

SWIFT START



PRESCHOOL

Family Handbook



General Information

Center Name: Swift Start Preschool

Director: Mashaeyla Fuery

Assistant Director: Kobe Ferrell

Debut Teacher: Marissa Thompson

Little Loves Teacher: Wendy Miller

Evermores Teacher: Lyndi Hawke

Hours of Operation: Monday-Friday 7am-5:30pm
(closure days listed in handbook below)

Ages: 8 weeks - 6 years

Address: 1871 2nd Street Springfield, OR 97477

Phone: 458-273-4336

Fax: 541-600-8826

Email: info@swiftstart.org

License Number: CC504661

Licenser: Tayna Rojakovick

Licenser Contact: (971) 218-1991



Our Promise to Families

At Swift Start Preschool, we know that choosing someone to care for your child is one of the biggest decisions you'll ever make. We don't take that responsibility lightly.

When you become part of the Swift Start family, you trust us with your greatest treasure. In return, we promise to provide a safe, nurturing, and engaging environment where your child is known, valued, and celebrated for exactly who they are.

We believe childhood should be filled with wonder, laughter, messy art projects, muddy boots, big imaginations, meaningful friendships, and countless opportunities to learn through play. Every day, we strive to create experiences that inspire confidence, encourage curiosity, and build a lifelong love of learning.

Our commitment extends beyond caring for children—we are committed to partnering with families. We believe the strongest foundation for a child's success comes from open communication, mutual respect, and working together toward shared goals. We celebrate milestones together, navigate challenges together, and support one another through every stage of your child's development.

At Swift Start, we promise to:

- Create a safe, welcoming, and inclusive environment where every child feels they belong.
- Treat every child with kindness, patience, dignity, and respect.
- Foster independence while encouraging confidence, creativity, and resilience.
- Support social-emotional growth alongside academic readiness.
- Communicate openly and honestly with families.
- Celebrate each child's unique personality, strengths, interests, and accomplishments.
- Maintain the highest standards of health, safety, and professionalism.
- Continue learning as educators so we can provide the highest quality care possible.

Our hope is that when your child looks back on their time at Swift Start Preschool, they won't simply remember learning their letters or numbers—they'll remember feeling loved, encouraged, capable, and excited to come to school each day.



Thank you for allowing us to be part of your family's journey. We are honored to learn, grow, celebrate, and create lasting memories alongside you.

Welcome to Swift Start Preschool—where every child receives a tailored experience, every family is valued, and every journey begins with confidence.

Thank you for choosing our program—we're so happy to have your family as part of our community. This handbook is designed to help you understand our values, expectations, and the day-to-day experience we strive to create for your child. We're committed to building strong partnerships with families and creating a nurturing environment where every child can feel safe, supported, and inspired.

If you have any questions about the policies in this handbook or anything else, please don't hesitate to contact our center management team. Our offices are open Monday through Friday, from 7:00 AM to 5:30 PM. You can reach us by phone at (458) 273-4336 or email us anytime at Info@SwiftStart.org.

Our Educational Philosophy

We believe that children learn best when they are interested, engaged, and encouraged to follow their natural curiosity. Our approach is rooted in the understanding that meaningful learning happens when children are active participants in their own discovery process.

Our educators serve as guides and facilitators, supporting each child's interests and introducing new concepts in ways that are thoughtful, responsive, and developmentally appropriate. We work to create an environment where children feel safe, capable, and inspired to explore.

Our classrooms are designed to be calm, open, and intentional, offering children the space to grow at their own pace. We emphasize emotional development, helping children build the skills to understand their feelings, regulate their emotions, and develop strong, respectful relationships with others.

We are committed to providing a nurturing, respectful, and enriching environment where each child can thrive.



Handbook Hopes

This guide provides an overview of our programs, team, and procedures—serving as a helpful blueprint for supporting your child’s experience at Swift Start. While updates may be made periodically, we will keep you informed of any changes. We encourage you to take a moment to review both this guide and the accompanying paperwork. Prior to your child’s first day, please complete and return the Acknowledgement of Receipt form to the Center Director.

Your Child’s First Day

Starting something new can feel a bit overwhelming for both parents and children—and that’s perfectly okay! At our center, we take pride in making these first steps smooth and enjoyable for everyone. Our dedicated team is here to support you and your child every step of the way, ensuring their first day is filled with positivity, comfort, and confidence.

Before your child’s first day, all enrollment paperwork must be completed and submitted to the office.

This includes:

- Enrollment form and emergency contact sheet
- Medical information and immunization record
- Authorization forms (for pick-up, sunscreen, and medication if applicable)
- Parent agreement and financial policy acknowledgment
- Registration fee and first tuition payment (if applicable)
- Any care plans or allergy action forms, if needed
- All required forms must be turned in before your child can attend to ensure compliance with licensing regulations and to help us provide the safest, most supportive care possible.

We encourage you to share any concerns or thoughts with us ahead of the first drop-off—your input helps us tailor the experience to your child’s unique needs. If you’re able, spending a few extra minutes in the classroom those first few days can be a wonderful way to ease into the new routine for both you and your child.



Remember, we're just a phone call away if you'd like to check in during the day. You can also stay connected through the Lillio App, which provides real-time updates and moments from your child's day to keep you in the loop.

Arrival & Late Drop-Off

Children thrive on predictable routines and consistent schedules. We ask that all children arrive by **9:30 a.m.** each day unless prior arrangements have been made with the Center Director.

Arriving before morning curriculum begins allows children to participate in classroom activities, establish routines, and transition successfully into the day.

If your child will be arriving after 9:30 a.m., please notify the center through the Lillio app or by calling the center before arrival.

Repeated late arrivals without prior communication may result in a meeting with Center Management to discuss a plan that best supports your child's success.

Daily Health Check

To help maintain a healthy learning environment, every child will receive a brief visual health screening upon arrival each day.

Staff may look for signs of illness including:

- Fever or flushed appearance
- Excessive coughing
- Difficulty breathing
- Vomiting or diarrhea
- Unusual rash
- Eye drainage
- Lethargy or unusual behavior
- Signs of a contagious illness

If a child appears too ill to participate comfortably in daily activities, the Center Director may determine that the child cannot be admitted on that day in accordance with Oregon DELC health requirements.



If symptoms develop after arrival, families will be contacted and expected to pick up their child within one hour.

Our goal is to protect the health of all children, families, and staff while ensuring every child is well enough to fully participate in the day's activities.

Our Team and Staff

We're here to support you and your child's educational and developmental journey every step of the way. If you have any questions or concerns, don't hesitate to reach out—we'd love to connect! To ensure we can give you the time and attention you deserve, please call ahead to schedule a meeting with Center Management or your child's Teacher.

We value the focus and care our teachers bring to the classroom, so for longer conversations that require more than just a few minutes, scheduling a time through our management team helps us keep things running smoothly while still addressing your needs. Your partnership is important to us, and we're committed to working together to create the best experience for your child!

Our Wonderful Teachers

Teaching is a calling, and at Swift Start, we carefully select educators who are natural leaders with a true gift for working with children. Our teachers are just as enthusiastic about diving into an art project or building sandcastles as they are about teaching ABCs. Their dedication goes beyond the classroom—they participate in ongoing professional development to stay up to date on the latest in early childhood education, ensuring your child receives exceptional care and instruction every day.

Safety and preparedness are top priorities. All Swift Start employees are certified in Infant and Adult First Aid/CPR and have completed Oregon Food Handler's training. Additionally, each teacher undergoes an extensive background check and is enrolled in Oregon's Central Background Registry.

Our lead teachers are highly qualified, with over 750 hours of in-classroom training and classroom management experience. Every classroom is led by at least one of these experienced professionals, ensuring a supportive, nurturing environment where your child can thrive.



