



EARLY CHILDHOOD PROGRAM

The Parent Handbook

Where Creativity Sparks Bright Futures

Dear Kreative Kids Families,

Welcome to the Kreative Kids family! We are excited to have you and your child with us. Whether you are returning or new to our program, we are thrilled to begin this journey of growth, creativity, and learning together.

At Kreative Kids, we are dedicated to providing a nurturing environment where children can explore, create, and develop at their own pace. Our goal is to inspire curiosity, foster emotional and social growth, and encourage each child's unique expression. This handbook contains important information about our program, daily routines, and policies. Please take the time to review it so that we can work together effectively to support your child's development.

We believe in Kreating a safe, inclusive space where all children can thrive. Our educators are passionate about early childhood education and are committed to providing individualized attention to each child. We value the partnership between our staff and families, and we encourage open communication. Your involvement is crucial to your child's success, and we welcome your feedback and participation throughout the year.

At Kreative Kids, we offer a balanced approach, blending structured activities with plenty of time for Kreative play. We believe that learning should be fun, and we strive to make every day an exciting adventure for your child.

Should you have any questions or concerns, please don't hesitate to reach out. We are here to support you and ensure your child has a positive, enriching experience. Thank you for entrusting us with your child's education—we look forward to a wonderful year ahead!

Sincerely,

The Kreative Kids Team

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EDUCATION AND CLASSROOM

OUR EDUCATIONAL MISSION AND PHILOSOPHY

At Kreative Kids, our mission is to provide an inclusive, nurturing, and dynamic learning environment where every student is empowered to achieve academic excellence, develop character, and grow into a lifelong learner. We believe in fostering intellectual curiosity, creativity, and a love for learning in a supportive and collaborative community.

CORE VALUES

1. Academic Excellence: We strive to challenge and support every student to reach their full potential by offering a rigorous and engaging curriculum that meets diverse learning needs.
2. Character Development: We emphasize respect, responsibility, integrity, and empathy as essential qualities for success in school and beyond.
3. Community Engagement: We work in partnership with families and the community to build a positive, inclusive, and collaborative school culture.
4. Lifelong Learning: We inspire students to cultivate curiosity, adaptability, and a passion for discovery that will serve them throughout their lives.

EDUCATIONAL PHILOSOPHY

We believe that every child is unique and learns best in an environment where they feel safe, respected, and valued. Our educational philosophy is grounded in the following principles:

- Student-Centered Learning: We prioritize the individual needs, interests, and strengths of each student to ensure personalized and meaningful learning experiences.
- Whole-Child Development: We are committed to supporting the academic, social, emotional, and physical well-being of every student.
- Critical Thinking and Problem Solving: We encourage students to think deeply, ask questions, and develop innovative solutions to real-world challenges.
- Collaborative Learning: We foster teamwork and communication skills by promoting collaboration among students, teachers, and families.

- **Global Perspective:** We prepare students to be thoughtful, informed, and compassionate citizens of a diverse and interconnected world.

Together, we aim to create a vibrant educational environment where students thrive academically, socially, and emotionally. By working collaboratively with families and the community, we ensure that every child is equipped with the knowledge, skills, and values they need to succeed in school and in life.

The History of Kreative Kids

Kreative Kids was founded with a simple but powerful belief: **children learn best through play, exploration, and meaningful relationships.**

The program came to life on June 9th, 2025, during a time of transition in the community. When OLV, a long-standing local childcare program, announced it would be closing, many families were left searching for a place where their children could continue to learn, grow, and feel at home. Recognizing the importance of stability and continuity for young children, Kreative Kids was created to ensure that families still had access to a nurturing, high-quality early learning environment.

What began as a response to a community need quickly grew into something special. Kreative Kids was built to be more than just childcare — it was designed to be a place where children feel safe, valued, and inspired to discover the world around them. From the very beginning, the program focused on creating an environment that encourages curiosity, creativity, and confidence.

Kreative Kids embraces a **play-based approach to learning**, where children explore through hands-on experiences, imaginative play, and meaningful interactions. Classrooms are thoughtfully designed to encourage discovery, problem solving, collaboration, and independence. Teachers guide children using **positive behavior support and respectful communication**, helping them develop strong social skills, empathy, and self-regulation.

The program also operates in accordance with the standards and regulations set by the **New York State Office of Children and Family Services**, ensuring a safe and developmentally appropriate environment for every child.

Family partnership has always been a cornerstone of Kreative Kids. The program believes that children thrive when educators and families work together. Through

open communication, shared experiences, and a supportive community, Kreative Kids creates strong connections between home and school.

Today, Kreative Kids continues to grow while staying true to its original purpose: providing a joyful, safe, and engaging place where children can **learn, play, create, and thrive.**

At Kreative Kids, every day is an opportunity for children to explore their creativity, build friendships, and develop the skills that will support them throughout their lives.

NON-DISCRIMINATION POLICY

At Kreative Kids, we are dedicated to maintaining an inclusive and respectful environment, free from any form of unlawful discrimination. We do not discriminate based on race, color, religion, gender, national origin, age, disability, veteran status, or any other characteristic protected by law. This policy applies to all areas of our school's operations.

If you require the Family Handbook or any other documents in a different language, please contact the school director, and we will arrange translation services as necessary.

CHILDREN WITH SPECIAL NEEDS

We adhere to the requirements of the Americans with Disabilities Act, and other relevant federal, state, and local laws concerning services for children with disabilities. Our aim is to support each child's unique needs within the framework of our program, ensuring a safe and healthy environment for all children and staff.

We are committed to providing reasonable accommodations, including connecting families with local resources, to ensure children with special needs can fully participate in our programs in an inclusive and supportive setting. Rather than making assumptions about a child's abilities or disabilities, we use a standardized assessment for each child individually to determine how we can best meet their needs within our group care environment. We will share this information with

parents or guardians with our recommendation if further outside evaluation is recommended.

EDUCATION AT KREATIVE KIDS

At Kreative Kids, we believe in fostering a love of learning by fostering creativity, curiosity, and confidence in every child. Our educational approach is designed to support the whole child, promoting growth across cognitive, social, emotional, and physical domains. Through engaging, play-based activities and hands-on experiences, we empower children to explore, discover, and grow at their own pace.

We follow and exceed all state standards for early childhood education, ensuring that every child receives a high-quality learning experience in a safe and supportive environment.

Our curriculum integrates:

- **Kreative Arts:** Encouraging self-expression through art, music, and movement.
- **STEM Exploration:** Building problem-solving skills through science, technology, engineering, and math activities.
- **Language and Literacy:** Developing strong communication skills through storytelling, reading, and writing.
- **Social-Emotional Learning:** Fostering empathy, teamwork, and self-awareness.
- **Outdoor Play:** Promoting physical health and a connection to nature through active play and outdoor exploration.

