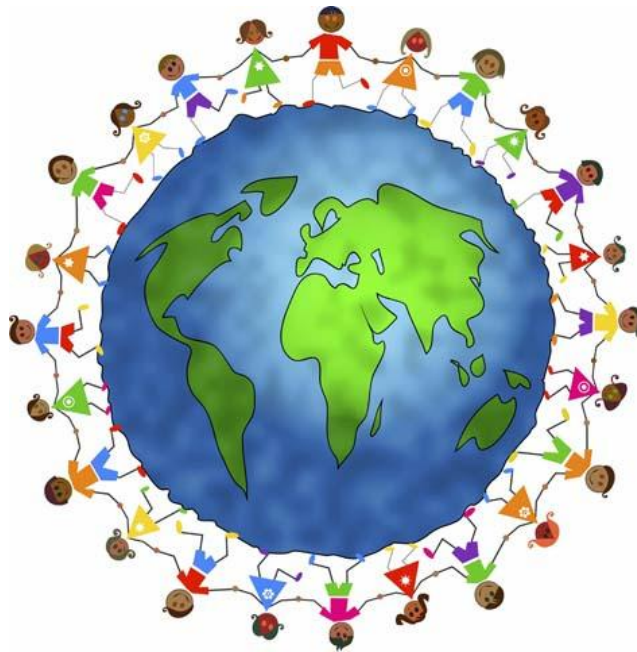




CREATIVE VILLAGE PARENT HANDBOOK 2012

Welcome to Creative Village Child Care! We're delighted you've chosen Creative Village to be a part of your family & we look forward to a great partnership as we provide your child with the best early education experience possible. We're excited to have this opportunity & want you to know that we'll provide love, guidance and learning for your child with the highest level of professionalism, quality, and dedication.

This parent handbook will provide you with a lot of important information, including: our hours/days of operation, the age range of children we serve, pre-enrollment visitation procedures, admission requirements/enrollment procedures, parent fees/payment options, services provided by our center, items parents should supply, procedure for reporting suspected child abuse/neglect, our center's discipline policy for behavior management, nutrition policies, opportunities for parent meetings with staff, and opportunities for other types of parent/family participation in center events.



“Have a Creative Day!”

Dear Parent(s),

Welcome to our program; we're excited to have you here! Creative Village is a state licensed facility that meets and exceeds enhanced standards set forth by the NC Division of Child Development. This parent handbook provides important information about our policies and procedures; please contact us if you have any questions or concerns. You can reach us by calling our **center phone #828-581-0070**, but if you reach the voicemail recording just know it means we're very busy taking care of children at that moment. We do our best to answer the phone quickly, and we also return calls promptly throughout the day (however, our first priority is ensuring that the children are receiving the proper care and attention needed). You can also email the director, Susan Schneider, at Susan@creativevillagechildcare.com or our assistant director, Carla Frye, at smallfrywsp@yahoo.com. Susan's personal cell phone is 828-989-6789. **PLEASE NOTE OUR CENTER PHONE NUMBER IS LISTED UNDER JOSH SCHNEIDER, which is important should you have a need to find us via 411.**

Hours/Days of Operation

Creative Village is open Monday through Friday from 7:00 AM to 5:30 PM and we provide care for children ages 6 weeks up to 12 years old. If you will be late for pick up, please call ahead so we can notify your child's teacher and make any necessary arrangements. **Any pickups after 5:30 will be charged an additional fee (\$5.00 for the first 15 minutes and then \$1.00 for each additional minute), although we do understand that there may be a time when you're unable to be on time for reasons out of your control. Please note licensing allows Creative Village to operate only within certain hours.** Also, please make sure your child is dropped off by 10:30 AM (unless it is an unusual circumstance, like a doctor's appointment for example). If you know your child will need to arrive after 10:30 am please let the teachers know in advance if possible.

If you are unable to pick up your child and will be sending someone else, please hand the teacher a signed letter ahead of time stating that this person has your permission to pick up your child. Please let the people picking up your child know that we do request ID before allowing the child to leave. Also, please be sure to list all people you approve to pick up your child on your child's enrollment papers and update as needed.

