Little/Baby Vikings Policies

*Updated October 2020

*for Childcare During Covid-19*

Little Vikings is reopening in November 2020 after 7 months of closures due to COVID-19. We have changed our model and policies to meet the new requirements of the Early Learning Division for operating a childcare center during a pandemic. We will be caring for infants and toddlers only (under age 2) in stable, consistent groups. See below for details. If you have any questions, please email us at lvikings@pdx.edu.

**Cohort Model:** LITTLE VIKINGS will be operating on a two-part cohort method. Monday, Wednesday, and Friday will be Cohort 1 and Tuesday/Thursdays will be Cohort 2. There will be no crossovers of staff or children between cohorts.

**Registration:** LITTLE VIKINGS requires all forms and/or online registration to be completed before care can be provided, regardless of duration of stay. Please print legibly on the forms. If we cannot read the information provided by the parent/legal guardian, you may be asked to fill out a new form.

**Wait List:** Waitlists will be on a term by term basis, if families are deciding to leave care, they should follow the LITTLE VIKINGS Wait list policy.

**Hours and Closures:** Our hours are 9:00 am-4:00 pm, Monday to Friday. Make sure you know your scheduled pick-up time to give yourself enough time to arrive at our location. We will not be accepting drop-in care. LITTLE VIKINGS is closed on all PSU holidays, including New Year’s Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving and the day following, and Winter Break campus closure.

**Cancellation:** Due to the cohort model there will not be a formal cancelation policy if your child misses their daily care. However, the teachers would appreciate a phone call or email if a child will not be attending class that day. The monthly fee is charged regardless of daily attendance. We require two weeks notice prior to cancelling care for the term. Cancellation of services for the month or the
term requires parents give two weeks (14 days) notice in writing to the Center, preferably by email. Even if parents do not use these fourteen days, they still must pay for them. If parents do not give their notice in writing, the Center will reserve the right to continue to charge parents’ accounts until notice is given.

**Refund Policy:** For reserved cohort care, LITTLE VIKINGS requires cancellation 2 weeks in advance in order to receive a full refund. Cancellation less than 2 weeks in advance will be required to pay in full for the unused care. This is true even if you reserved the care less than 2 weeks in advance. Payment for the cancellation must be made before the next visit.

**Check In:** Parents will be given a designated time on when they can drop off their child, and pick up at the front entrance on the outside of the building. We will only be accepting children during their scheduled cohort day and time. We will not be opening drop-off child care during this time. If you are not on the schedule, we will not be accepting your child.

The following are reasons a parent/guardian may be called: child is inconsolable; parent is late for pick up; child exhibits unacceptable behavior and is not responding to staff redirection; child has a bathroom accident and extra clothes are not provided; any emergency situation; illness or injury; any other reason a LITTLE VIKINGS staff member deems appropriate.

**Check Out:** Please call LITTLE VIKINGS Child Care in advance if you plan on picking up your child earlier than the scheduled time. Late pick-ups will be charged late fees per the policy outlined in the “Late Fees & Additional charges” on page 4 of this document. Children will never be released to anyone other than parent/guardian or others authorized by parent/guardian. Parents must sign children out at the front desk. The LITTLE VIKINGS staff will do their best to return all items (diapers, sippy cups, etc.) that were left to provide for the child; please always double check before leaving LITTLE VIKINGS to make sure that all items brought were returned. Any item that is left behind (except perishable items) will be kept in our “Lost & Found” for one month from date of visit, and then discarded or donated.

**Exceptions:** Check in and Check out will only be permitted inside the center in the event of inclement weather conditions. These conditions include: hail, lightning, strong winds, sleet, snow, ice, freezing rain, or temperatures 32° Fahrenheit and below. In the event of a PSU closure for inclement weather, LITTLE VIKINGS will close as well. You must follow the requirements below when dropping off inside the center:

- You must wear a face covering at all times.
- You must maintain social distancing (6 feet apart) from everyone except the child, and remain in the main entry area.