Lesson Plans

Each classroom provides weekly lesson plans to keep families informed about the activities and skills their children will engage with and develop. These plans outline the learning experiences designed to foster growth across all developmental areas. By reviewing the lesson plans, families can stay connected to their child's educational journey and support their learning at home.

Together, these elements create a dynamic and supportive learning environment where every child can thrive.

Program Assessment

At Kreative Kids, we continuously evaluate every aspect of our programs to ensure we are providing the best possible learning environment. This includes regular classroom observations, quality checks, and annual parent feedback surveys. We value your input and encourage families to be active participants in this process.

Each child's progress is our most valuable measure of success. Our teachers receive ongoing professional development on how to effectively observe and assess children during daily activities using our specialized assessment tools. They carefully document each child's growth, skills, and milestones. These assessments guide our teachers in creating personalized lesson plans and activities that align with the unique needs and abilities of every child.

STAFF TRAINING

At Kreative Kids, we are committed to the continuous growth and development of our staff to ensure they are equipped to provide the highest level of care and education. Our teachers participate in regular professional development days, where they engage in workshops, training sessions, and collaborative discussions to enhance their skills and knowledge. Topics include classroom management, innovative teaching strategies, child development, and best practices for supporting diverse learners.

In addition to professional development days, our staff attend specialized workshops throughout the year to stay current on the latest research and trends in early childhood education. These opportunities allow our team to refine their techniques, introduce fresh ideas into the classroom, and better support the unique needs of each child.

By investing in our staff's ongoing education, we create a supportive and enriching environment for both teachers and students, ensuring that every child receives the care and guidance they deserve.

MEDIA IN THE CLASSROOM

At Kreative Kids, we prioritize interactive, hands-on learning experiences over passive media consumption. When media is utilized in our classrooms, it is thoughtfully chosen to align directly with our carefully planned curriculum. Our management team previews and approves every media piece to ensure it

supports our educational goals. Following any media viewing, our teachers lead discussions with the children to foster critical-thinking skills and encourage meaningful engagement with the content.

Viewing is entirely optional, and alternative activities are always available to ensure every child has a fulfilling and enriching experience. Our Staff is committed to creating an environment where curiosity, creativity, and active learning thrive.

FAMILY INVOLVEMENT AND COMMUNICATION

PROCARE COMMUNICATION

We value strong partnerships with families and prioritize clear and consistent communication. To keep parents informed and engaged, we use the Procure app as our primary communication tool.

Through Procure, families receive updates about their child's activities and special moments, along with important announcements and reminders about events or policy changes. The app also allows parents to message teachers and administrators directly for quick and convenient communication.

We are committed to maintaining a professional and respectful tone in all interactions, ensuring privacy and security for all shared information. Families are encouraged to check the app regularly and reach out with any questions, concerns, or feedback.

Procure helps us create a seamless flow of information, fostering a collaborative environment to support your child's growth and development.

SOCIAL MEDIA POLICY

At Kreative Kids, we use social media to share updates, celebrate milestones, and highlight the enriching experiences we provide for children. To ensure privacy and safety, no identifying information about children will be shared, and photos or videos will only be posted with prior written consent from parents or guardians.

As part of our enrollment process, all families are required to sign a Photo Release Form, either opting in or opting out of allowing their child's image to be used on social media. Families who opt out will have their preferences strictly respected, and their child will not appear in any posts.

Our social media content reflects the values and mission of Kreative Kids, with posts reviewed by management for appropriateness. We encourage families to follow and engage with our Facebook and Instagram pages to stay connected, informed and involved in our school life. Liking, sharing, and commenting on posts is a wonderful way to build our community and celebrate your child's journey with us.

If you have any concerns about social media content, please contact our administration for prompt resolution.

OPEN DOOR POLICY

We welcome families to visit the center at any time during operating hours, fostering transparency and connection in your child's educational journey. Whether observing your child, participating in activities, or simply checking in, parents are always encouraged to engage with our staff and classrooms.

For visits lasting longer than 15 minutes or requiring in-depth interaction, we recommend coordinating with staff to minimize disruptions to the learning environment. We also encourage families to share feedback, ask questions, or voice concerns at any time through in-person conversations, phone calls, or the Procure app.

PARENT TEACHER CONFERENCES

Parent-teacher conferences are held twice a year, in November and May, to discuss your child's progress, strengths, and developmental goals. Families will be notified in advance of the dates and provided instructions for scheduling a convenient time.

Conferences are collaborative and focused on your child's individual growth, with teachers sharing observations, assessments, and work samples. Parents are encouraged to ask questions and share insights to strengthen the partnership between home and school.

Additional conferences can be scheduled as needed. Meetings may be held in person or virtually to accommodate family preferences. A summary of key discussion points and next steps will be provided following the meeting.

These conferences are an important part of ensuring open communication and supporting your child's success.

NEWSLETTERS

To keep families informed and engaged, Kreative Kids provides regular newsletters packed with important updates, upcoming events, and highlights from our classrooms. These newsletters serve as a valuable resource for staying connected to your child's learning journey and the activities happening within our center. They include reminders, curriculum focuses, tips for supporting your child at home, and celebrations of recent accomplishments. Newsletters are distributed through the Procure app and email, ensuring easy access for all families. We encourage parents to review each edition to stay up to date and fully involved in our vibrant community.

STAFF PROFILES

To help you become better acquainted with the dedicated team caring for your child, we provide information about each staff member, including their experience, education, specific qualifications, and personal interests or hobbies. This information is posted in a designated area for your convenience.

We encourage families to take time to get to know their child's teachers and build a strong relationship with them. Open communication and collaboration between parents and teachers are essential in supporting your child's growth, learning, and overall experience at Kreative Kids.

ENROLLMENT AND TUITION GUIDELINES

ENROLLMENT AND TUITION

Tours

All families are required to tour our program to learn more about our play-based environment, teaching philosophy, and daily routines. Tours give families an opportunity to see our classrooms in action and determine if our program is the right fit for their child.

To ensure the safety, comfort, and privacy of the children currently enrolled in our program, tours are conducted in a way that minimizes disruption to the classroom environment.

Tour Guidelines

- Tours are **scheduled in advance** with the program director or designated staff member.
- Tours typically occur during designated times so that classroom learning and routines can continue smoothly.
- The director or a designated staff member will guide families through the program, explain classroom activities, and answer questions.

Meeting Children During Tours

During a tour, prospective families may see children engaged in classroom activities; however, **direct interaction between touring families and enrolled children is limited.**

Questions and Follow-Up

Families are encouraged to ask questions during the tour. If additional time is needed to discuss enrollment, policies, or a child's individual needs, a follow-up meeting can be scheduled with the director.

ENROLLING YOUR CHILD

When enrolling your child at Kreative Kids, you are required to complete the Enrollment Registration Information packet online through our Procure App. These forms provide us with essential details about your child, enabling us to offer the highest standard of care. For the health and safety of all children, it is critical that all forms are accurately completed and submitted to management for review before your child's first day.

