in the Friendly House Children's Programs calendar. These events include family socials, family conferences, end-of-the-year graduation, and monthly "question and answer sessions" (more information below).

CLASSROOM PRESENTATIONS & ACTIVITIES

Do you enjoy craft projects? Would you be willing to visit our classrooms and discuss your job with the children? Do you have a favorite book you'd like to read with the class? Please talk with our teachers—we'd love to host you!

FIELD TRIP ORGANIZATION & CHAPERONES

If you have an idea for a field trip and/or a connection to a great local business of some kind, please connect with us! We strongly prefer walking field trips or in-class presentations. We would also love help in coordinating field trips, so if you have the time and energy to send some emails or make some phone calls, please let us know. When we do have field trips, we will solicit family members to help chaperone. Your participation in field trips is key to being able to pull them off. Thanks in advance for your help!

LUNCH BUDDIES

One of the specific volunteer needs in the Preschool Program is enjoying lunch and chatting with our students! An extra set of hands is extremely helpful to the teachers during the busy lunch time. We and our families have really enjoyed having these connections with the students and our teachers having a tasty lunch together. Ideally, "lunch buddies" commit to 30–45 minutes, one day a week. Contact the Director of Children's Programs if you are interested.

MONTHLY "QUESTION AND ANSWER" SESSIONS

The director and teachers will provide monthly opportunities for families to get together, get to know each other, and to ask and answer any and all questions you have about Friendly House Preschool and School-Age Programs, child development, or other Friendly House questions. We will solicit questions and topics from families in advance, and you are also welcome to bring your questions to the meetings. Examples of discussions we have had in meetings are: potty-training, Friendly House curriculum, early literacy, discussions about Friendly House events like our auction, information about kindergarten readiness and school options, and how to get children to brush their teeth. No topic is

too big or too small—please take advantage of this valuable time with your child’s teachers by attending each month or whenever you can. See the Friendly House Children’s Programs calendar for session dates and times.

VOLUNTEERING AT FRIENDLY HOUSE

Friendly House has a variety of volunteer opportunities in which you can contribute your skills, time, talents and friendship to someone who needs your help. There are also opportunities to get involved in the operations and fundraising events of Friendly House. If you are interested in participating in any of these volunteer opportunities, please contact the volunteer coordinator at (503) 293-4774 or volunteer@fhpdx.org.

TEACHER GIFTS & BABYSITTING

Families love our teachers, and our teachers are so pleased to be such an important figure in the lives of our students! Families are often inspired to present gifts to teachers at holidays or at the year’s end. This is so appreciated, but please keep in mind that Friendly House staff are not able to accept gifts valuing more than \$25, according to Friendly House personnel policies. Homemade cards and gifts from the children make the best gifts! For families wanting and able to make a larger gift to show their appreciation, please consult with the director regarding a gift to Friendly House or a classroom gift.

Along the same lines, we occasionally receive inquiries from families wanting to privately employ one of the teachers as a babysitter. Unfortunately, we do not allow Children’s Programs staff to babysit privately for any current Children’s Programs students, whether they are preschoolers or after schoolers. This policy is in place to protect our staff from any potential liability of care-taking in a private home. This policy is also in place to ensure that our teachers’ relationships remain professional and consistent with all children and families. Thank you for respecting this policy.

HOLIDAY CELEBRATIONS

It is our philosophy as a program to not celebrate any holidays as part of our planned curriculum. We believe it is the responsibility of families to decide what is important to their family and how holidays should be celebrated. We are open to families coming into the program and sharing positive cultural or family traditions; please talk to one of your child’s teachers to set up a time and format for such sharing. We do not have any formalized rituals in place to celebrate children’s birthdays, as each family has their own preferences and traditions. Please contact your child’s teacher if you would like your child’s birthday to be recognized in our programs, and we will discuss it with you. If you would like to provide treats in association with your child’s birthday, we ask that they be store bought and nutritious (e.g., fruits, popcorn, yogurt parfaits, etc.).

LOCATIONS AND CONTACT INFORMATION

Friendly House owns and operates three buildings between Savier St. and Thurman St. on NW 26th Ave. Friendly House After School occupies two separate buildings.