Swift Start's Approach to Development

At the heart of our program there is a deep respect for children and their families. By building strong, meaningful relationships, creating safe and nurturing environments, and following best practices in early childhood education, we help children develop a love for community, nurture their curiosity, and build confidence that will carry them through life.

Rooted in a rich tradition of early childhood research and best practices, our program takes a child-centered approach to development and learning. We honor each child's individuality while celebrating the diversity within our community, helping children understand and appreciate both what makes them unique and what connects us all.

Our curriculum is designed to inspire young minds to think critically, explore creatively, and embrace the joy of play-based learning. We believe in empowering children to become change-makers who are curious, compassionate, and community-oriented. Each classroom is thoughtfully tailored to meet the unique needs of the children it serves, and our curriculum reflects the latest research in early childhood development to ensure every child thrives.

Our Dedication of Inclusion

We believe that early childhood education provides incredible benefits for every child. At our center, we strive to create a warm, inclusive environment where children feel safe to learn, grow, and explore the beauty of both our similarities and differences. By embracing diversity, we enrich every child's understanding of the world and foster meaningful connections. From the moment you walk through our doors to the day your child embarks on their next educational adventure, inclusion is at the heart of everything we do.

We recognize that every family's journey is unique. Whether your child is learning English and could benefit from incorporating their home language into their daily experience or requires accommodations for a disability, we are here to support you. We encourage you to connect with our Center Director before enrollment to share any specific needs or requests. Together, we'll create a plan to ensure your child has the best possible experience in our program.

Classroom Programs



At this stage, your child's brain is growing and developing at an amazing pace, forming new connections every moment. That's why each moment of learning counts, and we're here to make every one of them meaningful!

Our classrooms are thoughtfully designed to meet your child's unique needs, creating an environment where they can thrive. Our curriculum is rooted in the latest research on early childhood development, offering engaging, age-appropriate experiences that support their growth and inspire their curiosity.

To ensure your child is making progress in key developmental areas, we regularly assess their growth and create a personalized learning plan tailored to their needs. We also value open communication with families and maintain an ongoing dialogue with you so we can work together to support your child's journey.

Debut

8 weeks to 18 months

We understand that learning begins the moment a child is born. That's why our infant/toddler program is thoughtfully designed to support babies during this incredible stage of growth and discovery. During this prime period of brain development, infants begin forming connections with themselves, others, and the world around them—and we're here to nurture those critical moments.

Through warm, responsive interactions with our caregivers, babies develop a sense of security that allows them to explore, learn at their own pace, and embrace new challenges with confidence.

Our program's key features include:

- Customized activity plans tailored to your baby's unique needs and interests.
- Individualized sleeping and feeding schedules to ensure comfort and well-being.
- Safe sleep practices that follow the guidelines of the American Academy of Pediatrics.
- Group activities spark curiosity and encourage early socialization.
- Cognitive and motor skills development through age-appropriate play and activities.
- A focus on whole-child development, supported by thoughtfully selected materials and toys.

Little Loves

18 Months–35 Months

Toddlers are full of curiosity and eager to explore the world around them while learning to express their thoughts and emotions. As they begin to assert their independence and develop an understanding of group play, our Little Loves program is thoughtfully designed to engage their busy hands and active minds. Tailored specifically for the "Terrific Tods", this program provides experiences that support their natural curiosity and love for discovery.

Our caring teachers create countless opportunities for creative expression through games, songs, movement, and art. These activities not only help your child build skills and confidence but also nurture their individuality. Through group activities like sharing, cooperating, and taking turns, your child learns the value of being part of a community, preparing them for the exciting transition to preschool.

Program Features:

- Daily community experiences to support social and developmental skills.
- Environments designed for holistic growth, fostering cognitive, physical, social, and emotional development.
- Child-directed play, allowing each child to grow and learn at their own pace.
- Engaging activities that build essential skills and encourage exploration and creativity.
- Portfolio collections showcase your child's unique creations and milestones.

Daily Schedule (subject to change):

7:00 am - 9:00 am: Morning Activities

9:00 am - 9:30 am: Morning Snack

9:30 am - 10:30 am: Curriculum Time

10:30 am - 11:30 am: Morning Outdoor/Body Movement Play

11:30 am - 12:00 pm: Lunch (Parent-Provided)

12:00 pm - 3:00 pm: Nap Time

3:00 pm - 3:30 pm: Afternoon Snack

3:30 pm - 4:15 pm: Afternoon Outdoor/Body Movement Play

4:15 pm - 5:30 pm: Afternoon Activities

Our Little Loves program celebrates the unique energy and enthusiasm of toddlers, creating a supportive environment where they can thrive and grow. We can't wait to partner with you and your child on this exciting journey!

Evermores



3-6 years

As preschoolers grow more agile and develop increasingly complex skills, their world of learning expands in exciting ways. Our preschool program introduces foundational concepts in language, math, science, and social skills through fun, hands-on experiences that make learning both enjoyable and accessible. With a focus on fostering creativity, curiosity, and confidence, your child will participate in science experiments, create art, tackle new challenges, and form meaningful friendships.

Program Features:

- Portfolio collections showcase your child's creativity and developmental milestones.
- Engaging thematic units are designed to spark curiosity, foster self-direction, and build self-confidence.
- Interactive memory games to strengthen executive function and cognitive skills.
- Hands-on activities, like collage-making, blend creative expression with tactile exploration.
- Daily small group sessions tailored to support skill development and collaboration.

Daily Schedule (subject to change):

7:00 am - 9:00 am: Morning Activities

9:00 am - 9:30 am: Morning Snack

9:30 am - 10:30 am: Curriculum Time

10:30 am - 11:30 am: Morning Outdoor/Body Movement Play

11:30 am - 12:00 pm: Lunch (Parent-Provided)

12:00 pm - 3:00 pm: Nap Time

3:00 pm - 3:30 pm: Afternoon Snack

3:30 pm - 4:15 pm: Afternoon Outdoor/Body Movement Play

4:15 pm - 5:30 pm: Afternoon Activities

Our preschool program is all about encouraging discovery, exploration, and independence while helping your child build the skills and confidence they'll carry into their next adventures. We look forward to partnering with you on this exciting journey!

Transitions to new Classrooms

When it's time for your child to move to a new class, we take great care to ensure the transition is smooth and supportive. We consider your child's developmental and maturity levels, as well as classroom availability, to make the timing just right.



Our transition process is designed with your family in mind. We'll work closely with you to help your child adjust to their new environment, teachers, and classmates. By involving your family in this process, we create a sense of comfort and confidence, setting the stage for a positive and exciting next step in your child's journey.

Consistent Care

Consistency plays a vital role in helping children feel secure and ready to learn. Building lasting relationships with teachers and classmates is essential for their growth, which is why our centers and curriculum are thoughtfully organized by the age group.

While we work hard to maintain this structure, there are times when we may need to combine age groups. This typically happens during periods with fewer children in the center, such as early mornings, late afternoons, or when staff members are absent. Rest assured, these moments are managed with care, ensuring all children continue to feel supported, engaged, and safe.

By maintaining flexibility while prioritizing consistency, we create an environment that fosters both stability and adaptability for every child.

Positive Guidance and Reinforcement

In a child's early years, learning how to interact with others and navigate social situations is a key part of their development. Our proactive approach to guidance focuses on reinforcing positive behaviors to build a strong foundation for social and emotional growth. Instead of dwelling on negative behaviors, our teachers use techniques like redirection, praise, and distraction to guide children in a supportive and encouraging way.

In this positive environment, most inappropriate behaviors are minimized. In rare and extreme cases, and only as a last resort, a child may be gently directed to an alternate activity away from the group. This strategy is never used as a punishment but rather as an opportunity for the child to refocus and reset. When the child feels ready, they are warmly welcomed back to the group. Please note that this approach is not applied to infants or toddlers.