Additionally, there may be state-specific forms or requirements that must be completed as part of the enrollment process. Families participating in state or federal child care subsidy programs should review their program details thoroughly, as certain terms and conditions may affect enrollment at Kreative Kids.

By completing these steps, we can ensure a smooth start to your child's journey with us!

EMERGENCY CONTACTS AND COMMUNICATION

As part of the Enrollment Registration Information packet, you will be asked to provide telephone numbers where you can be immediately reached. It is essential for your child's health and safety that we can quickly contact you while your child is in our care. Please notify us promptly of any changes to your contact information to ensure our records remain up-to-date.

Additionally, you will need to provide the names and phone numbers of at least three individuals authorized to pick up your child. These authorized individuals must check in at the office before going to the classroom and present a valid government-issued photo ID. Please inform them of this policy to avoid delays during pickup.

Families may also opt into our electronic communication system, which provides updates and notifications about your child's growth and development. If you choose to participate, please supply a valid email address to receive these important communications.

TUITION

Tuition at Kreative Kids is based on the specific program and schedule selected for your child. We strive to keep our rates competitive while ensuring the highest quality of care and education. A detailed breakdown of tuition rates and payment schedules will be provided upon enrollment.

Tuition is due on the **5th** of each month and must be paid by the due date to maintain enrollment. Payments are made through Procare, and families will receive reminders on the 1st of each month. **Late payments will incur an additional fee of \$35 if the payment is not made by the 10th of the month.**

Tuition rates are reviewed annually, and any updates will be posted on February 1st each year. The updated tuition rates will apply at the start of the next school year for current students and immediately upon enrollment for new students after February 1st.

If your family requires any adjustments, such as payment plans or financial assistance, please contact our administration team to discuss available options. We are committed to working with families to ensure continued enrollment and support for all children.

PAYMENTS

Payments for tuition at Kreative Kids are required to be made through the Procare app on **auto-pay**, unless a one-time payment option is selected during enrollment. The auto-pay feature ensures that payments are processed automatically on the due date, providing a convenient and reliable way to manage tuition.

If you choose the one-time payment option, the full tuition amount will be due at the time of enrollment. Regardless of the payment method, timely payments are essential to ensure uninterrupted care and services for your child.

GENERAL FEES

LATE FEES

A late payment fee of **\$35** will be assessed if tuition is not received by the due date. An additional **\$35 late fee** will be added every **5 days** until the outstanding balance is paid in full. Kreative Kids Early Childhood Program reserves the right to assess late fees at its discretion when payments are not received as required.

RETURNED PAYMENT FEES

A \$37 fee will be charged for any returned checks due to insufficient funds or other banking issues.

LATE PICK-UP FEES

If you arrive late to pick up your child, a **late fee of \$10 will be charged for every 5 minutes past the scheduled pickup time**. If your child is not picked up within **10 minutes** of their scheduled dismissal, they will be moved to the **Aftercare Program**, and a **\$25 fee** will be charged in addition to any applicable late fees.

If you are late picking up your child from the **Aftercare Program**, an additional **\$10 per 5 minutes** will be charged on top of the regular aftercare rate.

Repeated late pickups may result in a meeting with the program director, and in cases of continued lateness, **removal from the program may occur**.

All late fees will be assessed at the discretion of **Kreative Kids Early Childhood Program** to ensure appropriate staffing and supervision.

PROGRAM FEES

ELECTIVE PROGRAMS

Kreative Kids may offer a variety of elective programs that encourage creativity and personal growth in students. These optional programs are available to Pre k 3 and Pre K 4 and require a commitment for the entire session. A list of electives will

be provided each term, with some requiring additional fees for materials or instruction. All payments must be made in full at the time of the event. Students are expected to attend the entire program, with excessive absences possibly leading to removal from the elective. Programs may be canceled or modified based on enrollment or unforeseen circumstances, and families will be notified accordingly. Students are expected to follow behavior guidelines, and disruptive behavior may result in removal from the elective program. For more information, please contact your director.

SUMMER CAMP

Summer camp fees are separate from school year tuition and will be addressed each year. Camp fees, along with payment instructions and deadlines, will be sent to families before the start of the summer. A non-refundable deposit will be required at the time of summer program enrollment, with full payment due by the specified date. Payments can be made via Procure. Cancellations after June 15th may result in a cancellation fee of \$100. A child's spot is confirmed only once the deposit and full payment are received. For more details, please contact the Kreative Kids office.

ABSENCES

We understand that children get sick sometimes. **Missed days, including those due to vacations, cannot be made up, and no refunds or credits will be provided for absences.** Families who choose to take vacations during scheduled school sessions are still required to pay tuition for those weeks. Additionally, tuition is charged during scheduled school breaks, as these are already accounted for in the annual tuition schedule. Regular attendance is strongly encouraged to support your child's development. Exceptions may be considered in extraordinary circumstances, such as prolonged medical absences with documentation, at the discretion of program leadership.

DISCOUNTS

We strive for fair and transparent pricing by maintaining a clear discount policy. Customers may not combine multiple discounts, offers, or subsidies on a single

purchase, as only one discount or subsidy can be applied per transaction. Subsidized funds, such as grants or vouchers, are treated as discounts and cannot be used with other promotions. Special discounts and offers are standalone benefits and cannot be stacked. For questions or clarifications, please contact our customer service team. **NO DISCOUNT WILL APPLY TO THE 2 YEAR OLD PROGRAM.**

MULTI-CHILD DISCOUNTS

Families enrolling multiple children at the same time are eligible for a multi-child discount. The first child will be charged the full tuition rate, while the second child receives a 10% discount. Each additional child enrolled and attending concurrently will also receive a 10% discount on tuition. This discount is only applicable when children are enrolled at the same time and cannot be combined with other discounts, subsidies, or promotional offers.

CORPORATE PARTNERSHIP

The Corporate Partnership Discount Program offers a \$400 yearly tuition discount for employees of partnered companies, supporting families with affordable access to quality education and child care. Companies can join by signing a partnership agreement, and employees must verify their employment to receive the discount. A separate pricing sheet is available, outlining reduced tuition rates for corporate partners. This program strengthens community relationships while providing valuable benefits to employees. For more information or to join, please contact our administration team.

Service & Education Discount Program

To honor those who serve our communities and educate our children, Kreative Kids offers a **\$400 annual tuition discount** to eligible families through our **Service & Education Discount Program**.

This discount is available to:

- **Active or retired military personnel**
- **Volunteer or paid first responders** (e.g., police officers, firefighters, EMTs)

- **Teachers** employed at public or private schools overseen by the **New York State Department of Education**

To receive the discount, individuals must provide verification of employment or service. A separate pricing sheet outlining reduced tuition rates is available upon request.

This program reflects our commitment to supporting those who support our community by providing more affordable access to high-quality early childhood education.

For more information or to apply, please contact our administration team.