Locations:

Name	Physical Address	Occupants
Brentano Building	1715 NW 26 th Ave.	After School K–2nd
Crawford Building	1737 NW 26 th Ave.	Preschool and After School 2nd–5th

Main Line: (503) 228-4391

Dan Hupala: (503) 935-5263 dan@fhpx.org
Children's Programs Director

Emily Alexander: (Phone TBD)
Children's Programs Manager emily@fhpx.org

Preschool Class Cell Phone (to report absences): (503) 490-1932

TBD
Preschool Co-Head Teacher

Helen Temple helent@fhpx.org
Preschool Co-Head Teacher

Loretta Conopio loretta@fhpx.org
Preschool Assistant Teacher

After School Voice Mail/Attendance Line: (503) 935-5263

Casey Rogers casey@fhpx.org
After School Teacher

Jered Hamilton jered@fhpx.org
After School Teacher

Stacey Moy stacey@fhpx.org
After School Teacher

Talia Peña talia@fhpx.org
After School Teacher

Vailyn Putney vailyn@fhpx.org
After School Teacher

ATTENDANCE AND CALENDARS

Regular attendance is important in maintaining a consistent schedule and routine for students. It allows students and staff an opportunity to build relationships, express interests, and gain knowledge. Below is important information about how to notify Friendly House Preschool and School-Age Staff if your child will be absent.

It is important that we know if your child will not be attending the program on a day when they are scheduled to be with us. There are two options to notify us of absences: **Leave a message on the Preschool or After School Voice Mail, or send an email to preschool@fhpdx.org or afterschool@fhpdx.org. After School staff members are asked not to accept hand-written notes to ensure that no information is misplaced or not recorded.**

For families in the After School Program, please note that when we do not receive advance notice of an absence, several staff members at Friendly House and/or at Chapman Elementary spend time ensuring that the child is safe and accounted for. To help ensure the safety and efficiency of pick up for the After School Program, there will be a **\$10.00 fee** added to your next bill for each failure to notify us of an absence or for notifications after 2pm. **When calling after 2pm, please contact the Friendly House Front Desk staff. You will still be charged the \$10.00 fee.** It is the responsibility of the family, not Chapman, to relay attendance messages to the Friendly House After School Program.

EXTENDED ABSENCES

If your child will be absent from the program for an extended period of time, such as a vacation, you may retain your child's slot in Friendly House Preschool by continuing to pay the monthly tuition. We do not pro-rate tuition for missed school for any reason, including vacations or if your child is ill and misses school.

PROGRAM WITHDRAWAL

If you plan to withdraw your child from the program, we require a minimum of 30 days' notice. As much notice as possible, even more than 30 days, is very appreciated as it often takes more than 30 days to fill the vacancy with a new student. **Our Preschool class is year-round, and we ask that families commit to an entire calendar year** when enrolling to ensure that our program is financially viable and continues to support families from all walks of life.

CHANGE OF INFORMATION

If there are changes in the information you have provided during the enrollment process, please notify the director or one of your child's teachers immediately—you can also make changes yourself via your online account. **The following changes must be reported immediately:** address, phone numbers (home or work), physician/dentist information, emergency contacts, authorized pick-up persons, custody information/restraining orders, and medical or insurance information.

2021–2022 Important Dates and Closures

September 1 st , 2021	First Day of After School Program
September 6 th , 2021	Closed – Labor Day
September 7 th , 2021	First Day of Preschool
October 8 th , 2021	Preschool Closed – Teacher Workday
November 5 th , 2021	Preschool Closed – Teacher Workday
November 11 th , 2021	Closed – Veterans Day
November 24 th , 2021	Preschool Conferences – Classroom Closed
November 25 th –26 th , 2021	Closed – Thanksgiving Holiday
December 20 th –31 st , 2021	Winter Break – Daily themed camps are available on a limited basis
December 24 th & 31 st , 2021	Closed – Winter Holiday
January 17 th , 2021	Closed – MLK Day
January 28 th , 2022	Preschool Closed – Teacher Workday
February 21 st , 2022	Closed – All-Staff Retreat
March 21 st –25 th , 2022	Spring Break – Daily themed camps are available on a limited basis
April 8 th , 2022	Closed – Teacher Workday (Preschool Only)
May 30 th , 2022	Memorial Day
June 10 th , 2022	Last Day of After School Program (Portland Public Schools)
June 20 th , 2022	Summer Camp Begins (For children entering 1 st –6 th grade in the 2022–2023 school year)
August 19 th , 2022	Last Day of Preschool and Summer Camp Programs

For School-Age Programs students, all teacher workdays and conference days will be available for childcare. Using your online account, beginning September 17th, 2021, please ensure that your child is signed up for the extra days.

How to Sign Up for Winter and/or Spring Break Camp:

We are pleased to offer all-day care again during winter and spring breaks for the 2021–2022 school year, which will include daily themes, weekly field trips (as allowed), engaging activities, and morning and afternoon snack. Sign-up will be open to the public, however, first priority will be given to currently enrolled Friendly House After School families. You will receive an email approximately three weeks prior, inviting you to sign up via your online account.