We see families as invaluable partners in nurturing socially appropriate behaviors. As your child's primary educator, we may occasionally reach out for your collaboration in



addressing specific behaviors observed at the center. Together, we can create a consistent and supportive environment that helps your child thrive.

Developmental Screening and Referral Policy

At Swift Start Preschool, we are committed to supporting each child's growth and development through ongoing observation, developmental screening, and collaboration with families and community partners.

Developmental Monitoring and Screening

Teachers regularly observe children's development across all domains, including social-emotional, cognitive, language, and physical development. Formal developmental screenings may be conducted using age-appropriate tools within the first 45 days of enrollment and periodically throughout the year, as recommended by Oregon Early Learning guidelines.

Families will be notified prior to any formal screening and will receive a summary of results. Screenings are used to identify strengths, monitor developmental progress, and determine whether additional support may be beneficial.

Family Communication

If a screening or teacher observation indicates that a child may benefit from additional support, the Director or Lead Teacher will schedule a private conversation with the child's family. Our goal is to partner with families in a respectful, strength-based way and to provide helpful resources — not to diagnose.

Referral to Specialized Assessment

With family consent, Swift Start Preschool may refer children to community-based early childhood specialists for further evaluation. In Oregon, this may include referral to Early Childhood CARES (EC CARES) or other early intervention and early childhood special education services.

Staff will:

- Share observation notes and screening information with families.
- Provide referral contact information and support families through the referral process.
- Collaborate with EC CARES or other providers when families choose to pursue services.



Confidentiality

All screening results, observations, and referrals are confidential and will be handled in accordance with licensing requirements and privacy standards.

Inclusive Practices

Swift Start Preschool believes that all children belong. If a child qualifies for specialized services, staff will work collaboratively with families and specialists to support inclusion and individualized learning within the classroom whenever possible.

Infant and Toddler Supplies

Feeding infants and toddlers is a highly personalized process because every child is wonderfully unique. We ask that bottles be brought to the center each day pre-prepared, as our staff cannot mix formula or add cereal to bottles. For safety reasons, bottles are never placed in cribs with children, and we kindly ask that bottles not be left at the center overnight, as any contents will be discarded.

When your child begins eating solid foods, we'll provide a morning and afternoon snack. Families are responsible for providing any additional meals to ensure your child's dietary needs and preferences are met.

To keep your child comfortable throughout the day, please provide two complete sets of labeled clothing (including your child's first and last name). Additionally, we ask families to supply bibs, diapers, and wipes unless otherwise noted in your enrollment materials.

We recognize that every child and family has unique needs. If you have specific preferences or requests, we're happy to discuss options to better accommodate your family. Together, we'll ensure your child has the best possible care and support.

Breastfeeding

We're here to support you on your breastfeeding journey! Our center provides a comfortable, nurturing environment for nursing parents, and we fully embrace and support your choice to breastfeed beyond infancy. Rest assured, weaning is never a requirement for transitioning your child to the next classroom or age level.

Our center is equipped to handle expressed breast milk. To ensure the best care for your child, we ask that all bottles be brought to the center each day pre-prepared and in liquid form, as we are unable to accept frozen milk or unmixed formula.

For personalized support, please don't hesitate to discuss your needs with your Center Director. We're committed to working with you to ensure both you and your child feel accommodated, supported, and cared for every step of the way.

Diapering and Potty Training

Successful toilet learning is built on strong collaboration between you, your child, and their teachers. At our center, we focus on consistent, positive encouragement from all caregivers to help children develop toileting skills in a supportive and stress-free environment.

When your child expresses an interest in toilet learning, we'll partner with you to create a plan that supports their unique developmental needs. Our goal is to make this important milestone a smooth and empowering experience for both you and your child.

We understand that every child begins toilet learning at their own pace and progresses differently. During this time, please provide several complete changes in clothing and two pairs of shoes to keep at the center. We're always here to answer any questions and keep you updated on your child's progress.

Until your child is ready for toilet learning, we will continue to provide diaper changes as needed. Diaper-changing procedures are clearly posted in each classroom, and details of each change will be logged into your Lillio app for your convenience.

With patience, encouragement, and teamwork, we'll support your child as they take this important step toward independence!

Toilet Learning Expectations

Toilet learning is a developmental milestone that occurs at different ages for every child. Our goal is to work collaboratively with families to provide consistency between home and school.

Children beginning toilet learning should arrive in easy-to-remove clothing and have multiple changes of clothing available each day.

Pull-ups may be used during the toilet learning process until a child consistently remains dry.

Accidents are expected and treated respectfully without punishment or embarrassment.

Once a child demonstrates consistent success using the toilet independently, families may transition to regular underwear.



Teachers will communicate daily regarding your child's progress to help ensure consistency between home and school.

Biting

Biting is a common and developmentally normal behavior among young children. As sensory learners, young children often explore their world through oral activities. Limited impulse control, especially before language skills are fully developed, can sometimes lead to biting as a way of communicating needs or frustrations.

We understand that biting can be a concern for families, and we are committed to addressing it with care and professionalism. Our teachers and staff are trained to recognize potential triggers for biting and to implement proactive strategies to minimize and prevent such incidents.

If your child bites or is bitten, we will provide an Incident/Accident Report to both families involved while maintaining the confidentiality of all children. We believe in open communication and encourage you to reach out to your child's teacher or Center Management with any questions or concerns about a biting incident.

Together, we can work to understand and guide your child's behavior in a positive and constructive way.

Behavior Intervention Plan

At Swift Start Preschool, we provide a safe, nurturing environment where all children can grow and thrive. We value working in partnership with families to support each child's development and unique needs.

In some cases, a child may exhibit behaviors that impact the safety or well-being of others. When this occurs, we will work closely with families to create a behavior support plan and explore all appropriate interventions. However, if safety concerns persist and cannot be resolved, Swift Start reserves the right to make difficult decisions regarding continued enrollment in order to protect the safety of all children and staff.

Personal Belongings

Your child will enjoy access to a wide variety of stimulating, educational toys every day at our center. To ensure a smooth and positive experience, we welcome special comfort items like a blanket, soft toy, or stuffed animal for rest time. However, we kindly ask that other toys and belongings stay at home, as personal items can sometimes lead to conflicts between children or cause stress if they are lost or misplaced.

For safety and to promote a positive environment, toy weapons (such as guns, water pistols, swords, shields, or any items resembling weapons) are not permitted at the center.

If your child brings electronics to the center, they must be stored in the "off" position in their cubby. Personal electronics are not allowed in the classroom, and while we do our best to maintain a secure environment, we cannot assume responsibility for lost or damaged personal items.

Thank you for helping us create a safe and enjoyable space for all children to learn and play!

Clothing and Shoes

A full day at our center is packed with engaging activities like singing, painting, indoor and outdoor play, dancing, and eating! To ensure your child can focus on learning and having fun, we recommend comfortable, washable clothing that can keep up with all the excitement.

Clothing Guidelines:

- **Footwear:** For safety, we require rubber-soled, closed-toe shoes with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels are not allowed. Shoes with Velcro or laces are ideal to help prevent trips and falls. Shoes are required for all walking children.
- **Extra Clothes:** Please provide two complete sets of extra clothes, including socks, and consider leaving an extra pair of shoes and a sweater or sweatshirt at the center. Label all clothing with your child's first and last name and check periodically to ensure everything still fits.
- **Seasonal Attire:**
 - In hot weather, dress your child in hats or visors, tightly woven clothing, and apply sunscreen before arriving. If you'd like us to apply sunscreen during the day, please provide sunscreen along with an authorization form.

- In cold weather, provide layered clothing, including mittens or gloves, hats or hoods, sweaters or sweatshirts, and warm, waterproof outerwear and footwear.

