



## Creative Family Care Parent Handbook

At Creative Family Care you're family! We pride ourselves on giving you MORE THAN just preschool.

**Welcome to Creative Family Care! We are delighted to welcome you into our community.**

The information below has been developed to provide parents with information on policies and procedures of Creative Family Care. Please read carefully and contact us to discuss any new ideas, concerns, or questions you may have.

Warmly,  
Creative Family Care

# Program Rules & Policies

## Enrollment Confirmation

Please note that our program is a year round program, but we do have an official start of a new program year each fall. Our program enrolls on a monthly basis as space allows. Regardless of when a child enrolls, they are subject to any updates to policies as they occur.

Enrollment contracts will auto-renew each month unless parents give sufficient notice to terminate or there have been any changes to policies or pricing (at the discretion of the Director), in which case parents will sign a new contract.

If there are any changes to pricing, the Creative Family Care team will provide new rates with at least three months' notice.

## Enrollment Fee

Creative Family Care charges a \$100 enrollment fee, I/We agree to pay this non-refundable fee. I/We understand that this will be collected upon enrollment to ensure our child's placement in the program.

Please note that you must provide at least 30 days notice before the end of participation in the program. If you cancel your child's participation in the program at any time without the required 30 days notice, you will be required to pay tuition for the remaining 30 days after you give notice of end of participation, regardless of whether the child is receiving care.

## Tuition

### Private Payment through Wonderschool

I/We understand that, if I am enrolled in a monthly tuition schedule, monthly tuition (any non-subsidy payment) will be withdrawn on the agreed upon date for tuition for the subsequent calendar month, unless I have agreed upon a different payment date in writing with the program director. Tuition is due each month with no deductions for any

absences, holidays, vacations (provider or family), illness, or closures due to inclement weather, power outages, or other situations beyond our control. Tuition is due regardless of a child's absence from the program for any reason and is required to hold a child's space.

I/We understand that, if I am enrolled in a weekly tuition schedule, weekly tuition (any non-subsidy payment) will be withdrawn automatically on a schedule that the Director chooses, unless I have agreed upon a different payment date in writing with the program director. Tuition is due each week with no deductions for any absences, holidays, vacations (provider or family), illness, or closures due to inclement weather, power outages, or other situations beyond our control. Tuition is due regardless of a child's absence from the program for any reason, and is required to hold a child's space.

If tuition is not paid by the 5th day that it is due, a late fee of \$25.00 per day per child will be added for each additional day that it is late, until it is paid in full. When a payment is delinquent for one week or more, care may be suspended until the balance is current and your child's space will not be reserved.

Tuition payment can be made electronically by Wonderschool, our administrative services provider, and these payments can be made with a credit/debit card or via ACH (directly from a bank account).

If you are enrolled in a monthly tuition schedule and your child's start date does not occur on the first of the month, your first month's tuition will be prorated accordingly. If your child's last day does not occur on the last day of the month, your last month's tuition will be prorated accordingly, provided you have followed your program's unenrollment notice policy. If you are enrolled in a weekly tuition schedule and your child's start date does not occur on a Monday, your first week's tuition will be prorated accordingly. If your child's last day does not occur on the last day of the week, your last week's tuition will be prorated accordingly.

## Subsidy Payments

If enrolling your child using subsidy payments from a local subsidy agency, tuition reimbursements will be paid to your provider in accordance with local regulations. Parents will be required to pay a \$100 deposit each month. It is your responsibility to ensure your required paperwork is up to date at all times and that your subsidy coverage does not lapse.

If you agree to a private payment amount on top of the subsidy payment by the local resource and referral agency then all private payments will be applied using the “Private Payments” section.

## Withdrawal

If you withdraw your child from the program, you must give at least 30 days prior to withdrawal in writing via email to your email at [creativefamilycare@gmail.com](mailto:creativefamilycare@gmail.com)

Your official last day will be calculated using the withdrawal policy as described above, and tuition will be due for the duration of that time period. Tuition will be prorated to reflect your child’s official last day.