WITHDRAWAL AND DISENROLLMENT

WITHDRAWING YOUR CHILD

If you choose to withdraw your child from Kreative Kids, a **minimum of two weeks' written notice** is required. If notice is not provided, you will be responsible for tuition and fees for the two-week period, regardless of whether your child attends during that time.

Once a child has been withdrawn, re-enrollment will be subject to **space availability** and compliance with all current enrollment requirements. Any outstanding balance must be paid in full before re-enrollment can be considered. Additionally, if your child is approved for re-enrollment, a new **non-refundable registration fee** at the current rate will be required.

Please note that **reservation fees cannot be applied toward tuition** during the final two weeks of attendance.

DISENROLLMENT

At Kreative Kids, our primary concern is the well-being of all children, families, and staff. In some situations, it may become necessary to discontinue a child's enrollment if it is determined to be in the best interest of the child, other students, or the overall school environment. Before making a final decision, we will take

reasonable steps to resolve concerns, such as adjusting classroom placement, implementing behavior redirection strategies, or other supportive interventions. A child's enrollment may be discontinued due to their own behavior or the conduct of their parent, guardian, or authorized guests.

Reasons for disenrollment may include, but are not limited to:

- Aggressive or harmful behavior toward peers, staff, or property
- Repeated noncompliance with program policies
- Actions that pose a safety risk to themselves or others

Disenrollment may also occur due to inappropriate behavior by a parent, guardian, or authorized guest, including but not limited to:

- Harassment, threats, or aggressive behavior toward staff, children, or other families
- Ongoing disregard for program policies
- Unsafe or disruptive conduct by an authorized pick-up person
- The use of inappropriate or offensive language while on school premises
- Smoking on school grounds, including outdoor areas and parking lots
- Any form of physical discipline or verbal abuse directed at a child, whether enrolled or not, while on school property
- Bringing weapons, firearms, or ammunition onto school grounds or school-sponsored events (except for uniformed law enforcement officers in the course of duty)
- Repeated late pick-ups
- Failure to pay tuition by the required deadline

If it is determined that Kreative Kids cannot effectively meet the needs of a child or align with the expectations of the parent or guardian, enrollment may be discontinued. This list is not exhaustive, and the program reserves the right to end a child's enrollment at any time if deemed necessary. When possible, prior notice will be given to the parent or guardian before disenrollment occurs.

OPERATIONAL POLICIES

DAYS OF OPERATION AND CLOSING

DAYS OF OPERATION

Kreative Kids operates Monday through Friday and follows a **school-year schedule**, closing for designated school breaks. We are also closed in observance of the following holidays each year:

- **New Year's Day**
- **Martin Luther King, Jr. Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Day After Thanksgiving**
- **Christmas Day**

As we follow the academic calendar, Kreative Kids will **also be closed during scheduled school breaks**. Kreative Kids reserves the right to make changes at any time with a 5 day notice to families. Families should refer to our annual calendar for specific closure dates.

Please note that we will have two early closure days per year, closing at 12 PM, and two full-day closures for staff development.

There will be no tuition adjustments, refunds, or make-up days for holiday or school break closures. Tuition must be paid in full, regardless of scheduled closings.

EMERGENCY CLOSING & INCLEMENT WEATHER

In the event of an emergency closure or severe weather conditions, Kreative Kids will follow local school district closures. If the program must close after your child has been dropped off, school management will notify you or your designated emergency contacts as soon as possible. It is your responsibility to ensure all contact information remains current and accurate.

Our staff will remain with your child until you or an approved emergency contact arrives for pick-up. Please make arrangements to retrieve your child promptly in the event of an early closure. **No tuition adjustments, credits, or refunds will be issued for emergency closings**

PERSONAL ITEMS

APPROPRIATE DRESS FOR SCHOOL

Children should come to school dressed in **comfortable, washable play clothes** that allow them to fully participate in classroom activities, outdoor play, and all school events. Clothing should be **school-appropriate**, avoiding overly revealing attire, items that could pose a choking hazard, or anything unsuitable for the expected weather conditions.

Please ensure your child is dressed appropriately for **changing weather** throughout the day. This may include bringing a **jacket, coat, mittens, gloves, and a hat** for colder temperatures or having a **lighter shirt, pants, or shorts** available for warmer conditions.

For safety reasons, **closed-toe shoes, like tennis shoes, are required at all times.** Flip-flops, sandals, or other open-toed footwear are not permitted.

Personal Items to Leave at Home

To ensure a safe and organized environment, we ask that children not **bring valuables** or personal items such as **favorite toys, books, or jewelry** from home. These items can often become lost, damaged, or cause disruptions in the classroom. Please explain to your child why it's important to leave these items at home, particularly those they may not want to share with others. We cannot be responsible for lost or damaged personal items.

For the safety of all children, **necklaces, bracelets, and teething beads** are not permitted while at school. Children who need to wear a necklace for religious purposes may do so, but **written permission from a parent** is required. We appreciate your cooperation in helping us maintain a safe and secure environment for everyone.

Lost and Found

If your child is missing anything, please inquire at the school as soon as possible. It is much easier to return a lost item if it is labeled with the child's first and last name, so remember to label everything.

ACTIVITIES

Outdoor Activities

Outdoor play is an important part of your child's daily routine at Kreative Kids. We will monitor the weather conditions throughout the day to ensure that outdoor activities remain safe. If the weather prevents safe outdoor play, we will provide alternative indoor physical activities. It is essential that children who are well enough to attend school are also well enough to participate in all activities, including outdoor play. Please ensure your child has the appropriate outdoor clothing to stay comfortable in various weather conditions.

Water Activities

During warmer months, your child may participate in water activities, with written parental authorization. Children will have the opportunity to engage in water play on "Splash Days," where they can enjoy sprinklers, water tables, and water toys. On these days, please send your child with sunscreen, a swimsuit, water shoes, a towel, and any other necessary items for water play. We follow all state regulations to ensure proper staff-to-child ratios and child safety during water activities. We also ask for signed permission to apply sunscreen or insect repellent.

Celebrations, Holidays, and Birthdays

Holidays and birthdays are important moments of celebration at Kreative Kids, reflecting the cultural and ethnic diversity of our families. We encourage families to share their own traditions, which enrich the classroom experience and help foster a greater sense of community. Our holiday celebrations are developmentally appropriate, reflective of family diversity, and tailored to the interests of the children.

As part of our commitment to wellness through our program, we aim to provide healthy, nutritious snacks for celebrations. We encourage families to bring alternatives such as fruit, vegetables, yogurt, and whole-grain crackers, and avoid sugary snacks like cupcakes, candy, and soft drinks. Non-food items are also welcome for celebrations. Please consult the director before any celebration to discuss your contributions.

For birthday celebrations, we are happy to acknowledge your child's special day in the classroom. Please arrange celebrations at least one week in advance with the director. To ensure safety for all children, birthday snacks must be purchased from a licensed food provider. Home-prepared foods are not permitted due to potential allergens. Always check food labels to ensure they do not contain peanuts, tree nuts, or other allergens, and avoid choking hazards for young children.