Safety Considerations:

- For safety reasons, shirts, jackets, sweatshirts, jewelry, or clothing with drawstrings around the neck or waist are not allowed (unless required for personal or religious reasons). Please remove all drawstrings.
- Additional Notes:
 - Play and learning can get messy! The center is not responsible for lost, stained, soiled, or torn clothing, so choose items that allow your child to fully enjoy their day without worry.
 - Thank you for helping us ensure your child's comfort and safety while they explore, learn, and have fun!

Outdoor Play

Outdoor play is an important part of every child's physical, social, and emotional development. Weather permitting, children will spend time outdoors every day.

Children should arrive dressed appropriately for the weather, including:

- Closed-toe shoes
- Jackets
- Rain gear
- Boots
- Hats
- Gloves
- Sunscreen (when applicable)

Only severe weather conditions such as dangerous air quality, lightning, extreme heat, or extreme cold will prevent outdoor play.

If a physician determines your child cannot participate in outdoor activities, written medical documentation must be provided. Please note that if your child is too ill to participate in outdoor play, they may also be too ill to attend childcare.

Inclement Weather & Appropriate Clothing

Oregon weather can change quickly, and children benefit from spending time outdoors in nearly every season. We believe outdoor play is an important part of a healthy childhood and make every effort to go outside daily.



To help your child stay comfortable and enjoy their time outdoors, families are responsible for providing weather-appropriate clothing each day. Depending on the season, this may include:

- Rain jacket
- Waterproof boots
- Warm coat
- Hat and gloves
- Extra socks
- Lightweight jacket
- Sun hat
- Sunscreen (with completed authorization form)

Please label all clothing and outerwear with your child's name.

If your child arrives without appropriate outdoor clothing, we will do our best to accommodate them using available extra clothing when possible. However, we cannot guarantee that extra items will always be available. If a child cannot safely participate outdoors due to missing clothing, families may be contacted to bring the necessary items to the center.

For the safety and supervision of all children, staff are unable to remain indoors with individual children while the rest of the class is outside unless there is a documented medical reason approved by the Center Director.

Thank you for helping us provide safe, healthy, and active outdoor experiences throughout the year.

Our Nutritional Program

When your child is ready for table food, we're excited to provide delicious and nutritious morning and afternoon snacks that they'll love!

At this time, our center is unable to provide lunch, so we kindly ask families to pack a lunch for their child each day.

We're committed to serving snacks you can feel great about. Our menu includes fresh fruits and vegetables, lean proteins, and whole grains—perfect for fueling growing bodies and curious minds. You won't find fried food, juice, or desserts on our snack menu. By limiting high-calorie foods with unhealthy fats and added sugars, we ensure your child is getting the nourishing options they need to thrive.



For all home-packed meals, we ask that families follow the USDA guidelines and provide one item from each food group. Lunch must include protein, grain, fruit, vegetables, and a dairy or juice option.

Thank you for partnering with us to provide healthy and satisfying meals and snacks for your child!

Food Allergies and Dietary Restrictions

We're happy to accommodate a variety of dietary preferences and needs to ensure every child feels included and cared for. Vegetarian options are always available for children who don't eat meat, and we regularly serve vegetarian snacks to all children at the center several times a week.

If your child has a food allergy or other dietary restrictions, we're here to support you. Our team will work closely with you to create a personalized plan that meets your child's needs while ensuring they enjoy safe and nutritious meals and snacks. Your child's well-being is our priority, and we're committed to providing a dining experience that's both inclusive and enjoyable!

Celebrations and Birthdays

Celebrations and birthdays are such special moments for kids, and we're thrilled to help make them have extra fun! If you'd like to bring food to celebrate, we ask that all items be nut-free and commercially packaged with ingredient labels to ensure the safety of all children and accommodate any allergies or dietary restrictions.

Healthy options like whole-grain snacks, veggie platters with dip, or fresh fruit trays are wonderful choices that everyone can enjoy. To make the celebration seamless, please bring enough for all the children in your child's class.

We recommend coordinating with your child's teacher and Center Director ahead of time to get tips and ensure everything is set for the big day. Together, we can create a celebration that's both memorable and inclusive!

Each family will be required to sign a document stating that they allow their child to participate in these activities. If you would not like your child to participate, please let us know and we will work with you on an alternative.

Medical Records



To ensure the health and safety of all children in our care, immunization records must be submitted at enrollment and kept up to date. Attendance cannot be permitted unless your child's immunization records comply with local childcare licensing regulations for ages 8 weeks to 5 years of age (not yet enrolled in kindergarten.) School aged families will not need to provide immunization records.

If you need to request a religious, personal, or medical exemption from these requirements, please contact your Center Director. We're here to work with you and answer any questions you may have.

Our center follows the vaccination guidelines recommended by the Centers for Disease Control and Prevention (CDC), and we encourage families to adhere to these recommendations for their child's health and well-being. For more detailed information about immunization regulations and guidelines, please visit the CDC website at www.cdc.gov.

Thank you for helping us maintain a safe and healthy environment for all children!

Medications

Whenever possible, we encourage administering medications at home. To simplify scheduling, you might consider asking your healthcare provider for prescriptions with 12-hour dosages. However, we understand that some situations require medication to be given during the day. At the center, all medications will be administered according to local childcare licensing regulations, and the policies outlined below. If there's a difference between our policies and licensing regulations, the more stringent guidelines will apply.

Prescription and Over-the-Counter Medications:

- To have a staff member administer medication to your child, you must complete all required paperwork provided by your Center Director.
- Medications must be brought in their original container and placed in a clear bag labeled with your child's first and last name.
- For prescription medication, the label must include the child's name, the date the prescription was filled, the prescribed physician's name, and length of time to give the medication.

For nonprescription medications, we must follow the manufacturer's label directions unless written instructions from a physician state otherwise.

To administer topical nonprescription medications, such as sunscreen, you must complete a Topical Ointment Authorization Form.

For children under two years old, we require written instructions from a physician before administering any nonprescription medication.

Important Medication Guidelines:

- Do not store medication in diaper bags, lunch bags, backpacks, or other personal belongings.
- We do not mix medications with food, formula, or juice, and we do not dispense medication in bottles or cups.
- Unused medications must be taken home every Friday or on your child's last day of attendance each week. Our centers cannot store medications over the weekend, except for emergency medication or medication needed by school-age children who arrive without a parent or guardian at the start of the week.
- By following these guidelines, we can ensure the safety and well-being of all children in our care. If you have any questions or need assistance with medication procedures, please don't hesitate to speak with your Center Director.

Confidentiality and your Family's Records

Your child's records, including all personal details, are treated with the utmost confidentiality. Access to these records is limited to individuals directly involved in your child's care, or those affiliated with childcare licensing, protective services, or other government agencies. Access will only be granted with your written consent or a court order.

Access to Records:

- As a parent or guardian, you have the right to request access to your child's records. Documents maintained at the center—such as the Enrollment Agreement, Incident/Accident Reports, Family Communication sheets, and progress notes—can be reviewed at reasonable times. For access to additional records or documents, please contact your Center Director for assistance.

Updating Records:

- As the primary parent or legal guardian, you may update or add information, comments, data, or other relevant materials to your child's records at any time.
- Retention of Records:

- If you choose to withdraw your child from the center, their records will be retained for the minimum period required by local childcare licensing regulations. Should you need a copy of these records, an administrative fee may apply to cover copying and delivery costs.

Protecting Privacy:

- To respect the privacy of other children and families, we kindly ask that you refrain from posting photos or videos online that include children other than your own.
- We are committed to maintaining the confidentiality and privacy of your child's records while ensuring transparency and accessibility for you as a parent. If you have any questions or concerns, please don't hesitate to reach out to your Center Director.