If you paid a deposit at the time of enrollment (typically one month of tuition, and different from an enrollment fee), your deposit will be applied to your last month of tuition providing you gave notice prior to being charged for your tuition payment. Any remaining portion of your deposit not applied to tuition will be refunded back to your card or bank account on file.

If Creative Family Care Needs to unenroll a child in their care, they will follow the withdrawal policy as described above. In the rare event that a child is unenrolled from the program effective immediately (typically only seen in high-impact health/safety issues), any tuition you have already paid for that month will be refunded to you as well as any deposit you have on file.

## Schedule Changes

When decreasing your schedule, 30 days of written notice is required. This is because it takes us time to find a replacement for the days you are dropping. When increasing your schedule, written notice is required and will be approved on a space-available basis.

## Meals and Snacks

Creative Family Care provides the following meals and snacks

Children will receive two meals and two snacks per day. Breakfast, Lunch and two snacks for full day children. Breakfast will be served at 9:30 AM. Please note that if

your child has a particular dietary need or allergy, we would like to know as soon as possible. We will do our best to accommodate this but may need you to supply your own food if it is different from our planned menu and offerings.

## Program Schedule

Creative Family Care hours are from 6:00am - 6:00pm

We require that a parent, guardian, or approved caregiver must sign in and sign out for their child at drop off and pickup. Children will be released only to authorized persons whose names are on the emergency sheet. These names may be revised at any time by the parent in writing. If the authorized person picking up the child is unknown by staff, they will be asked to show identification.

## Arrival Time

Please do your best to arrive at the correct drop off time each day. If you will arrive later than the drop off window 9:00-9:30 AM please notify staff.

## Late Pickup Fee

I/We understand that there is a 5 minute grace period for pickup after your child's daily scheduled pickup time. Each minute after that 5 minute grace period will be charged \$1.00/minute.

## Regularity in Schedule

It is important for children to arrive and leave the program at the regularly scheduled time. Young children need the security of knowing that they will be picked up.

## Parking

We ask that you do not park in front of the building as this blocks other cars from exiting. Please make sure to not block any driveways. Blocking neighbors' driveways may result in a fine or towing.

## Signing In and Signing Out

A signature is required at the beginning and the end of each day with the time of arrival and departure. This may be done through an electronic application or on paper.

In case of emergency, staff will use sign in sheets to take attendance. Children will be released only to authorized persons whose names are on the emergency sheet. These names may be revised at anytime by the parent in writing. If the authorized person picking up the child is unknown by staff, they will be asked to show identification.

## Absence

Please let your teacher know if your child is going to be absent or arrive or more after their normal arrival time.

If your child will be absent because they are sick with a contagious illness, please let our staff know so that other families can be alerted to look for symptoms in their children. Please note that in light of our policies and State regulations, we maintain full confidentiality of the identity of the child who has the illness.

## Program Year 2024-2025

## Acknowledgement of Placement in the Creative Family Care Program

Creative Family Care reserves the right to assess the appropriateness of the placement of your child in our program in relation to meeting the needs of your child and the other children in the program. If the Director feels that the program cannot meet the needs of a child or a child's family, the child's enrollment will be ended. Any deposit or fees paid are non-refundable.

Additionally, Creative Family Care retains the right to terminate enrollment of your child/ren in the program in the event of non-compliance with program policies, rules, and regulations. Any repeated infractions of program policies and rules will result in your child being removed from the program.

Creative Family Care reserves the right to modify any of the conditions of this agreement upon 60 days written notice to the parent(s) or guardians.

## Health & Safety

### Allergy Prevention

Families are expected to notify the program regarding children's food or environmental allergies. Parents/guardians of children with diagnosed allergies or asthma are required to provide the program with an individualized health care plan, signed by the child's physician, detailing the child's symptoms, reactions, treatments, care, and all necessary medication.