NAPS AND QUIET TIME

Nap and quiet time are an essential part of our daily routine. While infants sleep according to their individual needs, all other children will have a designated rest period during the day. Children who are unable to sleep after a brief period of rest

may engage in quiet activities while respecting the need for quiet so others can nap.

ANIMALS AT SCHOOL

If state regulations permit, your child may have the opportunity to interact with a class pet or participate in specialized programming that involves animals. We encourage proper hygiene practices, such as handwashing after handling animals or their belongings. If your child has any allergies to animals, please inform us so we can take necessary precautions.

POSITIVE BEHAVIOR SUPPORT

At Kreative Kids, we embrace a Positive Behavior Support model aimed at fostering self-control, respect, and social skills in children. Our goal is to help each child become a confident, functioning member of their community, and to build an environment where children thrive socially and emotionally.

We believe that self-control is a skill that develops through clear, consistent, and respectful guidance. Teachers model positive behavior and set appropriate boundaries for classroom conduct, helping children understand the reasons behind these expectations. Our proactive approach encourages children to express themselves in constructive ways and take responsibility for their actions.

When children face challenges with behavior, our teachers use teachable moments to guide them through social-emotional learning. By teaching, modeling, and coaching, we help children navigate behavioral expectations and encourage self-awareness. Staff members respond calmly, respectfully, and appropriately, ensuring that safety remains a priority while providing feedback on acceptable behavior.

To support children in making good choices, teachers will:

- Encourage and praise positive behaviors and choices.
- Use clear, positive statements to remind children of expectations and model desired behaviors.
- Implement environmental or activity modifications, provide additional support when needed, and use redirection strategies to guide children back on track.

- Reinforce good choices with praise and acknowledgment.

We believe in creating a positive environment where children feel empowered to make responsible decisions. Our goal is to build their self-esteem, self-control, and self-direction through guidance, choices, and classroom responsibilities.

Prohibited Discipline Practices:

At Kreative Kids, the following forms of discipline are **strictly** prohibited:

- Physical punishment or corporal punishment such as hitting, shaking, biting, pinching, or pushing.
- Any form of physical restraint or time-out, including confining a child to any area such as a closet or bathroom.
- Emotional abuse, including humiliation, shaming, threatening, or frightening a child.
- Deprivation of basic needs such as water, meals, snacks, rest, or necessary bathroom breaks.
- Using food or water as a reward or punishment.
- Withholding physical activity or recreation as punishment.
- Using harsh, abusive or profane language.
- Leaving children unsupervised or unattended.
- Requiring children to remain silent or inactive for extended periods (e.g., time-outs).
- Any form of physical or emotional abuse or neglect.

Our commitment to positive behavior support ensures a nurturing environment where children can grow, learn, and thrive in a safe and supportive atmosphere.

Individual Behavior Support Approach

At Kreative Kids, we are committed to providing individualized support for children who may exhibit persistent or serious challenging behaviors. Our approach is designed to work collaboratively with teachers, administrators, and families to develop and implement strategies that support the child's success and inclusion within the program. In cases where positive behavior support techniques are not effective, we may seek guidance from the Education Department and involve outside professionals to support the child's development.

If a child continues to exhibit inappropriate behavior, a meeting may be scheduled between the parents/guardians, the teacher, and the director. This meeting will focus on addressing the concerns and discussing possible interventions. Depending on the situation, the child may be invited to participate in the conversation as well, allowing them to be part of the process in understanding and managing their behavior.

In some cases, an individualized Behavior Intervention Plan (BIP) may be developed. This plan will outline specific strategies and goals to help the child improve behavior and support their learning needs. It is imperative that both the parents and the program work together to ensure the success of the BIP. Failure to sign or comply with the terms of the plan may result in immediate disenrollment from the program.

We strive to ensure all children succeed and are included in our learning community. We believe that communication and collaboration between the school and home are key to helping children grow and thrive.

SAFETY AND SECURITY

DROP-OFF AND PICK-UP

ENTRANCE SECURITY SYSTEM

At Kreative Kids, the safety and security of our children, families, and staff are our top priorities. To maintain a secure environment, our facility is equipped with a controlled security entry system that allows access only to authorized individuals. Upon enrollment, families will receive security entry instructions from the director, which will grant them access during business hours. Parents and guardians are required to use their assigned access code or entry card each time they enter the building.

For security reasons, we ask that no one allows others to enter the building alongside them unless they have their own authorized access. While we value kindness and courtesy, the security system is only effective if each individual uses their assigned credentials. Access codes or entry cards should not be shared with anyone, including children. If a code or card is lost or stolen, families must notify

Kreative Kids immediately so that appropriate security measures can be taken. There is a **\$35 replacement fee** for each lost access card.

To ensure ongoing security, access codes will be updated periodically. Parents will be notified in advance of any changes. Visitors without an access code must check in at the front office and provide identification before being granted entry. By following these guidelines, we can work together to maintain a safe and secure environment for everyone at Kreative Kids. Thank you for your cooperation.

ARRIVING AT SCHOOL

We ask all parents and guardians to keep their children with them at all times, especially when exiting their vehicle in our parking lot. Children should never be left unattended in a car, regardless of their age, during drop-off or pick-up. Please remember to lock your vehicle upon arrival and keep valuables such as purses, wallets, phones, and laptops with you or stored out of sight. **Kreative Kids is not responsible for any personal belongings that may be lost or stolen while on our property.**

To ensure a smooth transition and maintain clear communication, parents and guardians must sign in, walk their child to their classroom, and inform the teacher of their arrival. This brief interaction allows important information to be shared and helps keep you informed about the day's activities. Children must always be supervised. If you have more than one child attending our school, please take your older child to their classroom first, as older children should not be in infant and toddler rooms for safety reasons.

During the early morning hours, when attendance is low, children may be grouped in a designated room before moving to their individual classrooms. Likewise, at the end of the day, as children are picked up, those remaining may be supervised in a different classroom than their usual one.

REPORTING ABSENCES

If your child will be absent, please notify the office as soon as possible. **Do not use** the Procure Parent App to report absences. If your child is sick, inform us of the illness, especially if it is contagious, so we can take the necessary precautions.

PICKING UP YOUR CHILD

When picking up your child, please allow time for them to complete their current activity. Be sure to inform the teacher before leaving and sign your child out as you exit the building.

We kindly ask that you make every effort to pick up your child before closing time. If you anticipate being late, please notify our office immediately. A late fee will be charged for pickups that occur after your child's scheduled hours or past closing time. If we do not receive a call from you and are unable to reach your emergency contacts, we may be required to contact local authorities for assistance.