Annual Reviews:

- Once a year, our center will ask you to update your enrollment paperwork and re-sign stating the information is up to date.

Photography & Social Media

Throughout the year, teachers may take photographs of classroom activities to share with families through the Lillio App and, with written permission, for promotional materials including our website and social media pages.

Families will complete a Photo Release Authorization during enrollment indicating whether their child may be photographed for public use.

To protect the privacy of all children, families are asked not to post photos or videos online that include children other than their own without permission from those families.

Photography by visitors inside classrooms should be limited to special events unless otherwise approved by Center Management.

Allergies

Your child's safety is our top priority, and we take allergies very seriously. If your child has allergies, please notify your Center Director and include detailed allergen information in your Enrollment Agreement. This allows us to implement the necessary precautions and ensure your child's safety. Our Center Director will also collaborate with you and your child's doctor to accommodate any specific dietary or medical needs.



To support children with severe nut allergies, we kindly request that you avoid bringing any items containing nuts to the center. This helps us maintain a safe and inclusive environment for all children.

If your child has severe allergies that may require medical intervention, such as the use of an EpiPen, please inform your Center Director immediately. We will guide you through any necessary paperwork and ensure our staff receive appropriate training to respond promptly and effectively in case of an emergency.

Thank you for partnering with us to create a safe and supportive environment for every child. If you have any questions or need additional assistance, please don't hesitate to reach out.

Safe Sleep

Infants at our center sleep according to their individual needs, guided by personalized plans developed in collaboration with you and your child's teachers. Your Center Director will provide detailed information about the required bedding and instructions for washing all sleep items to ensure cleanliness and safety.

Following the American Academy of Pediatrics (AAP) guidelines, infants will always be placed on their backs to sleep unless a documented medical condition requires a different position. If any medical devices are needed for sleep, we will also ask for a physician note to keep on file. For safety, only pacifier and essential medical devices are allowed in the crib—no other items will be placed inside. During nap and rest times, children are closely supervised, and room lighting is maintained at a level that allows teachers to clearly see each child's face at all times.

For older children who use blankets during rest time, our teachers ensure that children are safely supervised, preventing blankets from covering their faces and ensuring a secure, comfortable sleep environment.

We're dedicated to providing a safe and restful experience for all children in our care. If you have any questions or specific requests about your child's sleep routine, please don't hesitate to discuss them with your Center Director or teachers.

Rest Time

Children enrolled in toddler and preschool classrooms participate in a daily rest period following lunch.

Children are encouraged—but never forced—to sleep.



Children who do not fall asleep will be provided with quiet activities after an appropriate rest period while respecting the sleep needs of others.

Families should provide any approved comfort items, blankets, or nap supplies requested by their classroom teacher. All items should be clearly labeled with the child's name.

Teachers maintain supervision throughout the entire rest period and ensure children remain safe and comfortable.

Security

Ensuring your child's safety and security is our top priority. Our centers are equipped with secure doors that require a key fob for access. Each family will be given 2 key fobs when enrolled. These FOBS need to be returned upon disenrolling. If key FOBS are lost or not returned, families will be charged a \$25 fee per lost FOB. If you need to purchase another FOB, you can ask your center director to order one for you. These FOBS allow for you to enter the building without help from an employee. Please ensure you scan your FOB in, even if someone holds the door for you.

Attendance and Pick-Up Procedures:

- **Signing In and Out:** All children must be signed in and out using our paper roster and our electronic system, in compliance with local childcare licensing regulations.
- **Direct Contact:** A staff member must be directly notified when dropping off or picking up your child to ensure proper handoff.

Authorized Contacts:

- Upon enrollment, you will complete an Enrollment Agreement that includes sections for Primary and Emergency Contacts and Release Authorization. These designate the individuals authorized to pick up your child. It's your responsibility to keep this information accurate and up to date.

Releasing Your Child:

- **Written Authorization:** Written authorization must be on file before we can release your child to anyone not already listed in your records.
- **Telephone Authorizations:** While telephone authorizations are not preferred, they may be accepted in special circumstances. You will need to answer security questions as outlined in your Enrollment Agreement.

Photo ID Requirement: Staff members will request a government-issued photo ID from anyone who is not personally known to them. Please inform authorized



individuals in your Enrollment Agreement that they must verify their identity upon arrival.

Additional Security Measures:

- **Emergency Contacts:** We will not release a child to any Emergency Contact under 18 years of age unless that person is the child's legal parent or guardian.
- By following these procedures, we can create a safe and secure environment for all families. If you have any questions or need to make updates to your child's records, please contact your Center Director.

Child Accidents

Your child's safety is our top priority, and we are committed to keeping you informed about any accidents or injuries. Despite our best efforts, accidents can occasionally happen. If your child is injured while at the center, you will receive an Incident/Accident Report when you pick them up. If your child requires medical attention, we will make every effort to contact you immediately and provide necessary emergency care until you arrive.

If we are unable to reach you, we will promptly contact one of the emergency contacts listed on your Enrollment Agreement. Our staff is trained to handle such situations with care and professionalism, ensuring your child receives the attention they need. Thank you for trusting us to care for your child. If you have any questions about our safety program or emergency procedures, please don't hesitate to reach out to your Center Director.

Injury & Incident Notification

Families will always be informed whenever their child experiences an injury or behavioral incident while in our care.

Minor injuries, such as small scrapes or bumps, will be documented on an Incident Report and shared with families at pick-up.

Parents will be contacted immediately for:

- Head injuries
- Injuries involving the face or mouth
- Suspected broken bones
- Allergic reactions
- Injuries requiring medical attention



- Any emergency

Documentation is maintained in accordance with licensing requirements.

Transportation & Field Trips

Currently, Swift Start Preschool does not provide transportation for children to or from the center.

Occasionally, classes may participate in walking field trips within the local community. Families will be notified in advance, and written permission will be obtained prior to participation.

All children will always remain under staff supervision while participating in approved activities.

Emergency Preparedness

Swift Start Preschool maintains comprehensive emergency preparedness plans in accordance with Oregon Department of Early Learning and Care (DELIC) requirements.

Children and staff participate in regularly scheduled emergency drills, including:

- Fire evacuations
- Earthquake drills
- Lockdown procedures
- Shelter-in-place procedures

Emergency supplies, first aid materials, emergency contact information, food, and water are maintained onsite.

In the event of an emergency requiring evacuation, families will be notified as soon as safely possible through the Lillio App, phone, text message, or email with reunification instructions.

Mandatory Reporting Requirements

At our center, ensuring the safety and well-being of all children in our care is our highest priority. This commitment extends not only while they are at our center but also beyond. By law, anyone working directly with children is a mandated reporter and required to report any suspicions or evidence of child neglect or abuse to local childcare licensing agencies or law enforcement.



Our staff are thoroughly trained to recognize signs of potential abuse or neglect. If you have questions about these procedures, your Center Director can provide detailed information about the mandated reporting requirements specific to your center.

Mandated Reporting for Staff Conduct:

Mandated reporting also applies to incidents where a staff member may use inappropriate disciplinary methods or engage in behavior that could endanger children.

In such cases, the Center Director will:

- Inform parents of the situation.
- Report the incident to childcare licensing authorities.
- Collaborate with Human Resources to determine appropriate actions regarding the staff member's employment.

Legal Requirements:

Failure to report as required by local childcare licensing regulations can lead to legal consequences. Furthermore, the law prohibits any interference with the reporting of child abuse or neglect, ensuring the process is carried out without obstruction.

We are committed to maintaining a safe, nurturing environment where children can thrive, and we take these responsibilities very seriously. If you have any concerns or questions, please don't hesitate to speak with your Center Director.

