



# Parent Handbook

## **Creative Learning Center**

### **Parent Handbook**

#### **WELCOME**

We are delighted that you have chosen Creative Learning Center for your family. This handbook contains general information and policies. Please read and keep to have as a reference for future use. Please feel free to contact us at any time if you have any questions or concerns.

#### **MISSION STATEMENT**

Creative Learning Center is dedicated to creating a community of learners that will last throughout their lifetime. We want to create a great place for children to explore the world. We offer a nurturing and creative environment for children to develop social emotional skills as well as establishing an academic foundation.

Our philosophy is provide a play based education where families can come together to foster the whole child.

We focus on social emotional development by encouraging and providing children with opportunities to think, plan, and do. Helping children to communicate need and want with each other and adults. We also help children to identify and be comfortable with emotions in themselves and peers.

#### Non-Discriminatory Policy

Creative Learning Center welcomes families of all races, color, nationality and ethnic origin to all rights, privileges, programs, activities.

#### Curriculum

We offer an emergent curriculum. The interests and development play a role in how and what the children learn. We foster children's natural curiosity and incorporate their ideas into our weekly lesson planning.

The classroom and outdoor environments are set up for open exploration to allow children to choose activities that peak their interests. The content of the environments is intentional and planned to provoke critical thinking skills, language, literacy, math skills, science, fine and gross motor skills.

Our center fosters the Reggio Emilia Approach of creating a community. We as people are part of a bigger picture and we want to encourage and support helping each other.

Admission Policy

All prospective families are encouraged to visit the center before enrolling. Upon deciding to enroll, you will receive an enrollment packet. There is a \$75.00 non-refundable registration fee. The fee covers the application fees and holds an open enrollment spot for your family.

All forms must be initialed and signed prior to first day attendance.

A copy of your child’s immunization card and a physician’s report is also required prior to the first day. If your child has had a physical in the 6 months, your child’s doctor is able to sign the form without another physical. An annual physical or a hearing/vision screening is a requirement to attend Creative Learning Center. If you have questions, please see the site director.

Immunizations are a requirement in order to attend preschool. A copy of the immunizations must be turned into the office when your child receives any new immunizations.

Our center is open Monday through Friday between the hours of 7:00 am and 6:00 pm. We offer the following programs:

Infants                    6 weeks to 24 months

Our infant program only offers full time hours. You may bring your child at your convenience during the program hours.

Toddlers and Preschoolers	Ages 2 to 5 years
2 day program	Tuesdays and Thursdays
3 day program	Mondays, Wednesday s, and Fridays
Full time program	Monday, Tuesday, Wednesday, Thursday and Friday

You will have a choice of the full day program or half day. Full day is operational between the all business hours. Our Half day program operates between the hours of 8:30 am and 12:30 am

Our center provides Breakfast, Lunch, and Afternoon Snack. Please advise the center director and/or teaching staff if your child has special dietary needs or allergies.

Sign In/Out procedures:

Creative Learning Center uses the HiMama app as a means to sign in an out. You may sign your child in when you arrive using the classroom Ipad/Laptop or by using your internet browser on your phone. Your

child's teacher will update their activities, meals, and naps daily. Each day of attendance you will receive a daily report via email. A current and valid email is required for attendance.

If someone other than the parent is picking up your child, proper identification is required. They will be asked to present their ID to the director or teacher in the classroom prior to the release of a child. This procedure is to ensure that children are being released to authorized individuals. If you are asked for identification and are unable to produce it, by state law, we are unable to release the child into your custody.

**Remember your child's safety is our first priority.**

### **Tuition Policy:**

Monthly tuition checks are made payable to **MARIA HERNANDEZ**. Deposit tuition in an envelope into the drop box located on the office wall. Please write your child's name and dates of service your payment is covering. Please do not give tuition payments to teaching staff. They're priority is focusing on the children.

