



Welcome to Kids Cre8ive Care!

Our goals are to create and operate a state-of-the-art daycare and preschool center. We will be offering many new and exciting ideas to give your children the best possible learning experience. We will always aim to meet or exceed your expectations and give you the security of knowing that you are leaving your children with people who will care for them like they are family. This handbook explains everything you need to know about our center. If you have any questions or concerns after reading through the handbook, please feel free to contact the director or any staff member.

Philosophy

At Kids Cre8ive Care, we believe in providing a safe and affordable program for children in our care. We believe that it is crucial to lay the proper foundation for emotional and providing a stimulating and nurturing environment that will allow children to combine learning with having fun. We place a tremendous amount of emphasis on nurturing your child's ideas and imagination and acknowledging individuality here at our center. We believe that each child possesses different strengths and we are determined to foster an environment that will allow them to utilize his/her strengths to be successful.

At Kids Cre8ive Care, we believe that communication and a strong teacher/parent relationship are necessary to help ensure that each child is successful. It bears repeating that it is our goal to make you feel completely confident that when you leave your child in our care, you feel as if you are leaving your child with family.

Mission Statement

The mission of Kids Cre8ive Care is to provide a safe, affordable and developmentally stimulating environment for preschool children in our care. It is our goal to provide an age-appropriate experience that will allow children the opportunity to develop socially, physically and cognitively. The Kids Cre8ive Care staff is dedicated to making you feel as though you are leaving your children with family.

Enrollment Policy

Here at Kid's Cre8ive Care, we welcome all children between the ages of 6 weeks to 5 years old. All children will be accepted without regard to gender, race, religion, color, creed, or disability.

It is important to understand that before your child can be enrolled that we need to receive the following information:

- | | |
|-------------------------------------|-----------------------------|
| 1) Completed Emergency Contact Form | 4) Deposit (non-refundable) |
| 2) Signed Fee Agreement | 5) Immunization Records |
| 3) Registration Fee | 6) Signed Parent Handbook |

Kids Cre8ive Care does reserve the right to dismiss a child for any reason, with or without cause. It is important to please follow the guidelines laid out for you in the parent handbook.

Hours: Our center will remain open between the hours of 6:30am and 6:00pm. Hours are subject to change due to emergencies or inclement weather. Parents will be notified in advance.

Registration: At the time of registration, a non-refundable registration fee is required. The fee for a single child is \$100 and for a family (2 or more children) is \$150.

Required Records:

Tuition Agreement: During enrollment, the director will present an agreement to you that must be completed. This agreement will state your child's name, program, start date, tuition rate, services included, and payment schedule. Both guardians must sign this agreement. As rates change, the center director will update this agreement when necessary.

Health Appraisal: This form must be completed by a licensed physician and returned within 30 days after your child's enrollment. Failure to return this form will result in a suspension from the center until the form has been returned. We assure you that this policy is only for the safety of all of our children and staff members at the center.

Emergency Contact Form: This form must be completed prior to your child's enrollment. This form is important in care of emergency in which we cannot reach the parent/guardian by phone. Any person picking up a child from our center and taking them out must be listed on the emergency contact form. Please see the director to update this form with any address or phone number changes.

All forms are available at our center.

Tuition Policy:

Along with your signed tuition agreement, you will be required to pay a registration fee and the first week's tuition prior to your child starting at the center. Tuition payments are collected weekly each Friday. Tuition includes monthly specials and enrichments programs. If you choose to pay monthly, then your tuition is due prior to the care period, not after. A \$15.00 late fee will be applied at the close of the business day on Friday. Credits are not given for vacation, scheduled school holidays, child illness, or school closings due to emergency, inclement weather, or acts of nature. Non-payment will result in a dismissal from the center. If you anticipate an issue with a timely payment, please contact the director. Only the director or CEO can make alternate arrangements for payment.

Our Teachers

Our teachers are dedicated to providing the best service possible for your child while they are under her/his care. We carefully select each staff member on the basis of background, experience, and attitude. Each staff member must also have a Criminal Record Check Clearance by the State Police as well as a Child Abuse History Clearance. A bi-annual physical exam and FBI fingerprinting is also required. All staff members must be CPR and First-Aid certified. All teachers are required to supervise the children at all times.

Parent Involvement

We not only welcome parent involvement but we encourage it as well. If you wish to take part in an activity, please contact the director for approval. We understand that a strong parent/teacher relationship is very important to help aid in the development of young minds. Any help that you can provide is always welcome. The director's door is always open to parents with questions or concerns.

Dress Code

Please dress your child appropriately each day. Clothing should be appropriate for the season and be sufficient for fun and play. **Sneakers are a preference.** Flip Flops, Crocs and bare feet are not permitted at the center. It is important to label all of your child's belongings as well. Jewelry is also not permitted at our center. This presents a choking danger to smaller children at our center. All jewelry will be removed from your child and sent home in his/her school bag at the end of the day.