Additionally, please be aware that **members of our staff are not permitted to take your child home with them under any circumstances.**

RELEASING YOUR CHILD

If someone other than a parent or guardian will be picking up your child, please notify us in advance. We will only release your child to parents, guardians, or individuals listed on the Emergency Contact and Release list provided in your child's Enrollment Registration Information. For safety reasons, we will not release a child to anyone under the age of eighteen, including siblings.

If an individual not listed on the Emergency Contact and Release list needs to pick up your child, prior written authorization must be provided to the school. Additionally, government-issued photo identification must be presented for anyone not personally known to us before we can release your child. In the event of an emergency where prior written authorization is not possible, we will verify your identity using your personal information to authorize the release.

Please note, under no circumstances will children be allowed to leave the school unsupervised to go to another location.

VISITORS AND VOLUNTEERS

With your consent, we welcome other relatives or friends to visit your child at the school. To ensure the safety and well-being of all children in our care, we require that all visitors and volunteers present valid photo identification and sign in at the office upon arrival. A staff member will be with all visitors and volunteers at all

times to ensure proper supervision and safety. Additionally, all visitors and volunteers must wear a designated Volunteer/Visitor name badge while inside the building. In compliance with state licensing regulations, we ensure that all volunteers undergo required health screenings and background checks before participating in any activities. These precautions are in place to maintain a secure and supportive environment for both our students and staff.

FIRE/ INTRUDER/EMERGENCY DRILLS

Our Emergency Management Plan is posted in the school and available for review at any time. We regularly conduct fire, intruder, and emergency evacuation drills, but the dates and times of these drills are not shared in advance with parents, staff, or children, as this ensures an accurate assessment of our safety procedures. During a drill, an Emergency Drill Sign will be displayed on the front door, and parents will not be able to sign children in or out of the school until the drill is complete and children have returned to the building. Parents may wait with their child's class in the designated safe zone outside the building until the drill concludes.

In the event of a real fire or emergency, the director will notify the classroom staff, and the school will be evacuated. Parents will be informed of the situation as quickly as possible. If it becomes necessary to evacuate children from school property, each school has a designated emergency evacuation site. In such cases, you and/or your emergency contacts will be contacted and may be asked to pick up your child at the evacuation site.

CAMERAS

Cameras are installed in every classroom, as well as in various other areas of the facility, both indoors and outdoors. These cameras are in place to ensure the safety and protection of our employees, children, and all individuals within the child care facility. Please note that footage from these cameras will not be shared with any third party.

HEALTH AND MEDICAL ISSUES

MAINTAINING A CLEAN AND HEALTHY ENVIRONMENT

At Kreative Kids, we are committed to maintaining a clean and healthy environment to protect the well-being of our children, staff, and visitors. To prevent the spread of communicable diseases, we take precautionary measures to ensure our facility remains a safe space for everyone. Our school is designed for easy cleaning and maintenance to uphold high standards of sanitation.

We implement daily cleaning and disinfecting schedules in all classrooms, which are posted for transparency. Toys are regularly sanitized. Additionally, table tops are sanitized before and after meal and snack times to maintain cleanliness throughout the day.

We actively promote cleanliness and good hygiene practices among our children. Hand washing is a routine practice for both staff and children. Hand washing is required before eating, after using the toilet, and after outdoor play to further reduce the risk of illness. These steps are integral to our efforts to provide a safe and healthy environment for all those who interact with Kreative Kids.

IMMUNIZATION REQUIREMENTS

In accordance with New York State (NYS) guidelines, all children must be up-to-date on their immunizations before being admitted to Kreative Kids. This policy applies to children from birth through school age. It is required that acceptable documentation for immunizations be provided, which must be validated by a physician or other licensed healthcare professional. This documentation should include the child's name and birth date, the type of vaccine and the number of doses, and the month, day, and year the child received each vaccination.

Validated proof of immunization should be submitted whenever your child receives new immunizations or booster shots. We encourage parents to submit updated records promptly to maintain compliance.

In cases where state licensing regulations exceed these requirements, the school will adhere to the more stringent regulations as set forth by New York State. Please note that failure to meet these immunization requirements may affect your child's enrollment at Kreative Kids.

PRESCRIPTION AND NON-PRESCRIPTION MEDICATIONS

Currently, Kreative Kids does not administer prescription medications to children. If your child requires prescription medication during their time at the school, we ask that you make alternative arrangements for its administration. If any changes occur in the future regarding this policy, parents will be notified promptly.

Parents are welcome to provide sunscreen for their child, but we strongly encourage applying sunscreen before your child arrives at school or camp. This helps ensure that children are protected from the sun throughout the day.

The use of aerosol sunscreens or insect repellent is prohibited.

ILLNESS

In addition to the required physician's examination and immunization records for enrollment, we observe each child's health daily to ensure a safe and healthy environment for all. Our staff will document any changes in behavior or

appearance, skin rashes, itchy skin or scalp, boils, weeping skin rashes, fever signs, complaints of pain, vomiting, diarrhea, drainage from eyes, or any exposure to harmful communicable diseases.

If a child begins showing signs of illness during the day, we will separate them from the other children to rest comfortably and be monitored by a staff member while we contact you to pick up your child. To protect your child and others, we ask that your child remain home if they develop any of the following symptoms of contagious disease until they are symptom-free for 24 hours or have written approval from a physician to return:

- Illness prevents participation in activities, including outdoor activities.
- The illness requires more care than the staff can provide without compromising the care of other children.
- Severe illness symptoms such as lethargy, lack of responsiveness, irritability, persistent crying, difficulty breathing, or a rapidly spreading rash.
- A fever above 100°F or higher taken in the ear.
- Diarrhea, or blood/mucus in the stools not related to a dietary change.
- Vomiting or persistent abdominal pain.
- Mouth sores with drooling.
- A rash with fever or behavioral changes.
- Head lice or nits (until after treatment has begun).
- Contagious conditions such as strep throat, scabies, chickenpox, impetigo, whooping cough, measles, mumps, rubella, tuberculosis, hepatitis A, or any other communicable diseases as directed by the local health department.
- Any child deemed by the health department to be contributing to the transmission of illness during an outbreak.

If your child has a communicable disease, please inform the school immediately so we can take the necessary precautions to protect the health of all children and staff. We will maintain confidentiality and share information only with those who need to know. Additionally, we will notify you if an employee or another child in our care contracts a communicable disease that requires reporting by the local health department.

These measures are in place to ensure the safety and well-being of all children at Kreative Kids. Thank you for your cooperation in keeping our school a healthy environment.

CHILD ACCIDENTS & INCIDENTS

In the event of an incident, accident, injury, or illness involving a child (collectively referred to as “incidents”), the Program Director or Management Person-in-Charge will notify the parents or guardians as soon as practically possible on the same day the incident occurs. Depending on the nature of the incident, it will be documented on an Incident Report, which will include at least the following information: school name and date the report was completed, the child’s name, date of birth, age, and gender, as well as a description of the incident. Parents will be asked to sign the report, and a copy will be provided to them for their records.