**Visitors:** Volunteers, visitors, and practicum students will not be allowed in the child care center under any circumstances. Parents will only be permitted to enter under specific circumstances. These
circumstances include but are not limited to breast-feeding, feeding needs, health concerns and specialized care.

**Reservations:** Walk-in care is NOT available at this time. We will only be accepting reservations in advance for our cohort model. Once you reserve time, you may cancel it two weeks before the start date. If you do not cancel within this time you will be charged for the month. If your child does not attend, you will still be charged for the spot reserved. This policy allows us to ensure that we have proper staffing for LITTLE VIKINGS at all times and ensure that we maintain Covid-19 regulations. LITTLE VIKINGS wants to be able to serve as many families as possible and this policy will open up space for families who need it.

**Duration of Stay:** For the foreseeable future (now including Winter 2021), LITTLE VIKINGS will only be providing full-day care in a cohort model on Monday/Wednesday/Fridays or Tuesday/Thursdays from 9 a.m. to 4 p.m. Pick-up and drop-off times will be staggered and arranged in advance. Drop-off and pick-up times that differ from a scheduled time are subject to staffing availability. Late fees will be assessed per the established payment policy. ($10 initial late pickup fee and $1 per minute after closing)

**Payment:** Tuition and fees for LITTLE VIKINGS are due prior to receiving care. The first month must be paid before the first day of attendance. Payment must be made through the LITTLE VIKINGS’ CashNet link at [www.littlevikings.org](http://www.littlevikings.org). Parents are requested to commit to care for the duration of the term, as each child will maintain a cohort with stable staff and children. All payments are made online by the responsible party. LITTLE VIKINGS does not accept checks or cash. LITTLE VIKINGS does not accept payments with cards on-site. Payments must be made prior to care unless there are extenuating circumstances. Please contact the director for more information. Services will not be provided if your balance at LITTLE VIKINGS is over $100. If you inform LITTLE VIKINGS that you are receiving ERDC (Employment-related daycare), you have 45 days from your child’s first day to contact your ERDC worker and inform them that Little Vikings is your current childcare. If Little Vikings does not receive a voucher from ERDC within 45 days, you will be responsible for payment until the paperwork is received. Late fees will be assessed per the payment policy.

**Late Policy:** LITTLE VIKINGS closes at 4:00 pm. A late pick-up fee will be applied as follows: $10.00 at 4:10 pm and $1.00 per minute thereafter. If a late pick-up occurs three times, the Center has the right to charge a $10.00 late fee at 4:00 pm and $1.00 per minute thereafter. If a child is not picked up on time, the following protocol will be followed: 1) Parent/Guardian will be called on cell phone; 2) Other contact numbers of parent/guardian will be called; 3) Emergency contacts listed on the children's registration form will be called to pick up the children; 4) Department of Human Services (DHS) will be called to pick up the children if parents/guardians or emergency contacts have not responded within one hour of indicated pick up time. In the event children will be at LITTLE VIKINGS longer than the given return time, the parent must call to inform a LITTLE VIKINGS to ask a staff member if there is space. If LITTLE VIKINGS is not notified of an extended stay, cell phone contact will be initiated and the "late policy" will be enforced.
Late Fees & Additional Charges

**Late Payment Fee:** Payments are due at the time of service. You have been allowed to accumulate this balance with the understanding that at times as a student it is difficult to pay in advance. Payments that are over 30 days past due may be charged a $60 late payment fee. *(We need to insert the updated policy we create)*

**COLLECTION POLICY:**

**Late Charges:** If parents fail to pick up their children by the time LITTLE VIKINGS closes for the day, LITTLE VIKINGS reserves the right to charge a $10 penalty, plus $1 per minute for each minute the parent is late after 10 minutes past closing time. If parents show a repeated pattern of not picking up their children on time (3 times or more) LITTLE VIKINGS reserves the right to deny use of LITTLE VIKINGS for the rest of the term or year.