Cost for Winter and/or Spring Break Camp:

Cost for camps is per day and in addition to your regular monthly payment. Rates will be released approximately three weeks prior to each camp and will be on a sliding scale. Please see the Friendly House Family Calendar for additional closures and events

INCLEMENT WEATHER

In the case of snow, ice, or similar weather, Friendly House's first priority is the safety of our students, families, and staff. Friendly House Preschool and School-Age Programs follows Portland Public Schools (PPS) decisions on closures due to weather in order to prevent families or staff from needing to drive, bike, or use public transit in dangerous travel conditions. Please follow PPS's weather closures on FlashAlert, Facebook, Twitter, or the PPS website.

If PPS is CLOSED due to inclement weather, Friendly House Preschool and School-Age Programs will be cancelled.

If PPS has a morning DELAY due to inclement weather:

Friendly House Preschool will also be delayed, with preschool opening on the same timeline as PPS.

For example, if PPS calls a 90-minute delay, preschool will also observe a 90-minute delay and open at 9:30 a.m. instead of the usual 8:00 a.m.

If PPS issues any late opening, Friendly House School-Age Programs will cancel the morning session.

If PPS has an EARLY RELEASE due to inclement weather:

The preschool class will also have an early release, with preschool closing at the same time as PPS. Friendly House After School would close for the day.

For example, if PPS calls a 1pm early release, preschool will also close at 1pm. The after school program will close for the afternoon. All school-age children would need to be picked up from Chapman.

If PPS closes at the regular time but cancels evening activities, athletics, and after school care:

Preschool will close at 2:15pm. The after school program will close for the afternoon.

In the event of an early release, we understand that it may be challenging for families to navigate traffic and travel conditions— please do your absolute best to arrive as soon as you can so that your

family and our staff can get home safely. If you will be delayed beyond the early release time, please communicate with us by calling our main desk at (503) 228-4391.

CHILDREN'S PROGRAMS INFORMATION AND SCHEDULES

Friendly House Preschool for 3–5-year-olds is open from **8am–2:15pm, year-round, with the option for extended childcare from 2:15pm–6pm**. Three- and five-day enrollment options are available.

Friendly House School-Age Programs are offered year-round, for Chapman families, through the before and after care and seasonal day camp options.

For our Friendly House After School families, before-school care is offered from 7–7:50am and after care from 2:15–6pm on school days. During these times, students are offered opportunities to engage in a variety of enriching activities.

Enrichment Programs (currently suspended due to COVID-19 safety concerns)

Friendly House After School strives to offer unique programs/classes for participants. When possible, these programs will be free or on a sliding scale. Families will be given an option to participate or not. Sometimes the programs/classes will be taught by staff or volunteers; sometimes they will be taught by groups outside of Friendly House. When the class is taught by groups outside of Friendly House, Friendly House is not responsible for the qualifications of the instructors. Please be advised that these outside instructors **are required to be enrolled** in the Childcare Division's Criminal History Registry; please feel free to discuss the outside instructors' qualifications/background with Friendly House staff or the partnering organization.

Some examples of previous years' classes include: comics, baking, gardening, soccer, painting, and super heroes.

Drop-Off

The Child Care Division regulations require that we have records showing "the date, name of each child in attendance, and time of arrival and departure." We also must have a record of who drops off and picks up your child each day. Therefore, we ask that whoever drops off your child be conscientious about signing your child in and out each day.

For students attending the preschool program, we ask that children arrive by 8:30am in order to begin breakfast and the school day with our preschool community. If you would like to regularly arrive after 8:30am, please inform your child's teachers. We are happy to accommodate family schedules and routines, and understanding your typical arrival and pick-up times will be very helpful.

School-age students attending the morning session will sign in downstairs in the Brentano Building's North Room. Each morning, you will need to sign in your child on the morning attendance roster. In compliance with Child Care Division regulations, **Friendly House requires that a caregiver**

accompanies your child into the program in the morning and during sign-in. Individual arrangements can be made—please see a program administrator if you are interested in this option.

Pick-Up

Children may only be signed out of the program by family members or other persons over 14 years of age designated as authorized pick-up persons. Picture ID will be required from authorized pick-up persons that are not known to our staff, including families who are new to us.