**If your child uses a nebulizer, please let us know so we can have you fill out an additional form.**

Despite our diligent efforts, it is impossible to eliminate all risk for children with food allergies. Some allergies are so severe that the presence of the allergen in proximity of the child causes a reaction. Similarly, it is impossible to prevent children from sharing food or for an allergen to be brought into the program by a family member or child, despite our best efforts to educate families and raise awareness. Ultimately, parents/guardians will need to decide whether group care is appropriate for their child with allergies in light of the risks that cannot be eliminated.

### Illness

Children need to be kept home when they have any of the following symptoms: fever, diarrhea, vomiting, conjunctivitis (pink eye) or discharge from eyes, severe coughing, skin rash of unknown diagnosis, difficult or rapid breathing, or nits on hair from head lice. If a symptom of an illness manifests while a child is at the program, the parent or guardian will be contacted immediately and the child will be cared for away from other children while waiting to be picked up by parent/guardian.

Diarrhea: A first excessively loose stool will constitute a call to the parent. New diet may be the cause. After the 2nd loose stool, the child will be sent home until diarrhea subsides and normal stools are produced at home. When a child returns after a bout of diarrhea, it is a provisional return; if the child experiences another bout of diarrhea, he or she must be picked up immediately.

Fever: If a child has an ear temperature of 100.6 degrees or greater, parent will be asked to pick up the child. **The child may return when he/she is fever free and after being kept home for at least 24 hours.** This means that your child will be out of the program for one full day after being sent home.

## Vomiting

Exclusion for vomiting is decided by incident. Two or more episodes will be cause for exclusion. A first vomiting episode may cause exclusion if the teacher determines that the situation for the child is extreme or debilitating.

## Eye Discharge

Eyes must be free of mucus or running substance. Children are asked to be kept home for 24 hours after beginning medication. Clogged tear gland conditions must have a written physician's note.

## Skin Rash

If a child has a rash of any kind, the child will be sent home until the rash is gone or until a physician's note has been received stating that the rash is not contagious. A physician's certificate of good health is required to return.

## Chronic Medical Conditions

If your child has a chronic medical condition, which needs "as needed" treatment (e.g. asthma, eczema, seizures due to high fever), we will work with you and your



medical provider to create a plan to meet their individual needs. We will require physician instructions to be on file at the program.

## Medication

Creative Family Care is not able to administer any over the counter medications to your child. If your child requires prescription medication to be dispensed, please provide a doctor's note and the prescription in the original prescription packaging.

## Children's Injuries

If your child sustains a minor injury while at the program (e.g., scraped knee), you will receive an Accident/Incident Report outlining the incident and course of action taken by the staff member. Minor wounds, such as cuts, scrapes, or bites, will be washed with liquid soap and cool, running water followed by rinsing. A dry bandage or dressing may be applied as appropriate. You will be contacted immediately if the injury produces any type of swelling, is on the face or head, or needs medical attention.

If a serious medical emergency occurs, the child will be taken to the hospital immediately by ambulance, and a staff member will contact you (or a designated emergency contact if you cannot be reached).

## Emergency Routine

Emergency disaster plans are located in the entry area of Creative Family

Care. Our policy is to dial 911 in the event of an extreme emergency.

All staff members at Creative Family Care have current CPR certification and are trained in first aid.

## Philosophy & Curriculum

### Philosophy

At our preschool, we use Creative Curriculum for Preschool.

## Curriculum

The Foundation

Volume 1: The Foundation

Volume 2: Interest Areas

Volume 3: Social-Emotional, Physical & Cognitive

Volume 4: Language & Literacy

Volume 5: Mathematics

Volume 6: Science and Technology, Social Studies & the Arts Volume 7:

Objectives for Development & Learning, Birth Through Third Grade *The Creative Curriculum®\*\* for Preschool, Sixth Edition\*\** is a comprehensive, research-based curriculum that features hands-on, project-based investigations as a pathway to learning.