Pre-Enrollment Procedures

Families and children may visit Creative Village prior to enrollment and we have an "open door" policy. However, if you'd like to ensure that you will have the necessary time for a full tour of the center and outdoor learning environments, an introduction to appropriate teachers and other staff members, time to review policies and paperwork, along with time for a Question/Answer session... then it's usually advisable to call and set up a tour with one of our staff members. Carla Frye, assistant director, is most often available to show our program to interested families during mid-morning/following morning snack (approximately 10:00 am – 11:00 am) or following afternoon nap (approximately 3:00 pm – 4:30pm). We realize families often need to visit at other times, though, and we try to accommodate personal and work schedules to fit a tour to your needs. To set up a tour please call the center phone #828-581-0070 or email info@CreativeVillageChildCare.com. If your schedule is difficult to predict you are welcome to

drop in at our center any time during our hours of operation (7:00 am – 5:00 pm) and we'll provide a tour at your convenience.

Enrollment Procedures

We encourage parents to visit Creative Village often before enrollment and parents are more than welcome to stay with your child on their first day or two to make for an easier transition.

The following forms must be complete by the first day of care (unless otherwise stated), and must be updated regularly when applicable:

- Children's Medical Report – top half must be completed by parent/guardian and the bottom half and Immunization history must be completed by child's physician (must be received within two weeks of enrollment)
- Application for Child Care
- Child's Identifying and Emergency Information
- Emergency Medical Care Authorization
- Discipline and Behavior Management Policy Form
- Nutrition form/Feeding Schedule (children up to 15 months old)
- Infant Sleep Position Waiver (if applicable)
- Documentation of Safe Sleep Policy Receipt (if applicable)
- Permission to Administer Medication Form – if needed
- Documentation of Receipt of Parent Handbook
- NC Child Care Summary Law Statement –Signature indicating you've read and received

Emergency Information Request

Important – please provide adequate information on the “Child's Identifying and Emergency Information” form where parents can be reached in case of an emergency. Also, please specify who else can be called in case a parent can not be reached at that time. It is recommended that as many people as possible be put down on this list.

If you are going to be unavailable, or at a different phone number, please let us know where you can be reached or provide us with an alternate person that should be contacted during such time.

Daily Activities

At Creative Village we provide an environment that allows for learning through exploration and guidance. Daily activities include reading, writing, music, dance, art, outdoor play, play with manipulative toys/blocks & building items, yoga/physical exercise, and dramatic play.

(A copy of the daily schedule is posted in each classroom)

Discipline Policy

Please see Discipline and Behavior Management Policy Form. (attached)

“Praise and positive reinforcement are effective methods of behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self discipline”.

Children at our center will not receive physical punishment. Children who have conflicts or problems with others while at our center will be encouraged to verbalize their feelings and concerns. Our staff members view discipline as guidance, not punishment.

We want children to value cooperation and teamwork. We help them to learn peaceful approaches as ways to get along.

Our spaces are set up with preventative measures in mind. Multiples of toys are provided. Verbalizing feelings, redirection and explaining to children what they may do are some of the techniques we use.

Children who behavior endangers others will be supervised away from other children. The child will then process the problem with a staff member and any other concerned parties.

Creative Village will use short supervised periods of “time out” for negative behavior if a child is emotionally out of control and needs private time to regain composure.

Meals & Nutrition Policy

Morning snack will be provided daily and water is offered to each child at every snack and meal time. Children are encouraged to bring a water bottle daily that is labeled with their name and date. Lunch and afternoon snack must be brought by you every day and labeled with your child’s name and the date. We do have microwaves to heat up lunches, if needed. Lunch brought from home must follow the nutritional guidelines set forth the by the state. Snacks will also follow these guidelines. Please refer to the nutrition guide (attached) and always ask us if you are not sure of items to pack in your child’s lunch that meet the specific requirements for each category. Healthy eating habits last a lifetime, so it’s important to start from the beginning! Please don’t be discouraged if your child doesn’t try all the healthy foods we offer on the snack menu, or those packed in a home lunch. Often children must be exposed to new foods several times before they’re willing to try. To help encourage eating a variety of healthy foods we draw on many popular programs (such as Rainbow on My Plate/Rainbow in My Tummy and 5 a Day the Preschool Way), so please ask if you’d like some more tips on healthy eating for young children. We love to hear your ideas on this as well, so share any great ideas from home.

Medication

Creative Village does not administer medication unless absolutely necessary. In this case the Permission to Administer Medication form must be completed with specific times and dosages. Any medication prescribed by a doctor, must have a doctor’s signature. Sunscreen and diaper rash ointment may be used daily after a blanket permission slip is on file.

Injury Reporting Procedures

In case an injury occurs while at Creative Village and requires medical attention, an incident report form must be completed by a staff member and signed by a parent/guardian. When the form is complete a copy will be forwarded to the Child Care Consultant at the Division of Child Development.