What to Bring:

- If your infant/child typically has a bottle during the day, you are required to send at least one prepared bottle per 2 hours of care.
- For children who are in diapers/pull ups, an extra set of clothes for the week is required.
- If a child is potty training and wearing underwear, an extra set of underwear and changes of clothes is required.
- All bottles will be tagged with the child’s name at drop-off.
- Your child is going to be at LITTLE VIKINGS during times when they would normally have meals, you must send meals with them. Meals must include components required by USDA (protein, grain, fruit and vegetables).
- One special blanket or stuffed animals is welcome to help make your child feel more comfortable at LITTLE VIKINGS.
- Please mark your child’s belongings clearly and remember LITTLE VIKINGS is not responsible for lost or broken personal items.

**Nutrition Policy:** For the duration of the Covid policy plan, we will expect parents to provide all of the necessary meals and snacks for the duration of your child’s stay in our care. Bottles must be premade in individual servings for every child at each meal.
Infants and toddlers

- If your infant/toddler typically has a bottle during the day, you are required to send at least one prepared bottle for every two (2) hours that the child is in care. We cannot prepare bottles of formula or breast milk on site. Each bottle must be made in one serving increments and taken home each night.
- For children who are in diapers/pull ups, an extra set of clothes and additional diapers/pull-ups and wipes are required.
- All diaper bottles will be tagged with the child’s name at drop-off.
- If your child is going to be at LITTLE VIKINGS during a time when they would normally have a meal, you must send a meal with them.
- One special blanket or stuffed animals is welcome to help make your child feel more comfortable at LITTLE VIKINGS.
- Please mark your child’s belongings clearly and remember LITTLE VIKINGS is not responsible for lost or broken personal items.

Food and meals: We are a nut-free facility. If you bring a meal or snacks for your child, please be sure they do not contain nuts. If your child has a nut allergy, please notify us each time you bring your child to the center. In order to prevent transfer of nuts from home and reduce the spread of illness, children are required to wash their hands upon entry to LITTLE VIKINGS. We have the ability to refrigerate and heat meals, but please do not bring meals that require preparation beyond heating. Please make sure meals/snacks are clearly marked with your child’s name. Please bring a meal or snack if your child is attending during meal times.

NUTRITION POLICY: LITTLE VIKINGS is a state certified childcare center and follows the Office of Child Care rules and regulations. Because parents are providing the food for their children, the OCCR requires the parents must also follow these guidelines for their children over 12 months. If your child over 12 months is attending during the following hours, you must provide a meal as described below for your child:

Breakfast: 7:45 AM - 8:30 AM: Must contain a milk, a grain and one fruit or vegetable.

AM Snack: 9:30 AM - 10:15 AM: Items from two different food groups (dairy, fruit or vegetable, protein, grain).

Lunch: 11:30 AM - 12:30 PM: Must contain a grain, a protein, 2 fruits or vegetables and a milk.
PM Snack: 2:30 PM- 3:15 PM: Items from two different food groups (dairy, fruit or vegetable, protein, grain).

Due to the Covid-19 restrictions, we will not be providing supplemental food.

In addition, parents can bring more food than listed on this policy and parents may request that their child eat more often than these meal times. The times and amounts listed are based on the State of Oregon Office of Child Care requirements. These nutrition policies are required by the Office of Child Care rules [OAR 414-300-0280 (5)].

NAP OR REST TIME POLICY:

According to the Rules for Certified Child Care Centers, all child care centers and preschools must offer and have a supervised nap or rest period for children preschool and younger. It also states that withholding rest from a child is not permitted and we cannot accept parental permission to do so. Because of these rules, we will have a quiet time for any child that is in our care and seems sleepy. We are very active with the children and encourage busy play which tends to wear children out quickly. We will not force any child to sleep, but we will also not stop any child from sleeping. If a child is showing signs of sleepiness, we will offer a mat and a blanket to them.

