



# Parent Handbook 2024

## **Contact Information**

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## **Principal & Program Director**

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## **Preschool Coordinator**

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## **School Philosophy**

At Tucker Maxon School there is an intentional focus on listening and spoken language. A language-rich environment is created with many opportunities for open-ended discussion, hypothesis, and critical thinking. Vocabulary, abstract language and question comprehension are also critical to a child's success in school and occupy a prominent place in our curriculum.

A unique part of our philosophy is the co-enrollment of typically hearing students and students who are deaf or hard of hearing. Learning alongside students who are deaf or hard of hearing, our hearing students learn to value differences and communicate clearly. Likewise, learning alongside typically hearing students, our students who are deaf or hard of hearing improve their listening and spoken language skills. Any decisions involving the school are made based on what is best for all our families and their children.

## **Mission**

To teach deaf and hearing children to listen, talk, learn, and achieve excellence together.

## **Goal**

To help every child reach their full potential in school and life.

## **Core Values**

Confidence Creativity Conversation Community

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## GENERAL INFORMATION AND POLICIES

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### ***Hours of Operation***

Tucker Maxon's hours of operation are 7:30 am – 5:30 pm Monday through Friday.

- The Preschool school day is from 8:30am - 2:30 pm Monday through Friday.
- Before Care is offered from 7:30 am - 8:30 am.
- After Care is offered from 2:30 pm - 5:30 pm.

School closures include but are not limited to: Labor Day, Thanksgiving, Veteran's Day, Winter Break (two weeks), New Year's Day, Martin Luther King Jr. Day, Spring Break (one week), and Memorial Day. Please see the attached school year calendar.

### ***First Day Checklist***

On the first day of school, please make sure your child has the following items:

- A change of clothes—bottom, top, underpants, socks (these will need to be updated throughout the year to ensure the change of clothes on hand is appropriate for the season)
- Water bottle—preferably one that your child can open and close without assistance
- Nappers ONLY require these items—small pillow, stuffed animal friend, mat sheet, and blanket
- Sunscreen
- Seasonal footwear and outerwear— throughout the school year, please be sure to send appropriate outerwear and footwear for the season. Rain boots can be left at the school.
- A family photo or family photo collage no bigger than 8 and ½ by 11.

### ***Daily Procedures***

Drop Off – If your child is enrolled in Before Care please bring your child through the west gate and ring the doorbell on the preschool building to drop your child off in Before Care. Regular drop off is at 8:30 am in the gym for Morning Music. We encourage you to please stay for Morning Music! If you are dropping off after 9:00 am please use your door code to enter the elementary building and please check in at the main office.

Pick Up – The preschool day ends at 2:30 pm. Please gather on the playground outside the classroom doors and your child will be dismissed from those outside doors. If your child is enrolled in After Care please enter the campus through the west gate and ring the preschool building doorbell and a staff member will meet you there. On days that the After Care program is playing outdoors, please check in with a staff member outdoors before leaving with your child.

Parents/legal guardians will indicate the adults who are authorized to pick up the child on the child's paperwork. All adults picking up children must be prepared to show photo ID as often as requested by Tucker Maxon staff. Adults who are not authorized to pick up in writing will not be allowed to pick up the child.

Please check the bulletin boards for information regarding the events of the day and meals served.

## ***Daily Schedule***

- 7:30 am - 8:30 am – Before Care
- 8:30 am - 9:00 am – Morning Music
- 9:00 am – Transition to classrooms and visit the bathrooms
- 9:20 am – Specials (art, music, library, & PE rotation)
- 10:00 am – Morning Circle
- 10:10 am – Morning Snack
- 10:30 am -12:30 pm – Outdoor Exploration/Free Choice
- 12:30 pm - Lunch
- 1:00-2:00 pm - Quiet resting/nap time
- 2:30 pm - Dismissal
- 2:30 pm - 5:30 pm – Aftercare Program, snack served at 2:30 pm

## ***Meals & Mealtimes***

We provide your child with two healthy snacks: one in the morning and one at 2:30 pm if your child stays for After Care. Tucker Maxon offers a catered lunch program through Feed the Mass. The catered lunch program is offered for free to Preschool for All Families and available for purchase by private pay families (details available upon request). Families that are not enrolled in the catered lunch program must send a lunch from home for their child each day.