For families with children in Friendly House Preschool, pick-up time is at 2:15pm. For Friendly House Preschool extended childcare and Friendly House School-Age Programs families with children attending the after-care program, pick-up time is after 2:15pm and no later than 6pm. In the event that you will be early or late for pick-up, please contact us at the phone numbers listed on page 8 to let us know your estimated arrival time.

If your child is at least ten years old and you feel that they can take responsibility for signing in or out of the program, a "Walk Home Release" form must be filled out before we can release them. This is a CCD requirement: "If a school-age child arrives at or leaves the center without a family member, there shall be arrangements made in advance, in writing from the family, for the arrival and departure times and what to do if a child has not arrived at the center by the expected time." This rule also applies if a child is to walk to the program without an adult after staying at the school for extra help or an extra-curricular activity.

Pick-ups after the end of your class or session time will result in a late pick-up fee (added to your online account) of \$2 per minute after the end of class. Three or more late pick-ups will cause the late pick-up fee to increase to \$3 per minute after the end of class.

If a child is not picked up at the end of their class or session, we will attempt to contact the family. If we are unsuccessful, we will call the emergency contacts you have given us. If we are unable to contact anyone to pick up your child, **we will call the police.**

CUBBIES, EXTRA CLOTHES, AND ITEMS FROM HOME

Each child will receive a coat hook and storage area that will be labeled with their name. Please help your child to put their jackets and other outerwear in the designated space and wash their hands upon arrival. We also encourage you to bring two changes of clothes and leave them in your labeled bin. Our preschool program includes a nap or rest period, and families are asked to bring one small blanket from home to be stored at Friendly House and used for rest time only.

We discourage children from bringing personal toys from home, since special items may get lost or broken. If a child brings a personal toy into the classroom, they will be asked to put it in their bin or backpack. Teachers may opt to have a toy-sharing day and invite all children to bring a toy to share on these special occasions. If your child has a special comfort item needed for security, please make arrangements with your child's teacher.

Each child also has a mailbox. Please check these boxes daily for artwork, family handouts, and messages regarding upcoming events.

DAILY SCHEDULES AND ROUTINES

Our classroom spaces have a rich variety of learning materials including imaginative, math/science, art, and many other areas. In addition, we have a gymnasium, garden spaces, and utilize the local park. Our variety of learning spaces allows us to create intentional curriculum based on each space. Daily activities and routines are posted in each classroom. Families will also be provided with a copy of their child's class schedule during orientation. We also may alter the schedule throughout the year to meet the changing needs of our growing students. Families will be informed about schedule changes as they arise.

Please see the COVID-19 Safety Addendum for specific changes to schedules and routines within Friendly House Children's Programs.

NUTRITION

MEAL SERVICE

We provide daily snacks for preschool and school-age students at Friendly House. We ask families to provide a nutritious lunch from home for each full day attended, in both the preschool and school-age programs. The menu is vegetarian and nut-free and is developed in accordance with state nutrition standards. We can accommodate some dietary needs within our meal service but not all, depending on requirements. Please reach out to the director to discuss your child's dietary needs. If your family needs support in accessing food, please let a Friendly House staff member know. We are happy to help families connect with resources. Please don't hesitate to pop in or see the volunteer section below about ongoing "lunch buddy" opportunities.

SNACKS/FOOD FROM HOME

Meals or snacks from home must be:

1. In a container labeled with your child's name
2. Brought to school fresh each day
3. Completely nut-free
4. Stored in our classroom refrigerator (or with an ice pack) if refrigeration is needed
5. Ready-to-eat (i.e., no microwaving or cutting needed)

Some families inquire about sending a special snack to school for their child's birthday. Please consult with your child's teachers about planning such an occasion. Snacks shared with the classroom must be completely nut-free and be made in a commercial kitchen and by someone with a food handler card. We do not allow candy to be eaten or distributed at school.

CLASSROOM MANAGEMENT AND INCLUSION

GUIDELINES FOR SUCCESS

Preschool Expectations – Be Safe ~ Be Friendly ~ Be a Helper

School-Age Expectations – Be Safe ~ Be Respectful ~ Be Responsible ~ Be Friendly

CLASSROOM MANAGEMENT/DISCIPLINE

Discipline is based on promoting each child's feeling of self-worth. Developing self-discipline is the goal. We utilize positive discipline techniques that focus on what the child can do. Positive phrasing is one technique used to help the child understand what we need from them (e.g., saying walking feet, rather than no running). The classroom environment is designed to enable children to function on their own, and within large and small groups. When inappropriate behavior occurs, children are redirected or given choices for more appropriate activities. We encourage the development of problem-solving skills, and avoid intervention when children are using these skills. **We ask that ALL adults visiting the classroom model these three rules.**

No coercive types of discipline are used. If needed, a behavior plan is created with input from the teaching team and family members. Behavior plans are created on an individual basis in order to support the child's development and create a positive classroom climate. In rare cases, after alternatives are exhausted, we may help the family find another program that is better able to meet the needs of their child.