Illness:

For the health and safety of children and staff, LITTLE VIKINGS cannot accept into care any children with the following conditions or symptoms: Fever over 100.4 degrees; diarrhea; vomiting; nausea; severe cough; lice; unusual yellow color to skin or eyes; skin or eye lesions or rashes that are severe, weeping or pus-filled; stiff neck and headache with one of more the of the above-listed symptoms; difficulty breathing or abnormal wheezing, or complaints of severe pain. Children must be fever-free without medication and symptom-free for at least 24 hours before visiting LITTLE VIKINGS. A child who shows signs of illness after admission shall be isolated from the other children. The child’s parent will be notified and asked to pick up the child as soon as possible. Additional restrictions do apply (insert) and are subject to change at the direction of the Center for Disease Control (CDC), the Oregon Early Learning Division, or Oregon Health Department. Our goal is to maintain a safe and healthy environment for our center.

Doctor’s Note: For the safety of our children, staff and parents, we request that parents/guardians bring a doctor’s note to verify that a child is cleared from exclusion if the child contracted:
- Chicken Pox
- Hand, Foot, and Mouth disease
- Measles
- Scabies
-Whooping cough
-Scarlet Fever
-Salmonella
-Covid-19

**Immunizations:** We require a copy of the child’s immunization records after their fifth (5th) visit. All children must be current on appropriate immunizations with the exception of medical or non-medical exemptions. All eligible exemptions should be reported to a LITTLE VIKINGS staff member.

**The Immunization Rates are as follows:**
Adjusted Enrollment: 38
% of children complete: 84%
% of children DTap complete: 89%
% of children Polio Complete: 84%
% of children Varicella complete: 87%
% of children MMR complete: 89%
% of children Hib complete: 89%
% of children Hep A complete: 87%
% of children Hep B complete: 84%
% of children with nonmedical exemptions: 16%

Current Multnomah County immunization rates for all school aged children can be found [Here](#).

**Discipline:** LITTLE VIKINGS staff members only use positive methods of discipline and guidance that encourages self-esteem, including praise of good behavior, reminding children of behavior expectations, and, when appropriate for the child’s age and development, redirection and brief supervised separation or time away from the group, which is limited to no more than one minute per year of the child’s age. No corporal punishment, physical or verbal abuse, abusive language, or withdrawal of food, naps, or toileting of any kind is allowed. For the safety of all, parents will be called to pick up any child that exhibits repeated misbehavior or behaviors that physically hurt other children and/or staff members. For the safety of all, children that show repeated misbehavior or biting will be asked to take a two-week respite from LITTLE VIKINGS. Longer separation from the program may be recommended based on the severity of the discipline issues.

**Transition policy:** It is part of the nature of child care services that young children may have a hard time adjusting to the new environment. LITTLE VIKINGS encourages the parent(s)/guardian(s) to say goodbye to the child and let them know that they will be back to get them soon. This helps the child know that their parent/guardian is knowingly leaving and that he/she will be coming back to get them. LITTLE VIKINGS staff are prepared to comfort, soothe and engage children in activities. In most cases children are able to be consoled and engage in the program. Unfortunately some children may be inconsolable regardless of any and all attempts made by the care providers. Recognizing that parents/guardians are attending to important appointments and should not be disturbed, every attempt will be made by staff to keep the child as comfortable as possible until the parent/guardian returns from their appointment. If a child is extremely upset and is unable to adjust to the
environment after approximately 20 minutes, staff may call the parent/guardian to seek suggestions or alternatives for calming the child. If necessary for the well-being of the child, the parent may be asked to pick up their child. Please let a LITTLE VIKINGS staff member know ahead of time if you anticipate your child may have a difficult transition and if you would like to be contacted.

**Mandated Reporting:** The staff of LITTLE VIKINGS is required by law to report any instance where there is reason to suspect the occurrence of physical abuse, sexual abuse, emotional abuse, child neglect or exploitation to the police or DHS. Notification of the parent(s)/guardian(s) is solely dependent upon the recommendation of the police or DHS.

**Disaster Plan:** LITTLE VIKINGS has a Disaster Plan in place and all staff have been trained on the procedures. The plan is available for review in our office. In the event of a center evacuation, parents will be contacted immediately. The relocation site is posted at LITTLE VIKINGS.(Hoffman Hall)

**Nondiscrimination:** LITTLE VIKINGS does not discriminate on the basis of gender, race, color, creed, religion, sexual orientation, gender identity or national origin. LITTLE VIKINGS does not discriminate against any person with physical, mental or sensory disabilities. However, LITTLE VIKINGS services do not include one-on-one supervision, therefore, LITTLE VIKINGS cannot accept children whose special needs require one-on-one care. LITTLE VIKINGS reserves the right to refuse service to any person or persons for legitimate business reasons, such as maintaining the safety of our facility and the children in our care.