If your child requires outside medical attention due to the incident, you will also receive a student accident insurance claim form. The student accident insurance is a supplemental policy, and your health insurance will remain the primary payer for the cost of treatment. Please note that the insurance policy requires a deductible for each incident. Parents and guardians have up to one year from the date of the injury to file a claim. You are responsible for initiating the claim, requesting the necessary forms, and monitoring the status of the claim. Staff are unable to discuss the identity of any other child involved in the incident or share any medical history with other parents.

We take every incident seriously and ensure that all necessary actions are taken to maintain the safety and well-being of all children involved. If you have any questions about this policy or an incident involving your child, please don’t hesitate to contact us.

EMERGENCY MEDICAL PROCEDURE

If your child becomes ill or sustains a minor injury while in our care, our staff will provide basic first aid to treat the condition. In cases where the illness or injury requires more than basic first aid, we will contact you immediately and ask that you pick up your child and transport them to a medical facility for further treatment.

In the event of a medical emergency, we may act under the authority of the signed **Authorization for Medical Treatment of a Minor** form included in the Enrollment Registration Information packet. This may include taking emergency measures

necessary for your child's care and protection, such as contacting Emergency Medical Services (EMS) if deemed appropriate.

If we are unable to reach you, we will continue to make efforts to contact you or any of the emergency contacts you have provided. To ensure we can respond quickly in case of an emergency, please keep all contact information, emergency medical details, and the Authorization for Medical Treatment form up to date.

CHILDREN WITH ALLERGIES

If your child has allergies, please notify us immediately so that we can take the necessary precautions to ensure their safety. The completion of additional documentation may be required, including an Allergy Action Plan, to help us properly manage your child's needs while in our care. It is essential that all allergy-related information is kept up to date to ensure we provide the appropriate care and response in the event of an allergic reaction.

Kreative Kids is equipped with emergency-use epi-pens to respond quickly in case of a severe allergic reaction. However, we also ask that you provide us with any specific medication or instructions related to your child's allergy management. Your cooperation in keeping us informed is crucial to maintaining a safe environment for your child and all children at Kreative Kids.

PEST CONTROL

We are committed to protecting the health and safety of our children, staff, and the integrity of our school grounds by effectively managing pests. We use a combination of preventative measures and suitable techniques to minimize the presence of pests and ensure a safe, productive environment for all.

In the event that pesticide application becomes necessary, we will only use products that are registered for such use in accordance with federal, state, and local regulations. To ensure the safety of all individuals on the premises, only individuals who are licensed by the state will apply pesticides, and all applications will follow the specific guidelines provided on the product label.

As required by federal, state, and local laws, we will provide parents and guardians with proper notification of any pesticide use. This notification will be

provided via letter and/or posted in a visible location, depending on the regulations that apply.

Your child's safety and well-being are our top priority, and we are committed to following all necessary steps to maintain a pest-free environment at Kreative Kids.

LICENSING AND LEGAL REGULATIONS

MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND NEGLECT

As dedicated childcare providers and early education professionals, we take our responsibilities very seriously. We understand that abuse and neglect, whether physical or emotional, can occur in all families, regardless of background, and in various forms. When abuse happens, both the child and the parent/guardian are affected and require support, understanding, and assistance. Our staff is trained to recognize the signs and symptoms of abuse and neglect. **In accordance with the law, we are obligated to report any suspected cases of abuse or neglect.** If parents seek guidance, they may request a confidential referral from the school director, along with suggestions for external resources and support to help address and prevent these sensitive issues.

STATE LICENSING REQUIREMENTS

We are committed to meeting or exceeding all applicable state licensing regulations and standards, which are designed to ensure the safety, health, and well-being of the children in our care. These standards cover a wide range of areas, including facility safety, staff qualifications, health and safety procedures, nutrition, teacher/child ratios, and recordkeeping. Our school is regularly inspected by state, county, and city health, fire, and licensing authorities to ensure compliance with these requirements.

The state licensing agency, as well as Child Protective Services, Social Services, or Children and Family Services, has the right to perform their duties without prior notice or parental consent, as follows:

- Privately interviewing children and/or staff members.
- Inspecting, auditing, and copying child and staff records.
- Observing the physical condition of a child, including conditions that may indicate abuse, neglect, or inappropriate placement. If necessary, they may provide protective custody or have a licensed medical professional physically examine the child.

We have developed systems to ensure the comfort and protection of your child while they are in our care. As a parent or guardian, you can trust that our school will adhere to all local and state regulations related to safety, fire, nutrition, and child-to-staff ratios. Inspection reports are either posted in a visible area or available upon request from the school director.

Our goal is to provide a safe, nurturing, and developmentally appropriate environment for all children. We value your feedback and encourage your suggestions to help us continuously improve our programs and maintain the highest standards of care.

CONFIDENTIALITY OF INFORMATION

All information related to a child and their family is kept strictly confidential. This includes personal, health, and educational details. It is our commitment to protect the privacy of all children and families in our care. Occasionally, records may be reviewed by regulatory agencies or accrediting bodies if they are pertinent to a child's well-being or requested through a legal subpoena. However, student files are otherwise confidential and are accessible only to authorized management personnel.

In the event that your child is involved in an incident with another child, the identity of the other child will not be disclosed. We take privacy seriously and ensure that any sensitive information is handled with the utmost care and respect.

FAMILY EXPECTATIONS and INVOLVEMENT

Just as we establish guidelines for appropriate behavior for children, we also have expectations for parents and other adults who visit our school regarding their interactions with staff, children, and other families. A child may be disenrolled if their behavior or the behavior of the parent/guardian or their guest is disruptive. For more information, please refer to the "Disenrollment" section of the handbook.

FAMILY INVOLVEMENT

At Kreative Kids, we believe that strong partnerships between families and educators create the best learning environment for children. We value family involvement and welcome opportunities for parents and guardians to participate in the life of our program.

Family engagement helps strengthen children's confidence, build community connections, and enrich our play-based learning environment.

Opportunities for Family Participation

Families are encouraged to take part in the program in a variety of ways, including:

- **Classroom Volunteering:** Parents and guardians may volunteer in classrooms to assist with activities, art projects, or special events.
- **Guest Readers:** Family members are welcome to visit the classroom to read a favorite book to the children.
- **Sharing Talents or Careers:** Families may volunteer to share a special skill, hobby, cultural tradition, or career experience with the class.
- **Special Programs and Events:** Families may assist with seasonal celebrations, classroom projects, or special program activities throughout

the year.

- **Program Support:** Parents may occasionally help with preparing materials, donating supplies, or supporting classroom projects.

Scheduling and Guidelines

To ensure a safe and positive experience for all children:

- All volunteer visits must be **scheduled in advance with the program director or classroom teacher**.
- Volunteers must **follow all program policies and procedures**, including supervision rules and confidentiality expectations.
- Volunteers may not be left alone with children and will always work **under the supervision of program staff**.
- Volunteers must help maintain a **calm and supportive classroom environment** that aligns with our positive behavior and play-based learning approach.