Curriculum

Kids Cre8ive Care utilizes an age-appropriate and standard based curriculum throughout the year. The lessons will provide children with guidance to become successful, lifelong learners.

Transition

We believe that it is very important to properly place a child in the correct setting for his/her age and abilities. Each child will be transitioned properly before being moved up to the next group. We gradually transition your child into the older group for several weeks prior to making it a permanent move.

Conferences

The center will put aside two weeks each year to set up parent/teacher conferences for our families. At that time, you will discuss your child's developmental assessment. This assessment provides details on your child's skills, knowledge, behaviors and accomplishments. We strongly encourage parents to participate. We also allow conference times to be made throughout the year if a conference is requested or suggested by either a parent or teacher. To set up a conference, please contact the director of the center.

Tuition and Sibling Discount

A sibling discount is available for families with multiple children enrolled. We offer a 10% discount off the oldest child's tuition.

We accept checks, credit cards and money orders towards payments. All payments should be placed in the tuition box. Please add your child's name in the memo line when paying with a check. We will charge a \$50.00 fee for all checks that are returned by the bank for any reason.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at Kids Cre8ive Care. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition.

Arrival/Departure Procedures

Arrival: For the protection of the children, our center has a security system and a key is required for entry. Each family is assigned a unique entry code to key into the keypad for entry, and instruction will be given as to how to gain secured entry. It is the responsibility of the parents or adult to escort children to their classrooms. We also ask that parents assist their children with putting away their garments and backpacks and help them get situated for the start of their day. It is the responsibility of the parent to notify his/her teacher if the child must receive a medication that day. You will need to provide all specific instructions in written form as well.

Departure: Once a parent enters his/her child's room or playground area, they become solely responsible for supervising the child. The parents must adhere to all classroom and center rules while supervising the child as well. All business issues must be handled prior to entering the child's room and after you have engaged with your child, you are required to exit the premises immediately following the pick-up. It is required that parents empty out

his/her child's cubby each day. Each parent may take a few minutes to discuss the child's activity sheet for the day, but we must keep this time to a minimum. We do not want to distract teachers from the children who are still under the care of the center.

It is the responsibility of the parent to list all persons who are permitted to pick up the child at the conclusion of the day. Parents may not indicate any person under the age of 16 years old. Parents should also not be listed as the emergency contact due to our policy of contacting parents first. Emergency contacts are listed in the instance that parents cannot be reached. For the safety of the children, we require to see ID before the child can be released to his/her care. Any changes made to the Emergency Contact Form must be signed and dated.

Late Fee

A late fee of \$1.00 per minute, per child, will be charged if a child is not picked up before the close of the business day, specifically 6:00pm. More than 3 late pick-ups in a calendar year will result in dismissal from the center. If a parent foresees an emergency situation, he/she must contact the center immediately to make arrangements.

Newsletter/Calendar

Each month you will receive a calendar of events that includes the theme for that particular month. This will be included in the director's monthly newsletter. The newsletter will contain administrative information, activities at the center, and upcoming events.

Holidays

There are between 6-10 holidays that are observed at our center each year. Parents are required to honor their agreement and pay their regular tuition for these holidays. This applies to all members of our center. A holiday schedule will be posted every September and an addendum in the following January, if applicable.

Birthday Celebrations

Parents are permitted to bring in special treats to school to celebrate their child's birthday. If a parent wishes to hand out invitations to a party outside of school, please give those invitations to your child's teacher, who will place the invitations in the children's backpacks.

Inclement Weather

In case of inclement weather, the center may close early or for a full day. The decision will be made to ensure the safety of all of our children and staff members. All alerts will be posted on our Facebook page and on FOX29 News.

Mandated Reporting of Child Abuse and/or Neglect

Under the Child Protective Services Act, childcare workers are considered mandated reporters and are required by law to report abuse or neglect of any type to the proper authorities. Our employees at Kids Cre8ive Care are required to report any offense to the appropriate authorities, starting with the director of the center. Our mandated reporters understand that failure to report an issue can lead to criminal charges. This act is designed to protect children and keep them safe from any form of abuse. Causes for reporting suspected child abuse or neglect include:

- Severe verbal reprimands
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Unusual bruising, marks, or cuts on the child's body
- Not providing appropriate meals including a drink for your child
- Transporting a child without appropriate child restraints (car seats, seat belts, etc.)
- Improper clothing relating to size, cleanliness or season
- Failure to attend to the special needs of a disabled child
- Children who exhibit behaviors consistent with an abusive situation
- Leaving a child unattended for any amount of time
- Sending a sick child to school over-medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside and the child is fever-free for a complete 24 hours before returning to the center.

Parent Code of Conduct

All parents at our center are required to behave in a manner that is consistent with courtesy and respect. Parents who violate the code of conduct will not be permitted at the center going forward. Please treat our staff in the same manner that you would expect to be treated by them.