All snacks are served “family style” and include at least three food groups (protein, a fresh fruit or vegetable, and a whole grain) as well as 1% milk. “Family style” means that the children serve themselves food using child-sized serving utensils and pour water and/or milk from child-sized pitchers. Children will be encouraged to try new foods but are not required to eat specified foods or amounts. Children and teachers work together to both set and clear the meal tables. At mealtimes, teachers and students sit together in small groups. Socializing is encouraged, table manners are modeled, good nutrition and eating habits are encouraged, and self-help skills are increased.

Tucker Maxon strives to meet all food accommodations and to also keep children with allergies safe. We are NOT a nut free facility.

## ***Sunscreen***

Tucker Maxon requires parents to provide sunscreen for their child. We ask that on days when sunscreen is necessary that you apply it to your child before or upon arrival. Teachers will reapply during the day as needed. Sunscreen must be in its original container and labeled with your child’s name and you will be required to sign a prescription permission form. We will store it at the school for you.

## ***Health Needs***

We collaborate with health and related service professionals to address the individual health needs of children as applicable. We welcome and invite health and related service professionals to visit our classrooms and/or provide support during the school day. We adjust our daily procedures and/or policies to include children with special health needs (temporary or ongoing). For example,

we include Individual Family Service Plan (IFSP) goals for individual children when planning our daily activities.

### ***Medications***

If your child requires medication during the day, you must complete and sign a medication form that includes the name of the medication and specific dosage information. All medicines must be in their original container. All medications are kept in the main office with the exception of any necessary rescue medications for specific children, which are stored in the classroom.

### ***Immunizations***

Tucker Maxon supports the collective health and safety of families, staff, and is a pro-vaccination community.

Attending children must have complete and current vaccinations or must complete the nonmedical vaccination exemption form.

### ***Toileting Policy***

Tucker Maxon requires that all children enrolled in the preschool classrooms be toilet trained upon enrollment. However, our teachers understand that children newly transitioned from diapers to toileting will sometimes need our assistance and support in the bathroom. We are prepared to support your child using appropriate, respectful, and supportive language. During naturally occurring opportunities, teachers will help children by verbally coaching children, in a positive manner, on the necessary steps to complete a successful toileting experience. If a child is not able to complete the steps themselves, teachers will physically help where help is needed. Our goal is to help children to be self-sufficient in the bathroom. Tucker Maxon believes toileting self-help skills brings increased self-esteem and personal growth to children that are emotionally and physically capable of toileting themselves.

### ***Tuition & Finances***

Please see the main office for information regarding tuition and finance information.

### ***Before Care and After Care***

Our Extended Care program is open to all Tucker Maxon families for monthly pre-purchase only. Contact our main office for package rates and more information. This program does have a space limit and is filled on a first come first serve basis. Before Care begins at 7:30 am and ends at 8:30 am and After Care begins at 2:30 pm and ends **promptly** at 5:30 pm.

### ***Late Pick Up Fees***

Please do not be late for After Care pick up. Families picking children up after 5:30 pm **will be billed at the rate of \$1.00 per minute**. A first offense, will be a courtesy email alert. From the second offense forward you will be charged every minute. Excessive late pickup could lead to exclusion from Extended Care. Excessive is defined as more than 100 minutes in any given month and occurs

more than one month.

### ***Withdrawal Policy***

If you need to withdraw your child from school, please provide a 30-day written notice. You are responsible for payment of the full 30 days from date of notice, regardless of your child's actual date of withdrawal. Tuition will be prorated accordingly based on withdrawal date.

### ***Increases in Tuition (excluding PFA families)***

Tucker Maxon reserves the right to increase tuition annually each September or as needed throughout the school year.