Custody and Visitation

Some families have legal custodial orders that specify who is authorized to pick up or visit a child. If custody orders apply to your child, please provide a copy to Center Management so it can be included in your child's confidential file. This information is used solely to ensure your child's safety and well-being.

Keeping Records Updated:

It's important to notify Center Management if custody orders change or expire. This helps us ensure that our records remain accurate and aligned with the latest legal requirements.

Custody and Visitation:

Please note that our staff are not responsible for supervising parenting time. For this reason, non-custodial parent visitation is not permitted at our centers. If an individual has court-ordered legal custody, the child will be released to that legal custodian, regardless of any visitation schedules.



If you have any questions or need guidance regarding custody arrangements, please feel free to speak with your Center Director. We are here to support your family and prioritize the safety and well-being of your child.

Emergency Evacuations and Situations

At our center, we prioritize safety and take every precaution to prepare for potential emergencies. Regular emergency evacuation drills are conducted in compliance with local childcare licensing regulations to ensure our staff and children are well-prepared.

Each classroom has an emergency plan and list of procedures clearly posted for your reference. We encourage you to review these procedures and familiarize yourself with the designated evacuation location for your child's classroom.

In the unlikely event of an emergency evacuation, you can rest assured that we will notify you promptly once all children have been safely relocated. Your child's safety is always our top priority, and we are committed to maintaining a calm, organized response in any situation.

If you have any questions about our emergency preparedness plans, please feel free to reach out to your Center Director.

Late Pickup

We understand that occasional delays can happen, and we ask that every effort be made to pick up your child on time. If you are unable to arrive as scheduled, please arrange for an authorized adult listed on your Enrollment Agreement to pick up your child. Should a late pickup be unavoidable and you cannot reach your emergency contacts, please inform us immediately so we can plan accordingly.

If Your Child Is Not Picked Up by Closing Time:

We will attempt to contact you or another authorized individual to pick up your child. If we are unable to reach anyone within 30 minutes after closing, the Center Director or a responsible staff member will follow local childcare licensing regulations, which may include contacting Child Protective Services or the appropriate authorities. If authorities are contacted, a note will be posted on the center door with information about your child's location and the contact details of the agency or individual involved.

Additional Policies:



Transportation: For safety and liability reasons, our staff, including the Center Director, cannot transport your child from the center under any circumstances.

Late Pickup Fee: A late pickup fee will be applied for pickups after closing time. You will accrue a \$15 late fee per 15 minutes late, and \$1 per minute after 15 minutes. These late fees will be invoiced through your parent lillio portal.

We appreciate your understanding and cooperation in ensuring a smooth and safe pickup process for all children. If you have any concerns or need further clarification, please feel free to reach out to your Center Director.

Illness and Caring for Sick Children

Children may sometimes become ill during the day or show symptoms before arriving at the center. If you choose to keep your child at home, please notify us by sending a message through the Lillio app or marking your child absent.

Illness at the Center:

If your child becomes ill while at the center, they will be moved to a designated area to limit contact with other children. You will be contacted and asked to pick up your child within one hour of notification.

To ensure the health and safety of everyone, your child may not return to the center until:

- They have been symptom-free for at least 24 hours, or
- You provide a doctor's note confirming they are cleared for re-admittance.

Emergency Situations:

In the case of a serious accident or illness, we will call an ambulance immediately to ensure your child receives prompt medical care. To help us respond effectively, your Enrollment Agreement includes a list of authorized pickup contacts, your child's doctor, and your preferred hospital. Please keep this information accurate and up to date.

Your child's health and well-being are our top priorities, and we appreciate your cooperation in helping us maintain a safe and healthy environment. If you have any questions, please don't hesitate to reach out to your Center Director.

Temporary Exclusion



To help prevent the spread of illness and prioritize the health of all children at our center, we may occasionally need to temporarily exclude your child from attendance. As a general guideline, children must be fever-free for at least 24 hours without the use of fever-reducing medication before returning. For details on specific illnesses and return criteria, please refer to the following section or contact your Center Director.

Reasons for Exclusion:

Your child will need to stay home if they have an illness or symptom that prevents them from fully participating in daily activities, including outdoor play, or if they require more individual care than our staff can provide without impacting the well-being of other children.

Unvaccinated children may face longer exclusion periods for certain illnesses to protect the health of all children and staff.

Children may also be excluded if they have an illness that local regulations mandate exclusion from group care settings.

Policies and Procedures:

Our decisions align with state childcare licensing and health department regulations, except in cases where our policies are more restrictive to ensure the safety of everyone.

Additionally: We may require a healthcare provider clearance for your child to return to the center after certain illnesses.

Policies may be updated as needed to reflect the latest guidance and maintain a safe environment for all children and staff.

Thank you for helping us maintain a healthy and safe environment. If you have any questions or need clarification, please don't hesitate to reach out to your Center Director.

Enhanced Cleaning & Sanitizing During Illness

The health and safety of our children, families, and staff is one of our highest priorities. While we follow strict daily cleaning and sanitizing procedures year-round, we take additional precautions whenever there is an increase in illness within the center.



If we become aware of a contagious illness in a classroom, we implement enhanced cleaning protocols that include deep cleaning and disinfecting high-touch surfaces, toys, learning materials, restrooms, sleeping equipment, and other commonly used areas. Toys that cannot be thoroughly sanitized are temporarily removed from use until they can be properly cleaned.

Our staff uses EPA-approved disinfectants that are safe for childcare settings and follows all Oregon Department of Early Learning and Care (DELIC) licensing requirements and public health recommendations for cleaning and sanitizing.

We also increase handwashing reminders, reinforce healthy hygiene practices with children, and closely monitor classrooms for additional symptoms. Families will be notified of communicable illnesses as appropriate while maintaining the privacy of those affected.

By working together—keeping sick children at home, practicing good hygiene, and maintaining a clean environment—we can help reduce the spread of illness and keep our school community healthy.

Weapons and Violence

The safety of our children, families, and staff is our highest priority. Firearms and other weapons are strictly prohibited on our property or at any event we host. The only exception to this policy is for sworn law enforcement officers as required by law. If a child is found in possession of a weapon, center management will confiscate it immediately and report the incident to the appropriate authorities.

Addressing Endangering or Abusive Behavior:

If a child's or parent's behavior poses a danger to others or involves abusive conduct toward children, parents, or staff, we reserve the right to take swift action, including the immediate disenrollment of the child from our program.

These measures are in place to maintain a safe, respectful, and supportive environment for everyone in our community. If you have any questions about this policy, please contact your Center Director.

Drug-Free Environment

We are committed to maintaining a healthy and safe environment for everyone at our center.

Prohibited Substances:

Smoking or vaping of any kind is strictly prohibited for staff, family members, and guests, both inside the center and anywhere on its grounds.

The use, vaping, smoking, consumption, sale, manufacture, or presence under the influence of alcohol, cannabis, or illegal drugs is not allowed on center property under any circumstances.

These policies are in place to ensure the well-being of all children, families, and staff.

Thank you for your cooperation in helping us maintain a safe and supportive environment. If you have any questions, please contact your Center Director.

Hand Washing

Teaching your child the importance of handwashing from an early age is essential for their health and helps them take an active role in maintaining their well-being. At our center, handwashing is an integral part of our daily routine.

Your child will wash their hands:

- Before and after meals,
- After using the bathroom,
- When returning from outdoor play, and
- At other key moments throughout the day.

These practices are built into our curriculum to help reinforce healthy habits that will benefit your child for a lifetime.

We also encourage you to promote handwashing at home! To make it more engaging, try using special liquid soap in fun scents or colors that your child enjoys. Turning handwashing into a fun activity increases the likelihood that your child will adopt it as a regular, independent habit.

By working together, we can help your child develop strong hygiene practices that contribute to their overall health and well-being.