POSITIVE BEHAVIOR INTERVENTIONS & SUPPORTS

Our teachers receive ongoing training on behavior management, utilizing the Positive Behavioral Interventions and Supports framework (PBIS). PBIS is a classroom guidance tool used by many elementary schools and the basis for our classroom management approach at Friendly House. The main tenants of PBIS include positively framed expectations for children, a carefully planned and engaging classroom environment, and consistent classroom routines. This philosophy guides us to look at the behavior as a need the child is attempting to communicate. We believe that children do the best they can with the resources available to them, and we strive to provide and build their resources. You'll see children being coached to use their words to solve a conflict, express their feelings, and find a quiet space when they need it. Click [here](#) for more information about PBIS.

Friendly House believes that every child, regardless of ability, has the right to participate in a broad range of activities and environments. The desired results for all children and families include a sense of belonging, positive social relationships, and development of their learning potential. Friendly House strives to achieve balance in the classroom that is inclusive of all children. We define the features of a high-quality, inclusive, early childhood program as **accessible, engaging** and **supportive**.

Accessible means providing a wide range of activities and environments for every child by removing barriers and offering multiple ways to promote learning and development.

Engaging means using a range of instructional approaches to promote engagement in play and learning activities and to create a sense of belonging for every child.

Supportive refers to broader aspects of the system such as professional development, access to community resources, and opportunities for communication and collaboration among families and professionals to assure high-quality inclusion.

Parts of this philosophy are derived from the NAEYC (National Association for the Education of Young Children) and DEC (Division for Early Childhood) Position on Inclusion. The whole position can be found at the following link:

http://www.naeyc.org/files/naeyc/file/positions/DEC_NAEYC_EC_updatedKS.pdf

Friendly House looks at each child and family individually and takes into account accommodations needed for them to reach their full potential. We strive to create an environment of mutual respect and consideration. Families can expect honest communication in terms of classroom needs, individual progress, and recommendations for more support. In return, we encourage families, professionals, and other adults involved to maintain open and honest communication regarding each child's social, emotional, physical, and cognitive needs.

We have access to various supports to ensure the inclusion of a diverse group of children. We work closely with Morrison Child and Family Services for mental health consultation as well as with Multnomah Early Childhood Program (MECP) for special education services. The specialists provide consultation and coaching to our teachers, while working with the whole class of children. For individual children needing higher levels of support, such as an assessment for special education, families will be contacted to sign a release of information and asked to participate in the process. We also partner with other agencies to offer a variety of health screenings, such as dental screenings, some of which are provided only to families receiving scholarships, while some are open to all students. We will communicate with families about scheduled screenings in advance.

WORKING WITH DIVERSE LEARNERS: COLLABORATION WITH FAMILIES

We are proud to serve a diverse group of families at Friendly House, including children with special learning, physical, and/or behavioral needs. Some children may join our community and already have an identified special need through an existing IFSP (Individualized Family Service Plan) or a special need identified through their health care or mental health professional. Some may develop an IFSP while they are with us in order to support their education in preschool and beyond. Families are a crucial part of the team in supporting children with special needs at school.

Here is how we collaborate with families to work with children with special needs:

1. Please consult with the director during the enrollment period to discuss your child's needs. We would love to learn more about how to support your child at Friendly House and help you decide if Friendly House is an appropriate placement for your child.
2. If Friendly House is determined to be an appropriate placement, please share any and all paperwork regarding your child's needs. Please help us connect with other professionals you may work with (such as special educators, therapists, speech/language pathologists, etc.) by providing contact information and signing releases of information.
3. Children with existing special needs will likely be working with our partners at the Multnomah Early Childhood Program (MECP) to provide special education services in the classroom. Please respond promptly to communications from Friendly House and MECP in order to support your child at school, and attend requested meetings.