<https://teachingstrategies.com/head-start-alignments/>

## Conflict Resolution & Discipline

Our emphasis on problem solving and conflict resolution supports our anti-bias goal, where children listen to and respect each other's hopes, needs, and ideas. Children are gently guided to realize the effects of their actions upon one another. They are taught to be respectful of one another and are encouraged to seek out solutions to problems with each other.

We do not use corporal punishment of any kind nor do we use time-out procedures. Teachers use re-directional approaches, role-modeling, and problem-solving discussions. Children will be gently removed from an area if they are being dangerous with their bodies and cannot stop themselves. The immediate goal and objective of the teacher is to help the child self-regulate and regain control, moving towards conflict-resolution.

## Child Abuse Report

It is mandatory for all the staff to report of any suspected child abuse if the staff person

suspects that a child has been abused in or out of the in-home facility, they are required by law to report this to Child Protective Services and Community Care Licensing. The person suspecting the abuse is responsible for making that call and should report it to the Director immediately.

## Parent Involvement

We ask that parents maintain and uphold the core values of our program. Open communication is key to providing the highest level of support and care for your child.

Generally, parents are not expected to stay beyond drop off or pick up. Classroom observation can be scheduled at any time. There will be opportunities for family activities throughout the year but please reach out at any time if you would like to volunteer in our program.

## Forms

A file on each child is kept on file by our Director. Parents have access to their child's file upon request.

## Parent-Teacher Communication

We strive to keep you up to date about your child's activities during the day and you will receive a daily report via the Wonderschool app. These reports include:

- Sign In/Sign Out
- Snack and Meal Menu
- Napping
- Bathroom use, specifying any urinations or BM your child had throughout the day

## Clothing and Spare Clothing

Please do not send your children to the program in their "good" clothes. Clothes should be free to be stained, dirty or in rare instances even ripped.

Clothing should be wholesome. We do not support violent or inappropriate imagery.

Please send your child in safe, comfortable footwear. Flip-flops are not permitted. We ask that each child have one set of spare clothing available in their cubby. All soiled clothing will be sent home to be laundered. We ask that you send in a new spare set the following day.

## Personal belongings and toys

Please keep all personal belongings and toys at home. Please work with your teacher directly if there is a special comfort item that your child likes to keep with them.

## Toilet Training

Creative Family Care requires a child to be fully potty trained.

## Napping

All children will be provided with a daily nap time and an individual mat on which to rest. While they are not required to sleep, all children will be expected to play or rest quietly.

Infants will be provided with adequate time for napping based on their individual schedule. Infants will only be permitted to sleep in an approved crib or play pen with a hard surface. Infants will not be allowed to sleep in their car seat, swing, or bouncer. If your child is asleep in their car seat at drop off, we will ask you to remove them and place them in the appropriate sleeping space.

## Transportation

Creative Family Care does not provide transportation for children.

## Field Trips

Creative Family Care does not currently plan to host any field trips.

## Smoking

Smoking is not allowed anywhere on the grounds of Creative Family Care.

## Your Child's First Day

### The Beginning of the Year/Helping Your Child with Transition

During your child's first days in our program, we take special time to help your child acclimate and transition into new rhythms and schedules. Parents are encouraged to stay for 10 minutes after drop off. In addition to morning drop-offs, we support families who feel their child may need additional transitional support.

These first days may be sensitive for children. We recognize that every child is different with different needs.

## Acknowledgement of Receipt

I/We hereby acknowledge that I/We have received and read Creative Family Care Parent Handbook in its entirety. I/We hereby agree to follow the program policies and procedures. I/We understand that Creative Family Care reserves the right to modify the Program Rules & Policies and any other information contained in the above documents at the program's discretion, with 60 days of prior written notice.

This invitation for admission to Creative Family Care expires if this contract is not signed, dated, and received with the appropriate deposit fee (indicated above), no later than three days after invitation of admission to the program.

Name: Date: