



PARENT HANDBOOK

Our Mission:

The mission of Creative Kids Learning Center is to provide affordable, quality childcare for our families. Care that contributes to the development of all our children by providing enriched learning and play experiences along with guidance in social development under the supervision of trained teachers and staff.



Creative Kids Learning Center is a State Licensed Child Care Center. We follow the Licensing Rules provided by the Missouri Department of Health and Senior Services Bureau of Child Care. These rules are available for your review upon request.

We value our families at our centers and want everyone to have a positive experience at Creative Kids. We offer every child equal opportunities regardless of race, color, creed, religion, sex, ancestry, national origin, or handicap. It is important that the staff and parents work together as a successful team promoting a safe and fun learning environment for the children. Parents are required to tour the center and ask questions regarding the care of their child before enrolling their child. This personal interview allows the center and parents to begin a positive working relationship.

Please use this handbook as a reference. This will help us work together in providing a positive experience at Creative Kids Learning Center. This handbook was produced as a resource for parents, staff and the children to explain the policies, procedures, rules and regulations of Creative Kids Center, Inc. - D.B.A. Creative Kids Learning Center. If you have any questions about the information in this handbook, contact the center director or assistant director. We reserve the right to change and make modifications to the parent handbook as it becomes necessary. We will provide a copy of any changes, modifications, or amendments to all parents currently enrolled. This version supersedes any other versions of the Creative Kids Parent Handbook.

**Sincerely,
Creative Kids Center, Inc.**

Admission Policy and Required Forms

Parents are required to tour the center and ask questions regarding the care of their child before enrollment. This personal interview allows the center and parents to begin a positive working relationship. Children in care shall have the following documents on file; failure to have these forms (as required by State) will result in termination of daycare services.

- A completed enrollment pack including the following forms:
 1. Child Care Enrollment Form (front and back)
 2. Income Eligibility Form (regardless of eligibility)
 3. Age Appropriate Medical Examination Report (have 30 days from start date)
 4. Parent Contract
 5. Tuition Express Form
- A report or copy of child's immunization record that indicates the child has completed, is in the process of completing, or is exempt from age-appropriate immunizations due on the child's first day of attendance.
- A written diet plan for each infant and toddler under one-year-old.
- Individualized Care plan, if applicable on the child's first day of attendance.

Remind101: Creative Kids uses remind101 as their primary texting service. Parent must sign up for this service using the following information.

Barry Road: Text this message: @barryr to (769) 209-2100

Flora Ave: Text this message: @gladstone to (769) 209-2100

Arrivals and Departures

All children must be signed in and out daily. Depending on your center, you will do this through a time clock. When you arrive at the center, please use the front door and take your children to their classrooms first. This helps keep the congestion out of our entry way and the children safer. Don't forget to sign your children in on your way back to your car.

When picking up your children, sign them out first then go and pick them up from their classroom.

Safety: Do not allow your child to run out to your car while you are still inside or allow your child to run into the center while you are still in your car. During arrivals and departures, be in control of your child.

Make sure you promptly close all doors and gates when going through the building. Do not let children leave their classroom or the building unless an adult accompanies them.

Our procedure is to release the child only to his/her parent or someone else the parent designates. If the person is **NOT** on your authorized pick up list, we have to have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them, we must see photo identification and their picture will be taken. This is simply a measure taken for your child's protection.

Open Door Policy: You are welcome to visit Creative Kids Learning Center anytime your child is present, arrange extended visits with the director beforehand. You are asked to avoid visiting during naptime, this is disruptive to the children that are resting. Parents are also free to call at any time. If we do not answer the phone, please leave a message, and we will call you back as soon as we are finished with the current activity.

Medication and Illness Policy

This is a well-child facility. This means that if your child is not feeling well, you need to find alternate care until they are feeling better. Do not bring your child if they have or had a fever, have vomited or had diarrhea or any contagious illness within the last 24 hours. If they are too sick to go outside, then they are too sick to be in childcare.

If your child has a common cold and is able to remain fever free without a fever reducer (Tylenol, Motrin, etc.) you can bring them to daycare. However, if the child reaches a point where they run a fever (over 100°); is cranky or less active than usual; cries more than usual; or doesn't participate and seems unwell, and or has loss of appetite; then they will be sent home.