Vacation/Holidays 2012

Creative Village will be closed to students on the following dates:

Friday May 18th (Western Regional Early Childhood Conference)	Teacher Development
Monday May 28th	Memorial Day
Monday July 2th - Friday July 6th	Independence Day & Teacher Prep Week
Monday September 3rd	Labor Day
Thursday Nov 22nd - Friday Nov 23rd	Thanksgiving Break
Monday Dec 24th – Tuesday Jan 1st	Winter Break (re-opening Jan 2nd)

Holidays are not exempt from your child's regularly scheduled tuition.

***For inclement weather related closings please check for postings on WLOS** (<http://www.wlos.com/shared/newsroom/closings/>). On the WLOS web site you may elect to receive text message announcements relaying any delays or closings for our school.

Tuition Policy

Tuition rates are based on a monthly fee and are dependent on the age of the child. We require a \$75 registration fee yearly. **One month's tuition is due on the 1st of every month*. Tuition is considered late if not received by the 4th of each month. A \$15 delinquency fee will be charged after noon starting on the 5th day of the month, and then \$5.00 a day after that. If fees are unpaid one week after the due date, Creative Village reserves the right to put a hold on your child's attendance at the center until full payment is made. Your child's space will not be saved at this time.** Please speak with us if there's a reason you're unable to make timely tuition payments. We do understand that at times there will be circumstances out of your control. Please contact us at the earliest time possible so we can work together to set up a payment plan. Checks that do not clear the bank will receive a \$30 charge, in addition to any other charges occurred. Continual delinquency may result in enrollment withdrawal. Creative Village reserves the right to change its tuition policy as deemed necessary.

*In some circumstances we may be able to set up bimonthly tuition payments, and/or receive your child's tuition at a date other than the 1st of the month. All of these instances MUST be set up with prior approval by the director or assistant director.

Ages accepted/Maximum capacity

Creative Village is licensed to care for children from birth to 12 years old. Creative Village has a maximum capacity of 55, and we choose to meet enhanced space and teacher:child ratios.

Child/Teacher Ratio (meeting enhanced standards)

	<u>Child</u>	<u>Staff</u>	<u>Max. Group</u>
Infant – 12 months	5	1	10
12 – 24 months	6	1	12
2 - 3 years	9	1	16
3-4 years	10	1	17
4-5 years	14	1	17

Clothing

Please dress for fun indoors and outdoors. We will be outdoors every day, so please bring appropriate clothing for the weather. Days at Creative Village can be messy, so keep at least one extra change of clothes at the center for your child. Flip flops will not be allowed at Creative Village, please be sure your child wears shoes that allow for movement and running while protecting their feet.

Curriculum & Services Provided at Center

Creative Village uses a variety of curriculum models. The Creative Curriculum model is mainly used. Students will also be exposed to yoga and other exercise practices to help drive a strong sense of self and physical fitness.

We invite a variety of visitors on a regular basis to expose children to a wider variety of educators than those on staff alone, including musicians/dance instructors/story tellers/ nutrition consultants/photographers/ dentists and more!

Creative Village will assist your family in accessing resources when requested to provide specific services for your child. Some of these services include speech evaluation, behavior management consultants, and inclusion consultants.

Toilet Training

For successful toilet training teachers and parents should communicate frequently. Children will be taken to the potty when they show interest. Often times if one child is being potty trained; other children will be interested and follow along. Please be sure to practice washing hands after each visit to the bathroom. Children will not be punished for accidents.

Personal Belongings

Diaper bag – If you choose to bring a diaper bag, please **do not** keep any medications, diaper rash ointment, sun block, or lotion in it. These products need to be given to your teacher upon arrival so she can keep them in a locked box away from the children. A small bag of essential items is best, since storage space is limited in each of the classrooms. Due to sanitation department regulations we must allow only storage of essential items at the center for your child. Please check with teachers if you are unsure about what’s needed in your child’s cubbie.

Please be sure to supply adequate personal items such as diapers, wipes, bottles, etc. At least one extra set of clothes is required on hand.

If your child is using a bottle or “sippy cup” of any type it must be labeled daily with your child’s name & date. Bottles for infants should also include the time the bottle was prepared, what type of milk it contains (breastmilk, milk, or formula) and the amount of liquid contained (in ounces).

Fire Drills/Playground Safety

Fire Drills and Playground safety checks are performed monthly. In case of fire, children will be taken out the nearest door and away from the center.