**Emergency Medical Contacts and Consent for Medical Treatment:** Although LITTLE VIKINGS tries to provide a safe environment, it is possible that your child could be injured. In the event that you cannot be reached LITTLE VIKINGS’ trained staff will provide basic First Aid to your child. If more advanced care is needed, a health care professional will be contacted, or 9-1-1 will be called. A consent form will be provided at the time of your first Check-In to LITTLE VIKINGS

I agree to the policies and procedures as stated in the LITTLE VIKINGS Childcare Policies and Release Agreement.
Although LITTLE VIKINGS tries to provide a safe environment, it is possible that my child could be injured. In the event I cannot be reached, I, or whoever signs my child in for that day (Authorized Representative to act as an agent for me), give my permission for LITTLE VIKINGS to provide basic first aid to my child as reasonably appropriate. I understand LITTLE VIKINGS shall not be required to strictly follow those guidelines when, in its judgment, circumstances may require otherwise.

In the event that LITTLE VIKINGS, in its sole discretion, believes that my child needs more advanced care, I consent to dental, medical, surgical, and/or hospital care, treatment, and/or procedures to be performed for my child by a licensed dentist, physician, ambulance attendant/emergency medical technician, or other licensed health care provider (collectively, “Health Care Professional”) associated with a licensed treatment facility when deemed necessary or advisable by the Health Care Professional to safeguard my child’s health. I waive my right of informed consent to such treatment. I also give my permission for my child to be transported by ambulance or LITTLE VIKINGS to an emergency center for treatment. I certify my child is in excellent health and physical condition and has no medical, psychological, physical or mental condition which has not been disclosed to LITTLE VIKINGS on the registration form. My child does not have any infectious, contagious or communicable diseases. As a condition to my use of LITTLE VIKINGS, I have accurately completed the Registration Form and read, completed and signed the Agreement and Release. I understand that LITTLE VIKINGS will rely on this information in caring for my child.

In the event my child is in need of emergency care, I do not require that the following physician or hospital be contacted. The information provided below is for informational purposes only. I consent to my child being taken to the treatment facility recommended by the Health Care Professional attending my child.

____________________________________________________________________________________

Child’s Name

Birthdate
This Agreement and Release, and the Registration Form will be kept on file at LITTLE VIKINGS and will continue to constitute binding obligations for any future visits my child may make to LITTLE VIKINGS. However, this Agreement does not obligate LITTLE VIKINGS to continue to provide service, and LITTLE VIKINGS reserves the right to refuse admission to any child for any reason without liability. I, on behalf of myself, my spouse, and each child designated on the Registration Form waive and releases all rights, causes of action, and claims against LITTLE VIKINGS and Portland State University, its officers, directors, agents, and employees for any and all loss of or damage to property or injuries suffered by my child during the time my child is visiting LITTLE VIKINGS, including the possible negligence of LITTLE VIKINGS, but excluding the gross negligence and intentional misconduct. I understand that the provision of child care contains certain risk of injury to persons and damage to property, and that by signing this release I engage LITTLE VIKINGS to provide temporary child care for my child at my own risk. I have been given the opportunity to ask questions and obtain answers to my satisfaction regarding any and all aspects of LITTLE VIKINGS and this Release, including but not limited to future risks, complications, and costs. BY signing this release, I have not relied on any promises or statements made by LITTLE VIKINGS other than those contained in the written information supplied to me by LITTLE VIKINGS. I understand that this Release will be kept on file at LITTLE VIKINGS and will continue in effect for this and any future visits. I HAVE READ THE ABOVE CAREFULLY AND FULLY UNDERSTAND THE CONTENTS AND CONSEQUENCES OF SIGNING THIS RELEASE.