

# Oregon Programs of Quality

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These policies and procedures in your parent and staff handbooks help serve as evidence that you meet OPQ performance criteria. Use this list to help check your handbooks to meet OPQ indicators. See portfolio for more details.

## PARENT HANDBOOK

- Open door policy-parents can visit anytime
- Program philosophy clearly stated- includes values, beliefs and program goals for children
- open and closed day/hours of operation
- arrival and departure procedures
- enrollment and termination procedures
- procedures for complaints
- Your procedure for referring children for assessment
- policy on conducting screening and assessments on children
- policy on willingness to include children with special health care needs
- procedures on how you do annual parent surveys and evaluate:
  - policies and procedures
  - child and family outcomes
  - care and education environment

## STAFF HANDBOOK

- Your philosophy and how it guides your program
- How staff should greet families upon arrival and departures on a daily basis
- Confidentiality policy
- Your policy on how you will keep families informed and ongoing communication about children's progress
- policy on conducting screening and assessments on children
- Personnel polices to include:
  - Job description
  - Compensation
  - Schedules and benefits
  - Professional development opportunities
  - Procedure for program planning and routines
  - Guidance and discipline policy
  - Program philosophy
  - Professional ethics
  - Grievance procedures
- Description of staff evaluation process and forms including:
  - Observations
  - Documentation of staff effectiveness
  - Info from children's families
  - Self assessment
  - Individual professional development plan
- Procedure to use with children:
  - hand washing techniques
  - toileting
  - tooth brushing
  - teaching safety rules
  - at mealtime to encourage healthy habits