If your child is sent home due to illness, they must remain out of the center for the remainder of that day and the following day. A child sent home on Friday may return on Monday if they have been non-medicated fever free for 24 hours. To return sooner, you must bring in a doctor's note stating that the child may return to daycare and the date that they will no longer be contagious. Without a doctor's note children will not be allowed to return early. Once your child returns to daycare, if they run a fever over 100°, they will again be sent home and the timeline begins again.

Medication: A Medicine Authorization Form (available at the center) must be filled out in order for the center to dispense medications. If medication is able to be completely dispensed at home, we will not administer it at the center.

Prescription medication: must be in the original container with the pharmacist's label and the doctor's name, number and dosage instructions.

Over the counter medication: shall be in the original container and labeled by the parents with the child's name. We must have a Doctor's note stating the prescribed dosage amount and the date's medication to be given. We will not administer fever-reducer (Tylenol, Motrin, Etc.) without a doctor's note prescribing this medication.

Medical Emergencies: Minor bumps and scrapes are inevitable, but we will make every effort to keep your children safe. Minor injuries will receive appropriate first aid and an incident report will be completed. If an emergency injury or illness occurs, you will be contacted immediately. If we are unable to contact a parent, then we will call the emergency contact numbers on your enrollment forms and authorization to contact and pick up form to acquire medical decisions for your child's care. If it becomes necessary, the center will make emergency medical decisions to the best of our abilities for your child. If necessary, your child will be transported by ambulance to the nearest hospital. Parents or guardians are responsible for cost involved in emergency medical treatment, including transportation if required.

Closings:

Holidays: We close for the following holidays: New Year's Day, Memorial Day, The Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. You will be billed for holidays. If a holiday falls on a Saturday, we will be closed the Friday prior to the holiday. If a holiday falls on a Sunday, we will be closed on the Monday following the holiday.

Christmas Eve and New Year's Eve, we will close at 4:00 PM.

Weather: Weather closing will be posted through Remind101 and on Fox 4 news.

Tuition, Fees & Discounts:

Tuition: Current tuition rates and registration fees are posted in the office of each center and will be discussed prior to a child entering our center. Rates are subject to change and parents are notified prior to effective date. Tuition is billed weekly on Mondays. Your payment is due prior to service. If your payment is not received by Tuesday, your account will be billed a \$25 late fee.

Registration: A non-refundable, \$50 registration fee per family is charged at enrollment when they receive their enrollment package.

Discounts: We offer a 10% military, Police and EMS discount.

Referral Incentive: If you refer a new family, once they enroll and have attended the center for thirty days, full time you get a \$150 tuition credit applied to your account. They must tell us at the time of enrollment that you referred them to the center.

Returned Payments: There is a \$50 NSF fee on all tuition express, returned checks or credit card payments posted to your account. Once Creative Kids Center, Inc. has received an insufficient funds check from you, you will have five business days to claim your check, cash and/or money order will be the only accepted method of restitution.

Childcare services will be suspended until NSF transaction is resolved. You must pay for the full amount of the check and NSF Fees or the check will not be returned to you.

Checks returned on a closed account will immediately be turned over to the prosecuting attorney. Checks returned due to a stop-pay will be turned over to the police.

Late Pick-up policy and Fees: If you know you will be unavoidably late, it is your responsibility to have an alternate person to pick up your child. Bad traffic or weather will not be an accepted late excuse and you will be billed accordingly.

We will begin by applying a \$25 late pickup fee per child at one minute past closing time by our clock. Every fifteen minutes thereafter, we will charge an additional \$20.00 late pickup fee per child. This late fee will be billed to your account. This policy will be strictly enforced.

Extended Absences: We understand that it may become necessary to take an extended break from childcare. Please understand that we will do our best to keep a spot available for your child but we will not guarantee any available openings. You will be responsible for two weeks' notice prior to absence and for paying the current tuition rate upon your return.

Free days: Only children attending the center full time receive free days. After attending Creative Kids for six months, full time children will receive five (5) free days to use in the current calendar year. Free days expire December 31 each calendar year. January 1st, all full time children attending the center at least six months will receive five vacation days for

the current calendar year. You may choose to use your free days anytime your child is not in attendance, if you have free days available except during your child's final two weeks. You must submit written request to use a free day before the date you wish to claim.