Registration, Enrollment, and Tuition

To enroll or re-enroll your child each year, you are required to complete the Enrollment Agreement, which can be accessed at [SwiftStart.org](https://www.swiftstart.org), along with any additional local or state-specific forms provided by your Center Director. All forms must be fully completed, signed by you, and include the Center Director's signature before your child can attend.

Keeping Records Up to Date:



Throughout your child's enrollment, it is essential to keep all emergency information current. This includes:

- Address and phone number updates,
- Changes to your email address,
- Revisions to your child's medical information, and
- Updates to the list of individuals authorized to pick up your child.

By ensuring this information is accurate and up to date, we can provide the safest and most efficient care for your child. If you have any questions about enrollment or updating your information, please contact your Center Director.

Registration

A nonrefundable registration fee is required at the time of enrollment to cover administrative expenses. If a child is withdrawn from the program and later re-enrolls, a new registration fee will be charged at the time of re-enrollment. If you have any questions about the registration fee or billing process, please feel free to contact your Center Director.

Schedule Changes

Requests to change your child's enrolled schedule must be submitted in writing to the Center Director.

Schedule changes are based on classroom availability and staffing requirements and cannot be guaranteed.

Families requesting additional days of care will be accommodated whenever space allows.

Permanent schedule changes generally require a minimum of **two weeks' notice**.

Tuition

We understand the importance of your child's early education and recognize the financial commitment it entails. Timely payment of tuition is essential for maintaining consistent teacher schedules and fostering a positive work environment.

Tuition Payments:

Tuition must be paid in advance of the services provided.

The preferred payment method is online via the Lillio App, where you can make one-time or recurring payments using a Debit Card or Bank Account. Autopay is also available for your convenience.



To ensure the security of your personal information, all data, including financial details, are encrypted with SSL technology.
For safety reasons, we do not accept cash payments.

Late Payments and Overdue Accounts:

Accounts overdue by two weeks or those with repeated late payments may result in the termination of services.

Tuition Adjustments and Additional Fees:

We periodically review tuition and fees to support the continued enhancement of our facilities and resources. Families will receive 30-day notice of any changes, and a new Enrollment Agreement will be required.

Additional fees may apply for camps, extended days, or special activities.

Thank you for your partnership and understanding as we work together to provide the best possible experience for your child. If you have any questions regarding tuition or payment options, please contact your Center Director.

Tuition Due Dates

Monthly tuition is due on the **1st of each month**.

Accounts not paid by the **5th** will incur a **\$25 late fee**.

Accounts that remain unpaid for more than **14 days** may result in suspension of care or termination of enrollment until the balance has been paid in full.

Returned payments may also result in additional processing fees of \$35.

Holidays and Center Closures

Our centers operate during regular hours on scheduled days, except in cases of extreme weather or unforeseen events. Below is a list of planned closures for 2026:
2026 Center Closures:

January 1st-2nd – New Years

Monday, January 19th – MLK Day

February 16th – President's Day

Monday, May 25th – Memorial Day

Friday, June 19th – Juneteenth

Friday, July 3rd – Independence Day

Monday, September 7th – Labor Day



Monday, October 12th – Columbus/Indigenous People Day
November 26th – 27th – Thanksgiving
December 24th – January 1st – Christmas Break/New Years

If you have any questions about our holiday schedule or closures, please don't hesitate to reach out to your Center Director.

Emergency Closures

Notification of Closures or Delays:

In the event of a delayed opening or closure, families will be notified through multiple channels to ensure timely communication:

The procedure for notifying families will be posted at the center.

Weather-related closures will be announced via the Lillio App and may also be shared on local radio or TV stations.

In some cases, health department regulations may require the closure of the center or specific classrooms to prevent the spread of illness. We will make every effort to promptly inform all affected families.

Early Closures:

If the center needs to close early for any reason, please arrange for your child to be picked up promptly.

Tuition Policy:

Please note that there are no tuition reductions for holidays, weather-related closures, or any other center closures.

We appreciate your understanding and cooperation as we prioritize the safety and well-being of our children, families, and staff. If you have any questions, please contact your Center Director.

Private Child Care or Babysitting Services

We strongly discourage our staff from providing private childcare or babysitting services outside of their official duties at the center. If a staff member chooses to offer such services, it is done in a personal capacity, and the center is not responsible for:

- The quality of care provided,
- The safety or supervision during these private arrangements, or



- Transportation of your child(ren).

These private agreements are strict between the staff member and the family involved. If you have any questions regarding this policy, please feel free to contact your Center Director.

Absence, Sick Days, and Vacations

Tuition and Attendance Policy:

To uphold our high standards of quality, we allocate resources to cover the daily costs associated with our dedicated teachers and educational materials. As a result:

If your child attends any days during a billing period, you will be charged the monthly tuition rate based on the center's billing schedule.

If your child is absent for the entire billing period, but you wish to reserve their spot, most centers will still charge the full tuition rate. For specific details, please consult your Center Director.

Absence Notifications:

If your child will be absent on a specific day, please inform the center staff by 9 a.m. For planned absences of multiple days due to illness, vacation, or other family activities, notify the center in advance.

Attendance Holding Policy

Swift Start Preschool understands that families may occasionally need to take extended time away from care. To support this, we offer the option to hold your child's enrollment space during extended leave.

Extended Leave (Over 30 Days):

If your child will be absent for more than one month and you plan to return, you may choose to hold your child's spot by paying a **\$250 per month holding fee**. This fee reserves your child's space in the program and guarantees their return date.

Disenrollment Option:

If you choose not to pay the holding fee, your child will be **disenrolled from the program**. When you are ready to return, you may reenroll by paying the **\$100 registration fee**; provided space is available.

Please note:

- If you choose to disenroll, **your child's spot will not be held or guaranteed**.



- Reenrollment will depend on current availability at the time you wish to return.
- Holding fees are non-refundable and must be paid monthly to maintain enrollment status.

Please notify the office in writing if you plan to take an extended leave and indicate whether you would like to hold your child's spot or disenroll.

Classroom Observations for Research

Occasionally, we receive requests from university programs or childcare researchers to observe our classrooms as part of their studies or educational initiatives. If these activities involve documenting or releasing specific information about children, we will not proceed without first obtaining written consent from the parents or guardians of the children involved.

We are committed to ensuring that your child's privacy and well-being are always prioritized. If you have any questions or concerns about classroom observations or research activities, please contact your Center Director.

Withdrawal Policy

If you need to withdraw your child from our program, we require written notice at least 30 days in advance of your departure. Please note that simply closing your online account does not complete the withdrawal process or terminate your payment obligations. For assistance with the withdrawal process or to submit your notice, please contact your Center Director.

Suspension and Termination (Expulsion) Policy

Commitment to Inclusion and Positive Outcomes

We are dedicated to ensuring that all children and families feel welcomed, supported, and fully integrated into our community. Swift Start recognizes that suspension and expulsion from early childhood programs can have significant and lasting negative effects on children and families.

In alignment with Oregon DELC requirements, **suspension and expulsion are used only as a last resort**. Our primary goal is to keep children enrolled whenever safely possible by working collaboratively with families to support positive outcomes.

Proactive Strategies to Minimize Suspension and Expulsion

To reduce the need for suspension or termination of enrollment, we commit to the following practices:

- Creating welcoming, inclusive environments where every child feels valued
- Designing engaging learning spaces that support active participation and development
- Teaching appropriate behaviors by clearly communicating expectations and routines and offering developmentally appropriate alternatives to challenging behaviors
- Addressing concerns early by partnering with families as issues arise
- Utilizing tools such as Incident Reports, ABC Charts, and individualized Behavior Support Plans
- Collaborating with families to identify strategies that support positive behavior and meet individual child needs

Behavior concerns are approached as opportunities for learning and growth, not punishment.