### ***Sickness***

We understand that it is difficult for a family member to leave or miss work, but to protect other children, you may not bring a sick child to school. We have the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits symptoms or sickness, including but not limited to:

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever
- Diarrhea
- Vomiting
- Redness of throat or swollen glands
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva (pink eye)
- Strep throat
- Difficulty breathing or abnormal wheezing.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Persistent or severe coughing or excessive sneezing.
- Confirmed or suspected viral infections such as COVID-19, Influenza, Norovirus.

We will do our best to keep your child comfortable, but they will be excluded from all activities until you arrive.



Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours without medication.
- They have been treated with an antibiotic for 24 hours.
- They can participate comfortably in all usual activities.
- They are free of open or oozing skin conditions.

If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

### ***Screen Time***

Computers and electronics are used sparingly and with intention. Our school celebrates National Screen Free Week in the Spring.

## **GUIDANCE POLICY**

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### ***Adult/Child Interactions***

Our program facilitates and supports appropriate adult-child interactions in the areas of social and emotional support, organization and management of children's behavior, and instructional support. The ways in which we engage with children include:

- Use open-ended questions to engage in frequent conversations with children and provide feedback on their ideas, comments, and work.
- Be in close proximity with children.
- Join children's activities using repetition and extension.
- Use positive comments and encouragement with children.
- Acknowledge and validate children's emotions.
- Focus interactions on children's activities and interests using self-talk, parallel talk, and broadcasting.
- Use scaffolding to help children to understand concepts, answer questions, or complete activities.

### ***Conflict Resolution and Discipline***

We do not believe in solving conflicts *for* children, but rather providing children with direction and tools needed to solve conflicts among themselves. Our guidance policy employs proactive and preventative strategies. Classroom agreements and expectations are made clear to the students at the beginning of the year and are reinforced daily by staff. We believe discipline is a learning process, not a negative emotional or physical punishment. Discipline will be implemented using the following strategies:

- Remain calm, detached, reasonable, and fair.
- Guide the child(ren) who are having problems to another area or activity.
- Encourage children to feel they are needed as helpers
- Avoid power struggles.
- Have the child take responsibility for their actions.
- Make use of logical and natural consequences
- Be a role model.
- Make sure children feel important and respected.
- Meet individual needs.
- Role-play problematic situations as a group.
- Maintain open communications with parents on a positive level

If a child is hurting other children or staff, we will create a dialog with parents or guardians to address the situation, creating strategies both in the preschool and at home. If mutually agreed upon strategies are not effective, Tucker Maxon reserves the right to ask a child/family to withdraw from school to preserve the safety of the classroom.

## TUCKER MAXON STAFF AND VOLUNTEERS

### ***Staffing and Classroom Size***

Group size, child-staff ratios, and staffing patterns are appropriate for the children's ages and are established to positively affect the children's emotional development, cognitive development, safety, and health. Moreover, we establish and maintain consistent teachers and substitute teachers throughout the year.

### ***Volunteers***

All classroom volunteers are required to complete a Central Background Registry background check.

## ASSESSMENT AND PARENT ENGAGEMENT

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### ***Assessment***

It is a school policy to perform a development screening on each student within 45 days of entering the program and on an annual basis, using the Ages & Stages Questionnaire (ASQ). Information from screening and assessment is used to measure children's learning and development for program planning and to refer children for specialized assessment when indicated. For more information on ASQ, please visit their website at <https://osp.uoregon.edu>.

### ***Parent-Teacher Conferences***

We hold two parent-teacher conferences over the course of the school year: one in the Fall (October) and one in the Spring (April). Families will be consulted about their child's interests and

preferences, informed about their child's progress, and encouraged to contribute to learning and developmental goals. Conferences are typically 30 minutes in length. Sign-up sheets with conference times will be posted prior to conference week. In general, times are set to ensure that the conference time is mutually convenient. Conferences are for parents, guardians, and teachers only (children are not invited to attend) and are held at the preschool.

## **EMERGENCY PROCEDURES AND UNEXPECTED CLOSURES**

### ***Emergency Procedure***

In case of an emergency, we will evacuate the school, following our designated evacuation plan. Our designated "safe point" in the event of an evacuation is on the west side of campus, outside the gate, in the bocce ball court. Once all children are safely evacuated and accounted for, we will contact parents and apprise them of the situation. We practice evacuations and fire drills with the children monthly.