4. Friendly House teachers or the director may recommend that your child be evaluated for special needs based on our observations or feedback from the visiting special educators and mental health professionals in our classroom. Your and your child's participation in such an evaluation is optional; however, if you decline to participate, we may ask that you choose another program that can better meet your child's needs.
5. We have many tools and resources at our disposal to work with children with a variety of needs including visual aids, picture schedules, and much more. We will keep you fully informed of what tools we're trying in the classroom. We encourage you to replicate these tools at home as well, and/or share with us the approaches you're using at home to keep your child safe and engaged.
6. We will closely track progress for all students, including students with special needs, and formally report on progress at twice-annual family conferences (for preschool families and as requested by families or Friendly House staff for school-agers). Please don't hesitate to reach out with questions or to schedule a meeting at any time to discuss your child's progress.
7. Please keep in mind that we reserve the right to request an alternate or shorter schedule for students with special needs.
8. Although this is absolutely our last option, we do reserve the right to exclude children on a temporary or permanent basis if their needs prove too challenging for our program and are unduly burdening the experience of the other students.

Nonviolence and Anti-Bullying Policy

At Friendly House, all children have the right to feel physically and emotionally safe

Friendly House Children's Programs are safe and inclusive programs. We do not tolerate **violence** or **bullying**. All staff members are responsible for modeling nonviolent behavior, teaching positive alternatives, and guiding children toward nonviolent activities. The program does not have equipment or materials (books, toys, etc.) we judge to be violent, and we ask that parents do not send their child to Friendly House with violent toys or materials.

We define **violence** as an intentional action that causes harm to another person. Whether students are using violence in earnest or in play, it is unacceptable in our program. Play violence can easily turn real and result in student injury. Play violence desensitizes children to real violence and sends the message that violence is fun and acceptable during play. When staff observe students engaging in play violence—pretending to hit, kick, or use a weapon—we remind them of our nonviolence policy and redirect them. If a student continues their violent behavior, they will be removed from the activity to brainstorm nonviolent alternatives.

If a student engages in real physical violence—hitting, kicking, or otherwise hurting another person—the following steps will be taken:

1. Student and families receive one verbal warning.
2. The second time that child is physically violent will result in immediate pick-up and a one-day suspension. If the student is picked up from the program early in the day (before 3:30pm),

that day counts as their suspension. Otherwise, they may not attend on their next scheduled day.

3. Ongoing physical violence results in a family meeting and the development of a behavior plan.
4. If the plan is not followed, we reserve the right to expel a child from the program.

We define **bullying** as deliberate, hurtful behavior that is often repeated over a period of time. We identify three types of bullying: *physical* (hitting, kicking, taking belongings), *verbal* (name-calling, insulting, teasing), and *indirect* (spreading rumors, excluding from groups).

If a student engages in bullying, the following steps will be taken:

1. Staff will discuss incident with the child and family that day, explaining why such behavior is harmful and unacceptable in the program.
2. If bullying continues, the child and family will receive one warning.
3. Subsequent bullying will result in immediate pick-up and a one-day suspension. If the student is picked up from the program early in the day (before 3:30pm), that day counts as their suspension. Otherwise, they may not attend on their next scheduled day.
4. After one suspension, subsequent bullying results in a family meeting and the development of a behavior plan.
5. If the plan is not followed, we reserve the right to expel a child from the program.

HEALTH AND SAFETY

CHILD HEALTH POLICY

To prevent the spread of disease, please keep your child home if they have any of the following symptoms or illnesses:

- **Fever, vomiting, diarrhea** (in the last 24 hours)
- **Any contagious illness.** Some common examples in preschool settings are strep throat; pink eye; Impetigo; ringworm; Hand, Foot, and Mouth Disease; and pinworms. This is not an exhaustive list—if you are unsure if your child’s symptoms constitute a contagious illness, contact your child’s doctor.
- **Unidentified rash**
- **Communicable diseases** (COVID-19, chickenpox, measles, mumps, rubella, diphtheria, hepatitis A, E. coli infections, scabies, etc.)

If a child becomes ill during the day, the family will be called and asked to pick up the child from the program. If immediate family members are not available, the emergency contacts will be called.

Children who have been infected by any of the above or any other contagious illness must be symptom-free for at least 24 hours before returning to school. For children who have a fever, they need to be fever-free, without medication, before returning to school. **Please contact us immediately if your child becomes ill with any contagious disease**—we are required to post a general notice for families to see, per our childcare license requirements. Illnesses and other health-related information are confidential so we will never list a child’s name or other identifying characteristics on required health postings.

*For extra precaution due to the COVID-19 pandemic, students with mild symptoms will be sent home.

HEAD LICE

Friendly House takes a proactive approach to head lice. We support families by emphasizing prevention, early detection, and education, which are the best methods for controlling head lice in our community. Controlling head lice is everyone’s responsibility, and we ask families to partner with us on this community matter.