Our Partnership with Families

We believe families are a vital part of our learning community. By working together, we create meaningful experiences that support children's growth, curiosity, and love of learning.

APPROPRIATE LANGUAGE IN SCHOOL

Parents/guardians and their guests are expected to use appropriate language while on school property. Foul language of any kind is not permitted, including in parking lots and playground areas.

If an issue or concern arises, we ask that you move the conversation to a private office area where you can speak directly with the director. We are committed to addressing any concerns to the best of our ability. If additional time is needed to properly address the issue, we will be happy to reschedule a meeting for a more suitable time.

SMOKING

Smoking is prohibited on all school property, including parking lots and playgrounds.

PHYSICAL OR VERBAL PUNISHMENT OF CHILDREN ON SCHOOL PROPERTY

Parents and their guests are not permitted to use any form of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes areas such as the parking lot, playgrounds, and bathrooms. Additionally, while verbal reprimands may be necessary at times, verbal abuse of a child is not acceptable on our premises. Such behavior can cause emotional distress or embarrassment to your child or other children who may witness it. Violations of this policy will result in immediate disenrollment from our program.

THREATS AND THREATING BEHAVIOR

It is our responsibility to ensure a safe environment for our employees, the children in our care, and all adults on the premises. Therefore, there is a zero tolerance policy for any threats or threatening behavior, regardless of the target, whether the threat comes from a child or an adult. This includes, but is not limited to, threats of physical harm or any form of retaliation. Any such behavior will result in immediate disenrollment from the program.

FIREARMS AND WEAPONS BAN ON SCHOOL PROPERTY

Firearms, ammunition, and other weapons are strictly prohibited on school property or at any events hosted by the school. If you are authorized to carry a concealed weapon, we kindly ask that you leave it in your vehicle while on the premises.

Uniformed law enforcement officers are permitted to bring firearms onto school property, regardless of whether they are on duty. However, law enforcement officers in civilian clothing, who are not conducting official business, are not allowed to bring firearms into the building.

Violation of this policy may lead to immediate disenrollment from the program and potential criminal prosecution.

CUSTODY AND VISITATION ISSUES

Our policy is to refrain from interfering with the custody arrangements between parents or guardians. We assume that both parents/guardians have equal rights to pick up/drop off, visit, or request documents related to their child, unless otherwise specified by legal documentation. If this is not the case, it is the responsibility of the parent/guardian to provide court orders or legally binding parental agreements that outline the rights and responsibilities of each parent/guardian. We will adhere strictly to the most recent court documents and will not favor one parent over the other.

We expect parents/guardians to resolve any legal or custodial disputes outside of the school setting and not involve the school, staff, or children in such matters. Failure to follow this expectation may cause immediate disenrollment from the program.

In cases of divorce, both parents, regardless of which parent enrolled the child, are entitled to access the following documents and information typically contained in a child's file:

- Medical documentation (e.g., immunization records, doctor's notes, medical diagnoses)
- Incident and observation reports
- Academic progress reports and individualized educational plans

- Attendance records

Financial records and the Enrollment Registration Information Packet are confidential and belong solely to the enrolling parent. These documents will not be shared with the non-enrolling parent without proper service of a subpoena or court order.

STAFF HIRED BY PARENTS

We strongly discourage our employees from making independent child care arrangements with families at the school. However, if you enter into an agreement with a Company employee to babysit for your family outside of the employee's regular working hours and/or outside of school hours, the arrangement must take place off school property. Please be aware that the employee is acting as a private individual, not as a representative of the Company, and we are not responsible for their actions or omissions outside of their working hours or while off school property. You may be required to sign an acknowledgment and waiver regarding this arrangement.

If you hire a staff member, and that employee resigns from their position with the Company to accept your employment offer, you will be required to pay the Company a \$1,000 finder's fee.

Additionally, staff members are strictly prohibited from transporting children to or from the school in their personal vehicles unless a signed Release of Liability form from the parent/guardian is provided.

PERSONS APPEARING TO BE IMPAIRED BY DRUGS OR ALCOHOL

If a parent or any other adult enters the school to pick up a child and appears to be intoxicated, either due to the smell of alcohol or impaired behavior, the child will not be released to them. We will immediately contact an alternate individual from the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive, unruly, or confrontational, the director will contact local authorities to handle the situation. This policy is in place to ensure the safety and well-being of all children and staff.

RESOLUTION OF DISPUTES

In the event that a dispute arises out of or relates to our services, we encourage you to attempt to resolve the matter in good faith directly with management. If the issue is not resolved at the management level, you may escalate the matter to the owner, who will also work with you to address and resolve any concerns. Your director can provide you with the necessary contact information for both management personnel and the owner to ensure that your concerns are fully addressed.

NON-SOLICITATION AND NON-DISTRIBUTION POLICIES

To maintain a productive and professional environment, the Company strictly prohibits any form of solicitation, both direct and indirect, by employees and non-employees. The following actions are not permitted:

1. **Employee Solicitation**
 - Distribution of literature for any purpose in working areas on Company property.
 - Distribution of literature in non-working areas during employees' working hours.
2. **Commercial Solicitation**
 - Commercial solicitation by any outside solicitor is prohibited.
3. **Personal Solicitation by Employees**
 - Personal solicitation by employees during their working hours is not allowed.
4. **Non-Employee Solicitation**
 - Non-employees are prohibited from soliciting or distributing materials to employees, customers, vendors, or visitors at any time on Company property.

For more details or questions regarding this policy, please contact the school director.

DISCLAIMER

Kreative Kids Early Learning Program reserves the right to make changes to these and all other policies as necessary. Parents and guardians will be informed of any

changes at least **5 days** prior to implementing the new policies. We are committed to keeping our families informed and will communicate updates through our regular channels, including the Procure Parent App, email, and written notices. Your understanding and cooperation are greatly appreciated as we work to provide the best possible experience for your child.

NOTES:

Kreative Kids Early Childhood Program

Parent Handbook Acknowledgment Form

I acknowledge that I have received and reviewed the *Kreative Kids Early Childhood Program Parent Handbook (Final Draft – March 2025)*. I understand that the handbook contains important information regarding the policies, procedures, and expectations of the program.

By signing below, I confirm the following:

- I have read and understand the contents of the handbook, including but not limited to tuition policies, late pick-up fees, health and safety protocols, behavior expectations, and the disenrollment policy.
- I agree to comply with all program guidelines and procedures as outlined in the handbook.
- I understand that Kreative Kids reserves the right to update or amend the handbook and that I will be notified in writing of any changes at least 5 days in advance.
- I understand that continued enrollment in the program is contingent upon adherence to these policies.

Child(ren)'s Name(s): _____

Parent/Guardian Name(s): _____

Signature: _____

Date: _____

Please return this signed form to the administration prior to your child's first day of attendance. A copy of the handbook is available digitally and in print upon request.