Sick Days: All children attending the center are allowed two sick days per calendar year. Sick days expire December 31. To claim a sick day a doctor's note must be presented within 24 hours of your child's return to the center. Doctor's note must contain the following information doctor's name, doctor's address, doctor's phone number, child's name, date of visit, and time excused from school to be claimed as a sick day. Accounts will be credited according to their billed daily tuition rate.

Termination of Services:

Creative Kids' Discharge: Creative Kids' policy is to provide the best childcare possible for all the children however, it may become necessary to discharge a child for the following reasons:

- Needs of the individual child cannot be served by the center.
- Parents are uncooperative, such as, but not limited to:
 - Failure to submit required forms.
 - Failure to comply with all policies, procedures, rules and regulations. This includes but is not limited to this handbook and state licensing rules and regulations.
 - Attempting to conceal an illness with medication before bringing child to daycare.
 - Failure to pay tuition.
- Behavior of child is deemed detrimental to the other children or staff.

Notice Required: A two week written notice is required to terminate your childcare services. This written notice can be submitted in person, mailed, faxed or e-mailed to the center. The date received will be the start date of the two-week notice. **School Age Children:** We require that parents of school-aged children update us at the end of the summer. If your child will no longer attend the center, we require a two-week written notice. If your child will attend during the school year, we need to know their school information and their status at the center. (Before or After School, Before and After School, No school days, and ½ days). You are responsible for payment of two-weeks of tuition from the date written notice is received or until your child's last day whichever is greater. Giving a written notice of less than two weeks does not alleviate you from paying a final full two weeks. This notice must have your child's name or your children's names, date of last day, and parent's signature. The original letter will be placed in the child's file. We cannot apply any unused free days to your final two weeks.

No Notice: Financial hardship or not needing childcare is not a reason to leave the center without submitting a two-week notice nor does it relieve you from your obligations. If you leave the center without notice for any reason, you are still obligated to pay for your child's final two weeks. Once a child has not attended the center for ten consecutive business days with no one contacting the center, we will terminate the child's childcare.

Suspended Accounts: are accounts that have a balance due that is 14 days' delinquent. Care will be suspended and care will not be provided until balance is settled. Suspended accounts can be settled by payment in full or you may choose to submit your child's two week written notice.

Outstanding Accounts: Any account that has a balance owed after care has been terminated. Accounts must be paid in full on your child's last day at the center. If you have a balance remaining the following will apply;

- Clients will be given 10 business days to pay their bill without legal action with a \$20 Outstanding Account fee billed each day account is not paid in full at 6 pm.
- On the 11th business day the account will be billed an administrative fee of \$150 and this account will be taken to small claims court.

Accounts will be handled through our billing office (816) 630-9383. Accounts not settled will understand that failure to pay is considered a breach of contract. We will proceed with prosecution through the 7th Judicial Circuit Court, Clay County, MO. Missouri Small Claims court information may be obtained online at [http://www.mobar.org/uploadedFiles/Home/Publications/Legal_Resources/Brochures_and_Booklets/small %20claims.pdf](http://www.mobar.org/uploadedFiles/Home/Publications/Legal_Resources/Brochures_and_Booklets/small%20claims.pdf)

Behavior Management & Discipline: It is expected that your child be respectful of the property and furnishings of the center. A certain amount of "wear and tear" is normal. If your child intentionally damages property or furnishings through destructive behavior or roughness, you will be liable for 100% of the replacement and/or repair cost. Your account will be billed accordingly and payment due with your next tuition payment.

When a child is having a difficult time following directions or being respectful, developmentally appropriate guidance techniques are used. If unacceptable behaviors continue then a conference with the parents will be conducted and they child may be sent home for the day.

Our guidance techniques are:

- **Positive Reinforcement:** The child will be encouraged when he/she is demonstrating acceptable behavior.
- **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
- **"When...Then" Statements:** A statement in which the child is encouraged to accomplish something before going on to something else. Sample: "When you finish picking up the blocks, then you can go outside."
- **"If... Then" Statements:** A statement in which the child is encouraged to make a positive choice. Sample: "If you pick up the blocks, then you can go to the Play area".
- **Take a break:** The child is separated from the group for a child-regulated period. This technique is used only when a child is exhibiting temper tantrum type behavior or hurting self, others, or equipment. When the child shows that she/he is ready to demonstrate acceptable behavior, the child is encouraged to join the rest of the group.