Family and Community Responsibilities: Lice Laboratory

- Know the [facts about head lice](#).
- Learn and practice the most effective strategy for lice-checking and removal—[a wet head check!](#)
- Regularly inspect your child’s scalp and hair to detect the presence of lice or lice eggs (nits).
- Always inspect after each school vacation and during known head lice occurrences.

- Regularly inspect all household members and comb them, if required.
- **Notify the program director if head lice or nits are found on a child.**
- Teach children not to share personal items, such as hats, combs, and headphones.
- Teach children to minimize head-to-head contact during outbreaks of head lice.
- Contact your healthcare provider if treatment regimens have failed and children continue to have signs of head lice.
- If head lice or nits are detected, notify others who have had close contact with the child in the past two-to-three weeks.
- If nits **or** lice are detected by Friendly House staff, families will be contacted for immediate pickup. Children may not return until minimally the following day, **and** after families have removed lice and nits.
- For families with repeated occurrences, Friendly House may require you to visit a Lice Labs salon or another professional head lice service, approved by Friendly House. If this presents a financial burden to your family, let us know.

Friendly House Responsibilities

- Staff members will perform a dry head check on students with signs and symptoms of head lice or nits. If lice or nits are found, Friendly House staff will contact that child's family for immediate pickup.
- Families will be notified in classrooms where one or more students are found to have head lice or nits via paper notice by the child sign-in/sign-out sheets. In areas of Friendly House Children's Programs when students share classrooms, families will be notified if a student in the same building is found to have head lice or nits. The names of students with lice or nits will be kept confidential.
- Friendly House will support and encourage families to treat and remove lice appropriately while respecting children's and families' privacy.
- Friendly House partners with Lice Labs to offer free head checks to all enrolled students several times per year and one or two family information nights where Lice Labs provides education on lice and lice prevention.
- Friendly House will periodically share information on the prevention, detection, and treatment of head lice with families and staff.
- We will instruct staff to implement classroom organization to minimize the potential spread of head lice.
- Staff will teach children not to share personal items, such as hats, combs, and headphones.
- Staff will teach children to minimize head-to-head contact during outbreaks of head lice.

- When an individual has repeated occurrences, Friendly House will follow up with the family to ensure that extensive nit removal has occurred and that the process has been effective.
- Friendly House may require families with repeated occurrences to visit a Lice Labs salon for a professional check and removal.

IMMUNIZATIONS

Immunizations are required by law for children in attendance at preschools and school-age programs. The class immunization count for Friendly House Preschool and School-Age Programs will be reported to families twice annually, in September and March, via email and the Friendly House website. All children enrolled in preschool or after-school care are required to have non-medical (religious) exemption or medical exemption on file if they are not up to date on all required immunizations. If a child is excluded from PPS due to incomplete immunizations, they will also be excluded from Friendly House programs. For more information about immunizations or for information about free and low-cost immunization clinics, contact the [Multnomah County Health Department](#) at (503) 988-4724.

MEDICATION

If your child requires medication during program hours, the family must fill out a medication dispensing form including type of medication, dates, and dosages before staff can administer it. This form is also available via your online account. **We can only dispense prescribed drugs from the original container bearing the original label.**

Our staff are trained in CPR and First Aid and will administer basic first aid as needed (ice packs, band aids, etc.) if a child is injured. Families will be asked to sign the Friendly House Incident/Accident Form, which describes minor injuries, and will be contacted immediately by phone in case of more serious injuries

EMERGENCY PROCEDURES

In case of an accident, the following procedure will be used:

1. A trained staff member will administer immediate first aid. If no further medical attention is necessary, an accident report informing you of the injury and the first aid administered will be completed and presented to you for your review and signature. A staff member or the director will be available to discuss any incident.
2. A member of the staff will contact you if further medical attention is required.
3. If you or your designated emergency contacts cannot be reached, a staff member will contact your physician or local emergency unit for treatment and/or transportation to a hospital. A staff member will accompany the child to the hospital and remain until you arrive.

It is vital that information regarding emergency contacts, doctors, etc. is kept current.

FIRE/EMERGENCY DRILLS

We will conduct fire drills every month. There will be an additional emergency drill each quarter to test earthquake preparedness, lockdown procedures, and program readiness for other potential emergencies. In the event of a real emergency or an emergency drill, we will follow this procedure, according to the Friendly House Risk Management Plan:

1. If there is an emergency evacuation, staff, children, and visitors will evacuate the building immediately. The evacuation location for actual and emergency drills is the outdoor covered area adjacent to Chapman Elementary School (1445 NW 26th Ave, Portland, OR 97210.)
2. Teachers will bring their classroom backpacks, which includes a cell phone, first aid kit, emergency contact information for families, and attendance rosters.
3. Visual attendance and a head count of children in each classroom will be taken en route to the evacuation location.
4. Upon arriving at the evacuation location, head counts and name-to-face attendance will be taken.
5. In the event of a real emergency, families will be contacted via cell phone, email, or text message with updates and pick-up instructions. Staff and children will take cover inside of Chapman Elementary School, if needed.