If the school cannot be entered again after evacuation, parents and guardians will be asked to pick up their children.

### ***Acute Illness of Staff***

If multiple teachers develop an acute illness, all efforts will be made to contact other staff or substitutes to take over class for the day. If other staff or substitutes are not able to cover, we will either shorten the class day or close the school for that day. Parents will be notified as soon as possible.

### ***Utility Disruption***

If utilities are disrupted at Tucker Maxon, the school will make every effort to remain open. The decision to close the preschool or delay its opening will be based on the following factors:

- The amount of natural light in the preschool
- The temperature of the preschool
- The ability and necessity of heating food or keeping it refrigerated
- The risk to the health and well-being of children and staff
- Lack of running water for washing and toileting

We will begin calling parents/guardians to inform them of the situation as soon as possible after service has been disrupted.

### ***Inclement Weather***

Since Tucker Maxon is located within the boundaries of the Portland Public School (PPS) District, we abide by their decisions in regard to delays and closures due to inclement weather. Therefore, if

PPS schools close, Tucker Maxon is closed. If PPS has a delay, we have the **same length of delay from our 8:30 am start time. Please note, if there is any delay or closure, there will be no before care offered. If there is any early release or closure, there will be no afternoon care offered.**

The decision to close the preschool or delay its opening will also be based on the following factors:

- Whether or not there is utility disruption
- Any damage to the preschool or outside area because of inclement weather and/or natural disaster
- The safety and well-being of the children and families in traveling to the Preschool for drop off and/or pick up

## **CHILD ABUSE REPORTING**

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Tucker Maxon staff and teachers are mandatory reporters. Staff and teachers must report all incidents of suspected child abuse and/or neglect. A report is not an already established fact, but rather a request to authorities for assessment into the condition of a child.

## **PROGRAM GUIDANCE AND DEVELOPMENT**

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### ***Program Curriculum***

Tucker Maxon is a play-based preschool that focuses on the social and emotional growth of children. We integrate programming, such as *Handwriting Without Tears* and *Heggerty* (phonemic awareness lessons), into our daily instruction.

### ***Program Evaluation***

Program evaluation will be conducted on an annual basis with the goal of continually improving the program. The evaluation examines the program's policies and procedures, care and educational environment, curriculum, administration, and business practices. We request families complete the annual survey so that we may use the input and feedback to inform our decision-making about programmatic changes.

### ***Grievance Policy***

#### ***Purpose***

Ensure quality care for your child by encouraging open communication, addressing grievances/concerns promptly, and fostering a positive relationship between Parents and Preschool Program Staff participating in the preschool program at Tucker Maxon.

#### ***Reporting Information***

If the grievance concerns potential child abuse and/or neglect, you must immediately report to the [Oregon Department of Human Services \(ODHS\) at 1-855-503-7233.](https://odhs.ohio.gov/)

Concerns about health and safety requirements of licensed child care facilities should be reported to the Oregon Department of Early Learning and Care (DELIC), you can call 1-800-556-6616.

### ***Policy Statement***

Addressing concerns effectively requires open communication between the Preschool Program and the parents or guardians. In many cases, positive solutions can be found through discussion and collaboration.

As outlined in the preceding sections of this handbook, Tucker Maxon has established program policies that are aligned with applicable state guidelines and Preschool for All contract requirements, including:

- Hiring and supervising preschool staff
- Facility conditions
- Nutrition and meals
- Behavior management
- Curriculum

Engaging in discussions or asking questions that contribute to your child's positive well-being is encouraged. If you encounter any issues with the facility or staff, please follow these steps:

- Discuss the concern with the educator who works with your child immediately.
- Allow time for the educator to follow up with you and resolve the concern.
- If your concerns persist, please take your concerns to the Preschool Program Director as soon as possible.