Suspension and Expulsion as a Last Resort

Suspension (temporary removal) or termination (expulsion) of enrollment is considered **only after documented efforts and supportive interventions have been attempted** and have not resolved the concern.

If discontinuation of care becomes necessary, we will make reasonable efforts to support a smooth transition by:

- Providing families with written notice, typically at least one week, unless immediate action is required for safety
- Communicating clearly and respectfully about the reasons for the decision
- Connecting families with community-based childcare resources and referral agencies when possible

Reasons for Enrollment Termination

Enrollment may be terminated only under the following circumstances:



- Non-payment of tuition after reasonable notice and attempts to resolve the issue
- Ongoing failure to comply with center policies after communication and corrective efforts
- The child's needs exceed the center's ability to safely and reasonably provide care, despite documented interventions and family collaboration
- Behavior or actions by a child or family member that pose a serious safety risk to the child, other children, staff, or the program

Termination decisions are **never based solely on developmentally appropriate behavior**, disability or suspected disability, language differences, toileting status, or family circumstances.

Immediate Termination

In rare circumstances, immediate termination of enrollment may occur if a child's behavior presents a **serious and ongoing threat to the safety** of children or staff and immediate action is necessary. These situations will be fully documented and communicated to the family.

Documentation and Compliance

Swift Start maintains written documentation related to behavior observations, family communications, intervention strategies, and any suspension or termination decisions, in compliance with DELC requirements.

Family Partnership

We are committed to working collaboratively with families to create a safe, supportive, and inclusive environment for all children. Families are encouraged to communicate openly with the Center Director if questions or concerns arise.

For additional information or clarification, please contact your Center Director.

The Lillio App

We know how challenging it can be to entrust your child to someone else's care, and we're here to make that transition as smooth as possible. Our Lillio Mobile App is designed to help you stay connected with your child's center, no matter where you are—whether at work, home, or on the go.



With the app, you can:

- Access photos capturing special classroom moments and milestones.
- Receive daily updates about your child's learning, progress, and activities.
- Easily communicate with your center using the in-app messaging feature.

Communication Expectations

Strong communication between families and teachers is one of the most important parts of providing exceptional care. We value open, honest, and respectful communication and encourage families to reach out whenever questions or concerns arise.

To help ensure our teachers can remain focused on supervising children while still providing excellent customer service, we ask that families follow these communication guidelines:

Daily Communication

Teachers are happy to provide brief updates during drop-off and pick-up regarding your child's day, meals, naps, activities, and overall well-being.

Scheduled Conferences

If you would like to discuss your child's development, behavior, learning goals, or have concerns that require more than a few minutes, we ask that you schedule a conference with your child's teacher or the Center Director. This allows us to give you our full attention while maintaining appropriate supervision of the classroom.

Lillio Messaging

The Lillio App is our primary method of communication. Families are encouraged to use the app for:

- Reporting absences
- Schedule changes
- General questions
- Non-urgent messages
- Tuition reminders and notifications
- Sharing important updates about your child



Please note that messages sent outside of business hours may not receive an immediate response. We strive to respond to all non-emergency messages within one business day.

Urgent Matters

If your child will be absent unexpectedly, arriving late, or if there is an urgent matter regarding your child's health or safety, please call the center directly rather than relying solely on the messaging app.

Open Communication

We encourage families to share any changes at home that may affect their child's day, including changes in sleep routines, family circumstances, medications, or emotional well-being. This information allows our teachers to better support your child's individual needs.

Our goal is to build a strong partnership with every family based on trust, communication, and mutual respect. Working together allows us to provide the highest quality care and education for every child.

Family Involvement

Building a Strong Partnership:

As your child's primary influence, you play an essential role in their early learning journey. Maintaining open and frequent communication with your child's teacher and Center Director is key to fostering a positive and enriching experience.

We encourage close collaboration through the following:

- Open-door policy: Parents and guardians are always welcome at the center. Feel free to visit at any time!
- Family/teacher interactions: Exchange ideas, discuss your child's progress, and participate in Family Conferences to strengthen the connection between home and school.
- Ongoing updates: Stay informed about your child's development with updates provided in person, on paper, or through the Lillio App.
- At-home learning activities: Receive suggestions to complement your child's enjoyment and learning beyond the classroom.



- Center newsletters: Keep up with the latest news, events, and announcements.
- Posted menus and activity plans: Learn about the day's meals and classroom activities to stay engaged with your child's experience.

We encourage you to take a moment to chat with us during drop-off or pick-up. For longer conversations or one-on-one conferences, please arrange a meeting in advance to ensure uninterrupted time while maintaining classroom supervision.

Together, we can create a strong foundation for your child's success and happiness. If you have any questions or ideas to share, please don't hesitate to reach out!

Parent Code of Conduct

Swift Start Preschool is committed to creating a respectful, welcoming, and safe environment for children, families, and staff.

We ask all parents, guardians, family members, and visitors to:

- Treat staff, children, and other families with kindness and respect.
- Communicate concerns professionally and respectfully.
- Refrain from profanity, yelling, threats, intimidation, discrimination, or harassment.
- Follow all center safety procedures while on the premises.
- Respect staff members' work responsibilities during arrival and departure times.

Any behavior that threatens the safety or well-being of children, families, or staff may result in immediate removal from the premises and may lead to termination of enrollment.

We believe concerns are best resolved through respectful communication and encourage families to speak with the Center Director whenever questions arise.

Our Commitment to Satisfaction and Resolution

Experience has shown us that open communication is essential for building and maintaining a positive relationship with our families. Your feedback is invaluable, and we are always eager to hear your ideas and suggestions for how we can continue to improve our programs. Our goal is to ensure that we meet your child's needs and that you feel confident in the care and education we provide.



We encourage you to share any ideas, suggestions, or concerns with a staff member. Staff members are committed to being available to discuss topics related to your child, classroom schedules, and daily activities.

If you have concerns that cannot be resolved or answered by a staff member, please don't hesitate to reach out to your Center Director for further assistance.

Thank you for partnering with us to create the best possible experience for your child. Together, we can make their early learning journey both positive and enriching!

Family Referral

The highest compliment you can give us is sharing your positive experiences with family and friends! When they choose to enroll their children at Swift Start, it not only enhances your child's experience but also helps strengthen our community.

Ask your Center Director about our Refer-A-Friend Program to learn how you can benefit while welcoming new families to our center. Thank you for helping us grow and create an even more enriching environment for all our children and families!

Legal Information

Americans with Disabilities Act

We are committed to enrolling children in full compliance with the Americans with Disabilities Act (ADA), its regulations, and all applicable local, state, and federal laws regarding services for individuals with disabilities.

Our goal is to provide an inclusive and supportive environment where all children can thrive. If you have any questions about our enrollment policies or need accommodation for your child, please contact your Center Director.

Nondiscrimination

Swift Start Preschool is dedicated to fostering an inclusive and welcoming environment for all. We do not make decisions based on religion, color, race, gender, sexual orientation, age, national origin, disability, Vietnam-era veteran status, or any other legally protected factors.

Our commitment to non-discrimination ensures that every child and family feel respected and valued within our community. If you have any questions about this policy, please feel free to contact your Center Director.



This institution is an equal opportunity provider.

Handbook Revisions

Swift Start Preschool reserves the right to revise, update, or modify the policies contained in this handbook at any time to remain compliant with Oregon licensing regulations and to best serve our children and families.

Families will receive written notice of any significant policy changes. Continued enrollment after notification constitutes an acknowledgment of the updated policies.

Licensing Information

Child Care Licensing, CBR Questions & Complaints

Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m.

Phone: 1 (800) 556-6616

Email: ccld.customerservice@delc.oregon.gov

All information regarding the center license is available via the Child Safety Portal