Detailed Risk Management Policies and Procedures are available upon request.

CHILD ABUSE/NEGLECT PREVENTION

All preschool staff members are mandatory reporters and required by Oregon State Law (ORS 419B.005-419B.045) to report suspected cases of child abuse and neglect to Child Protective Services or law enforcement.

One of the areas in which reporting is required is when children are picked up by someone who appears intoxicated. If the teaching staff believes that your child's safety is at stake, you will be asked to call someone else to pick up your child. If you insist on taking your child anyway and staff determine that you are driving, we will call 9-1-1. A report will also be filed with Child Protective Services.

SMOKING, HOT BEVERAGES, AND FAMILY CELL PHONE USE

There shall be **no smoking** by staff or parents in close proximity to Friendly House buildings, while on field trips or while at the park.

We ask that hot beverages not be brought into the classroom unless they are in a secure container with a screw-on lid.

We also ask families to please refrain from using your cell phone when picking up or dropping off a child. This allows us to connect with you at the beginning and end of the day.

FEES AND BILLING

Program fees are on a sliding scale; the rate you pay is determined by your gross annual household income, household size, and the number of days per week you contract for care. The current sliding fee scale is available via your contract (emailed to you after online sign-up), on the Friendly House website, [Preschool Tuition Info](#) and [Before and After Care Tuition Info](#).

Families who need care 4 or more days per week will register as full-time. Families who need part-time care have two registration options: a 3-day per week plan or a 1-2 day per week plan. Care is day-specific, meaning that you sign up for care for specific days and these are the days your child can attend. If you need care unexpectedly, please call the director at least 24 hours in advance to determine if care will be available. We will make every effort to accommodate occasional drop-in needs for a daily fee.

Fees for late pick-up charges, failure to notify of absence and unscheduled drop-in charges will be added to your bill for the following month. The following is a list of additional fees:

Failure to notify of absence:	\$10.00 - *Applies to Friendly House School-Age Programs only
Unscheduled drop-in:	\$20.00
Returned check:	\$25.00
Late payment:	\$15.00
Late pick-up:	\$2.00 per minute (\$3.00 per minute after three late pick-ups)

Bills will be emailed monthly to the email address(es) provided at registration within the first five business days of the month.

Your base fee will be the same each month, regardless of school closures for holidays, vacation, in-service, family conferences, or inclement weather. Student tuition for the After School Program is based on an annual fee spread evenly over 10 months. The Preschool program fee is based on an annual fee spread evenly over 12 months. **We do not pro-rate for missed days due to family vacations or child illness.**

It is important that you communicate income increases or decreases that may affect your fees as those changes occur. Scholarships may be available. Contact the Children's Programs Director for information.

Bills will be emailed by the fifth working day of the month and need to be paid by the 15th. Please make checks payable to Friendly House.

If you are struggling to make your monthly payment, please contact us to inquire about scholarship availability and/or to set up a payment plan.

Failure to meet the contracted payment without prior arrangement or notification to the Friendly House finance office will result in a \$15 late fee. The following steps will be taken if payment is not received:

- 1) After 14 days (29th of the month), Friendly House will notify the parent that payment is past

due. Contact will be made via email and/or phone call.

- 2) Any balances of over 30 days with no payment plan may result in your child being dropped from the program.

Please mail payments to Friendly House, 2617 NW Savier St., Portland, OR. 97210. Payment can be accepted by the receptionist at the Crawford Building front desk. We can also accept payment on any major credit card **over the phone, in person or online via [your online account](#)**. (The link will take you directly to your payment page, after prompting you to log in.) For your convenience, you can sign up for automatic billing to your credit card each month. Please contact the director if you'd like to do so. Teaching staff cannot accept payments and should not be asked to. Thank you for your cooperation in this matter.

CHILDCARE EXPENSE STATEMENTS

Statements of your annual childcare expenses for tax purposes are not automatically generated by Friendly House. If you need a statement, please notify the Friendly House Finance Department after January 1st. Statements will be emailed to you within two weeks of your request. You can also easily access your own statement through our online registration system anytime.