



“Have a Creative Day!”

Dear Parent,

Welcome to Creative Village Child Care! We are delighted you have chosen Creative Village to be a part of your family. We are excited to have the opportunity to provide love, guidance and learning to your precious little ones. We look forward to our upcoming relationship.

Creative Village is a state licensed facility that meets and exceeds enhanced standards. This parent handbook provides important information about our policies and procedures. Please feel free to contact us if you ever have any questions or concerns at 828-581-0070 or you can email Nicole@creativevillagechildcare.com.

Drop off and pick up times

Creative Village is open Monday through Friday from 7:00 AM to 5:30 PM. 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 \$5.00 for the first 15 minutes and then \$1.00 for each additional minute. Please note licensing allows Creative Village to operate only within certain hours. Also, please make sure your child is dropped off by 9:30 AM (unless it is an extreme circumstance).

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.

Enrollment Procedures

The following forms must be complete by the first day of care (unless otherwise stated):

- 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)
- Child’s Identifying and Emergency Information
- Discipline and Behavior Management Policy Form

- Food Program Enrollment Form
- Nutrition form (children up to 15 months old)
- Permission to Administer Medication Form – if needed
- Parent Handbook – signed copy

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 an alternate person that should be contacted instead.

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, blocks, building, and dramatic play.

(A copy of the daily schedule is attached)

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

Morning and afternoon snack will be provided daily. Lunch must be brought every day and labeled with your child’s name and the date. We do have microwaves to heat up lunches. Lunch brought from home must follow the nutritional guidelines set forth by the state. Snacks will also follow these guidelines.

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

For the 2008 year Creative Village will be closed:

New Years Day

Memorial Day

Independence Day - July 4

Labor Day

Thanksgiving Day and the Friday after (November 27 and 28)

Christmas week (December 22-26)

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

Tuition Policy

We require a \$75 registration fee yearly. One month’s tuition will be due on the first day of every month. A \$15 delinquency fee will be charged after noon on Tuesday and then \$5.00 a day after that. If fees are unpaid one week after the due date, your child will not be admitted to Creative Village until full payment is made. Your child’s space will not be saved at this time.

Continual delinquency may result in enrollment withdrawal. Creative Village reserves the right to change its tuition as deemed necessary.

Tuition rates are based on a monthly fee and are dependent on the age of the child.

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.

Ages accepted/Maximum capacity

Creative Village is licensed to care for children from birth to 8 years old. Creative Village has a maximum capacity of 45 students at any one time.

Child/Teacher Ration (meeting enhanced standards)

	<u>Child</u>	<u>Staff</u>	<u>Max. Group</u>
Infant – 12 months	4	1	8
12 – 24 months	5	1	10
2 - 3 years	8	1	16
3-4 years	9	1	18
4-5 years	12	1	24

Clothing

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

Curriculum

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

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.

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 it must be labeled daily with your child's name, date, and time.

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.

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 20+ hours of child care training hours per year. In addition to this, all staff is currently trained on SIDS and certified in Infant/Child CPR and First Aid, and will be renewing these as needed.

Parent Involvement

Parents are encouraged to be involved as much as possible with the care of their children. Drop-bys 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 will send home daily “Love Grams” that provide additional information about your child’s day. Also, Quarterly “Progress Grams” will be sent home. Any time you have any questions or concerns, please feel free to contact your child’s teacher to schedule a meeting.