Most concerns can be addressed informally, through immediate conversation with staff and ongoing relationship building. Unfortunately, there may be times when a concern is not appropriately resolved or is of a more serious nature. Whenever possible, if a serious concern needs to be elevated, it is preferred that concerns are submitted in writing. However, we understand that there may be situations where alternative methods are necessary. These alternatives include:

- Conducting an in-person interview/conversation
- An online-meeting
- A phone conversation
- Recording the concern with written or oral affirmation, as requested by the individual

### ***Process/Procedures***

#### Informal Discussion:

Families are responsible for first discussing concerns directly with the preschool staff involved to try and solve them early.

- Family concerns regarding the facility or staff should be first discussed with the educator/staff member who works directly with the child.
- Allow time for follow-up from the educator regarding the concerns.

If issues persist, they should submit a grievance submission form to the Preschool Program Director (a copy of this form is provided at the end of this document).

Preschool Program Director Engagement:

Concerns that cannot be resolved through informal discussions with preschool staff will be addressed by the Preschool Program Director. Following the receipt of a grievance submission form, the following steps will be taken:

- The Preschool Program Director will speak to the educator who works directly with the child to learn more details about the situation.
- The Preschool Program Director will collaborate with the family on possible solutions and next steps.

Please allow time for the Preschool Program Director to carefully review the situation, gather relevant information, and implement a thoughtful resolution that addresses the main source of the concern.

Preschool & Early Learning Division Involvement:

In the case of exceptional circumstances, families may request a review of the complaint and resolution by the Multnomah County, Preschool and Early Learning (PEL) Division. The Preschool Program Director will cooperate and share all documentation and notes related to the complaint and the resolution to the Preschool and Early Learning (PEL) Division. Serious complaints from families may impact the Provider's standing and future contract with Preschool for All.

## ACKNOWLEDGMENT FORM

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This Parent Handbook has been prepared for your information and to help you understand the policies, philosophies, and practices at Tucker Maxon School. Please read the whole document carefully. Upon completion of your review of this handbook, sign the statement below and return it to the Director.

### Statement of Acknowledgment

I have received and read a copy of the Tucker Maxon Preschool Parent Handbook, which outlines the program and enrollment policies as well as the grievance policy and procedures. By signing the below, I acknowledge and agree:

- I have familiarized myself with the contents of this handbook and agree to the policies and requirements of enrollment for my child.
- I have received and read the grievance policy of Tucker Maxon School and I understand that this policy outlines the procedure to address and resolve concerns, complaints, or grievances. I am aware that it is my responsibility to adhere to the outlined steps and procedures should I have any grievances or concerns related to my experience with Tucker Maxon School.

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Parent Name

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Parent signature

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Child's Name

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Date

# GRIEVANCE SUBMISSION FORM

All families are encouraged to first address their concerns directly with the preschool staff, allowing time for resolution. Addressing concerns effectively requires open communication between staff and the parents or guardians. Most concerns can be addressed informally, through immediate conversation with staff and ongoing relationship building.

If you were not able to resolve the situation through a conversation with the preschool staff, please use this form to submit any concerns or complaints you may have.

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Preferred Language: \_\_\_\_\_

Type of Concern:

- Preschool Staff
- Safety and Health
- Policy and Procedure
- Program
- Curriculum
- Building/Facility

Have you already addressed this concern informally, through immediate conversation with preschool staff?

- No
- Yes

How much time did you allow for the preschool staff to speak with you and resolve the concern?  
# \_\_\_\_\_ Days.



Please provide a detailed description of your concern.

Date of occurrence: \_\_\_\_\_ Staff Name(if applicable): \_\_\_\_\_

Please provide the potential resolution or result you would like to see regarding this matter.

*\*Families are vital partners in our preschool community, and we greatly value your input in proposing solutions; however, it's important to acknowledge that our preschool environment caters to diverse needs and multiple moving parts, making it challenging to meet every expectation.\**

Please submit this form to the Preschool Program Director and PFA Coordinator:

**Program Director**

Jennifer Carver

[jennifer.carver@tuckermaxon.org](mailto:jennifer.carver@tuckermaxon.org)

**PFA Coordinator**

Jennifer Loring

[jennifer.loring@tuckermaxon.org](mailto:jennifer.loring@tuckermaxon.org)