Illness Policy

The parent, legal guardian or another person the parent authorizes shall be notified immediately when a child has any sign or symptom that requires exclusion from the facility. Creative Village will ask the parents to consult with the child’s health care provider and then notify us of any advice received from the health care provider. If your child shows one or more of the following symptoms of poor health, he/she should stay home or will be sent home as soon as possible:

- Illness prevents child from participating comfortably in activities as determined by provider
- Illness results in a greater need for care than the provider can provide without compromising the health and safety of the other children as determined by the provider
- Suspicious rash that has not been seen by a doctor
- Any colored discharge from the eyes, nose, or ears
- Fever; accompanied by behavior changes or other signs or symptoms of illness until medical professional evaluation finds the child able to be included at the facility
- Symptoms and signs of possible severe illness until medical evaluation find the child able to be included at the facility. Symptoms and signs include; lethargy that is more than expected tiredness; uncontrollable coughing; inexplicable irritability or persistent crying; difficulty breathing, wheezing, or other unusual signs for the child
- Diarrhea, defined by more watery stools, decreased form of stool that is not associated with changes of diet, and increased frequency of passing stool, that is not contained by the child’s ability to use the toilet;

- Blood in stools not explained by dietary change, medication, or hard stools
- Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines that the cause of the vomiting is not contagious and the child is not in danger of dehydration
- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs or symptoms
- Mouth sores with drooling, unless a health care provider determines that the child is noninfectious
- Head lice, from the end of the day until after the first treatment
- Strep throat, until 24 hours after initial antibiotic treatment has been completed
- Chicken pox, until all sores have dried and crusted

Please call ahead of time with questions on policy regarding any illness not listed. We also refer to the guidelines on exclusion related to illness that is provided by the NC Division of Child Development.

Transportation

Transportation is not provided.

Abuse and Neglect Reporting Procedures

“Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned. **North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services.** In addition, any person can call the Division of Child Development at 919.662.4499 or 1.800.859.0829 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith” (North Carolina Child Care Law and Rules; November 2000).

Staff Training and First Aid/ CPR Certification

All staff is required to receive child care training hours per year, as set by the NC Division of Child Development (DCD). In addition to this, all staff will maintain current education on SIDS and be certified in Infant/Child CPR, First Aid, and playground safety as required by DCD.

Parent Involvement

Parents are encouraged to be involved as much as possible with the care of their children. Drop-in visits by parents are permitted and encouraged anytime your child is in care. Also, feel free to

make any suggestions you feel may improve your child's care. We welcome any feedback you have!

Teachers recognize that parents are the primary educators but will help families understand the daily routines of the Village. Parental involvement is critical to the success of every family's partnership with Creative Village. Throughout the year we invite families to join us for special events and we often ask families for objective evaluation of our program and staff.

In the past we've had success including families with different work schedules by hosting some events during our normal working hours (such as drop-in breakfast and lunch events, celebrations such as graduations, and dedications of new outdoor learning areas). Some events have also been hosted after the center is closed (such as meet & greet/open house nights, fall festival, garden days, potluck drop-ins, etc). In either case we try to have extra hands and volunteers around to give everyone a chance to participate. Thank you in advance for your flexibility and suggestions for finding ways that we can all participate in these events. Children LOVE to see their own families involved in special events at their school.

Another way we include our families and keep them in the know is by sending out a monthly newsletter. Along with general center news and updates, each classroom writes a portion that is specific to their news. This newsletter, along with the monthly snack menu, will be posted in classrooms, emailed to parents, and some printed copies will be on site and available for families who do not participate in email. Please help keep email lists up to date with your child's teacher so we can get important news to you throughout the year.

Teachers will share information daily with parents to provide specific information about your child's day (let us know if certain topics interest you most, like eating habits for example). Any time you have any questions or concerns, please feel free to contact your child's teacher to schedule a meeting. When appropriate, parent conferences for children will be held and may be scheduled by parents directly with their child's primary teachers or with the director or assistant director.

We care about what you have to say. Please come to the teachers/administrators with any concerns you may have and we will be happy to work together to find a solution. However, if you feel your concerns are not being addressed, you may contact Buncombe County Child Care Resources or the Division of Child Development to place an anonymous complaint. Please know that we value our partnership with each of you and want to do our best to provide each child at Creative Village with an excellent early childhood education experience.

Please keep this parent handbook for your reference. Please sign the last page and return to your child's teachers for storage in your child's file at Creative Village. Thank you!

I have read and agree to the policies and terms in the Creative Village parent handbook.

Name and Signature of Parent

Date

Name of Child(ren)

I have read and received the copy of the North Carolina Child Care Summary Law.

Name and Signature of Parent

Date