Behavior Management Policy

The daily routine at Kids Cre8ive Care will help each child feel completely comfortable with his/her surroundings and will allow them to understand what is expected of them each day. We believe that while structure is necessary, it is also important to be flexible as well. We are sensitive to the individual needs of each child and we understand that each child responds to different forms of behavioral management. It is our philosophy that the discipline of a child is achieved through consistency, patience and positive reinforcement. Kids Cre8ive Care prohibits cruel or severe punishment, verbal abuse or humiliation. No child shall be denied food as a form of punishment nor punished for wetting or soiling their pants. Once a child reaches an age where he/she understands that there are consequences to his/her actions, then appropriate guidance techniques will be implemented.

Dismissal Policy

Kids Cre8ive Care reserves the right to dismiss any child at any time, with or without cause. Any child whose parent is prohibited from entering onto center property will also be dismissed. Any past due balances must be paid within 30 days of dismissal. Parents will be refunded any unused tuition within two weeks of dismissal. At the time of dismissal, the director will assist the parent in gathering the child's personal belongings. The parents are required to immediately exit the center in a calm and respectful manner. Any parent or guardian who harasses, threatens, or causes any harm to anyone involved in the center by calling, writing, or by any other means, will be prosecuted to the fullest extent of the law.

Positive Reinforcement

Each child will be encouraged when he or she is demonstrating acceptable behavior.

Redirection

The child will be redirected to another activity and given an opportunity to try again at another time.

Time-Out

The child is separated from the group within the same classroom for an age-appropriate amount of time (one minute per one year of age). If the teacher deems it appropriate for the child to be relocated to a supervised area outside of the classroom, the child will be escorted to the director's desk to sit for the appropriate amount of time. At no time will the child be isolated or without loving oversight. This technique is only used when a child will not follow directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting oneself, others, or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to rejoin the rest of the group to try again.

Absence

Parents must contact the center by 10:00am to inform us that your child will be absent that day. This information will help the center effectively maintain the proper ratios that are required by PA law. If your child is ill, we require that you let us know what the illness is so that we can track any other cases of this illness in our center. This information will remain private as to who was first affected by the illness, but notification to the child's classroom parents will be provided so that they can be apprised of what symptoms to look for.

Toilet Training Policy

At the center, we are dedicated to helping parents meet this important milestone for their children. We understand that all children learn at different levels and we are sensitive to

the needs of each individual child during this process. No child is ever reprimanded for an accident at our center. We use positive reinforcement and encouragement to help your child meet this goal.

Health Policy

A child is defined as ill if they exhibit any of the following symptoms:

- 1) Temperature of 101 degrees or greater (armpit). Your child must be fever-free for a full 24-hours before he/she can return to the center.
- 2) Rash with fever
- 3) Uncontrolled Diarrhea
- 4) Vomiting
- 5) Pink eye with white or yellow discharge. Your child may not return to the center until 24 hours after treatment starts.
- 6) Measles, Mumps, Rubella, Chicken Pox. Your child can not return until a physician determines that it is safe to do so.
- 7) Doctor's notes must be handed to or emailed to the director.

Medication Policy

At Kids Cre8ive Care we will administer medications of any kind to a child when the following conditions are met:

- 1) Medications must be in their original container with the label.
- 2) A doctor's note that states the dosage amount and duration of the medication.
- 3) A written letter that grants us permission from the parent or legal guardian to administer the medication.

All medication must be signed in at the medication log in the morning near the director's office. All medications must stay with the director or assistant director throughout the day. No medications are permitted to be stored in the classrooms. Do not give the medication to the teacher or leave it in the child's backpack.

Incident Reports

Incident reports will be distributed in the instance that your child suffers an injury while in our care. Parents are always notified for injuries that we deem to be serious. Minor injuries will only be addressed at the end of the day during dismissal. Should a serious incident occur, the child will be escorted to the hospital by means of emergency transportation with the accompaniment of the facility director. The director will bring along the child's file with pertinent information on allergies and/or medical conditions that you provided to us on the Emergency Contact form that would enable emergency personnel to administer individualized care. Parents will be called immediately to make arrangements to join the child at the hospital. The director will remain with the child at the hospital until parents arrive, and the director will provide details to the parents of the incident.

Complaint Procedure

If you have a complaint about a staff member, another child and/or parent, or procedure, we take this very seriously. We ask that your first course of action is to speak with the teacher. If you are not satisfied with the teacher's response, please speak with the center director. These complaints will be recorded in your child's file to keep on record, and the complaints will be investigated by the director where the goal is peaceable resolution for all parties concerned.

Signature

I/We _____, the parents or legal guardians of _____, have received, read, understand, and had the opportunity to ask questions about the policies set forth in this handbook. Furthermore, I/We agree to abide by the policies in this handbook as well.

Signature: _____ Date: _____

Signature: _____ Date: _____