Supplies from home: Please label all supplies from home with the child's last name and first initial. Infants and toddlers- Parents are responsible for providing diapers, wipes and any additional diapering supplies. The center provides Simply Right (Sam's Club) Infant Formula and single item infant foods. You may bring your own formula/breast milk and infant food from home. Once your child is on table food and milk the center will provide these items. Please provide two seasonally appropriate outfits at all times. 2 years and up- Parents are encouraged to provide a change of clothing. Since artwork can get messy, you may choose to send an art smock or old shirt to keep here at the center. If your child is not potty trained you are responsible for providing all diapering supplies. When you feel your child is ready to begin potty training, let us know and we will do our part to help your child become toilet trained.

Items from Home: The center provides a wide variety of playthings. We ask that no toys be brought from home. If your child brings an item from home, we will not be responsible for the item. If it becomes lost, dirty or broken we will not repair or replace it. Items for "show and tell" need to stay safely put up only to be out during "show and tell."

Curriculum:

Creative Kids uses the Applebaum Training Institutes Monthly Thematic Curriculum. This curriculum uses age appropriate activities are scheduled with flexibility allowed to respond to the needs of the individual child and day. We will offer times for outside play, crafts, stories, instruction, music, and naps appropriate to the child's ages, interests, and abilities. Please dress your child in clothing that they can learn and play in without worrying about getting dirty or staining. Do not send them in dress clothes. We let them be children, we have fun, and sometimes it can be a little messy. Chores, such as picking up, putting things away, and helping to set the table will be a part of the day. We provide a flexible theme program, developing large and small motor skills. We do arts and crafts where the focus is on the process, not the product. Free play is an important part of a child's early years. It is here that they learn social skills that will be needed the rest of their lives.

Rest Period: All children under the age of five will have a rest period from 12:30-2:30 PM. No child is forced to sleep; however, they must remain quietly on their cot for an hour based on the state licensing rules. Older children, and those who wake early, will participate in a quiet activity on their cot until Rest Time is over. Please try not to schedule pick-ups or visits during this time to lessen disturbance to the resting children. The center will provide individual bed and bedding. Personal blankets and pillows are allowed from home. Please keep pillows and blankets cot sized and kid friendly. You must take personal bedding home and launder them weekly. If you choose to leave personal bedding and they become unpleasant, they will be discarded.

Field Trips

Anytime we plan a field trip we will notify parents with a permission slip in their mailbox. Permission slips will tell you all of the information about the field trip. When, where, what the field trip is and how much it will cost (if any). We must have a signed and dated permission slip for each child for each field trip. Without a completed permission slip, your child will have to stay at the center. Parents are welcome to join us on our field trips. There are no pick-ups or drops offs by a parent at the field trip sites. Children must ride to and from with the center to participate on our field trips.

Food and General Meal Information

We prepare and cook all of our food here at the center based on the Child and Adult Food Care Program nutrition guidelines and these meals and snack are included in your tuition.

Breakfast is served between 7:00 AM & 8:30AM

Lunch is served between 11:30AM- 12:15PM

Snack 3:00-4:30 PM

If you arrive after mealtime, there will not be any food served to your child until the next designated meal/snack time. For children over two years old: **Please do not send food (half-eaten food, candy, sippy cup, etc.) with your child, we will take these items away and discard the food per state law.** For Infants: All containers of baby food or bottles brought from home must be clearly labeled with your child's name. Any unused portions of bottles or baby food brought from home will be given back to you or discarded per your request on a daily basis.

We serve every child that is here during our meal times breakfast lunch and snack. If a child refuses to eat their meal, there will be no food served until the next designated meal/snack time. We do not force any child to clean their plate before they are allowed to leave the table.

Creative Kids will modify a child's menu only if there is a medical or religious need. We require documentation from a doctor or clergy for these modifications. These meals and/or snacks may be the responsibility of the parent/guardian to provide for their child.

Legal Matters: In the event that Creative Kids must pursue legal action against any party, the client in question will pay all court costs. This includes but is not limited to late fees and collection fees on delinquent accounts.

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