At enrollment, you will establish a payment schedule that meets your family's needs. You have the option to pay in full by the 1st day of each month or to pay in bi-weekly payments. Those dates will be discussed upon enrollment.

Late fees will be applied after a 5 day grace period. Please communicate with the office if you are unable to make your payments on the date agreed upon.

If tuition is consistently late or is behind for any length of time. The center has the right to terminate care for your family.

### **NSF Checks:**

There is a \$35.00 service charge on all returned checks. If you have a NSF check, you will be required to pay by money order or cashier's check for all future payments.

### **Late Pick Up Fees:**

Our center closes promptly at 6:00 pm. A courtesy call is appreciated if you will be arriving late. Late fees will apply after 6:00 pm for full day students and 12:30 for half day students. \$ 10.00 for the first five minutes and \$1.00 per minute thereafter. The fees are paid directly to the teacher that is staying overtime.

If your child is left at the center longer than 30 minutes past your scheduled pick-up time without contact to the center or if the center has exhausted all emergency contact options, we will have to contact the Oceanside Police Department. It is extremely important to have open communication with the staff and call if an emergency occurs.

**Tuition Credit:**

Creative Learning Center does not offer credit for days that your children do not attend. Monthly tuition is based on a twelve month school year from January to December. Holidays and School Closures are calculated in the monthly tuition.

Staff to child ratios have to be maintained based on enrollment. For this reason we are unable to offer credits based on illness.

Children who are enrolled in our half day, 2 day, or 3 day programs are unable to trade days or add days at will. Again, staff are scheduled based on enrollment. If you arrive on a day that you are not regularly scheduled, we may not have enough staff to accommodate the ratio.

If you are in need of an extra day, please contact the director in advance. You may call the center in the morning after 8:30 to see if there is an available space. Please do not just show up at the center. You will be turned away. We understand that emergencies happen or you may have to change your work schedule. The center must maintain state licensing regulations and ratios.

Fees for drop in care are as follows:

Half day           \$30.00 per day

Full Day           \$45.00 per day

**Vacation Credit:**

After a full year of attendance, you will receive 5 days of tuition credit per school year to be used at any time. Please let the office staff know that you will be using your vacation credit and the dates you wish to use them at least two weeks in advance.

**Illness Policy:**

In a preschool setting, children are exposed to many germs. We try to cut down on the spread of germs by having the children and staff wash upon arrival to the center and throughout the day.

If your child has been diagnosed with a contagious disease, please notify the center as soon as possible to limit exposure. In some circumstances, toys and materials may have to be disinfected deeply.

In order to maintain the spread of disease you may be asked to provide a written doctor notice before returning.

Please keep your child home if they are displaying any of the following symptoms:

- Have ran a temperature above 100\* degrees.
- Unexplained skin rashes
- Vomiting
- Diarrhea
- Yellow or green discharge from the eyes, nose, or ears
- Excessive coughing / difficulty breathing

- Feeling uncomfortable, pale, fatigued or cannot fully participate in the program day

If your child becomes ill while at school, you will be called to pick up. Your child will be removed from the classroom setting and you will be notified of the symptoms. Children must be picked up within an hour of receiving notice that your child is ill to minimize exposing other children to illness.

A child that is sent home must be free from symptoms without medication (excluding antibiotics and doctor clearance) for a full 24 hours.

### **Immunizations**

All children enrolled must be current on their immunizations and must have a physical prior to enrollment. Please bring in updated immunization records as needed.

### **Injuries**

If your child is injured with a minor scrape, bump, or cut, we will administer basic first aid. Parents will receive an accident report describing the incident and treatment at pick up. Please read and sign the form. A staff member will take a copy and you will receive the original.

Any injuries above the shoulders, parents will receive a phone call. We do not want to take chances with your child's safety.

Biting happens in a preschool setting on a regular basis. It is part of your child's development. Some children never bite another child, while others do. Children often bite due to teething, lack of communication skills, difficulty expressing themselves and frustration. Please don't panic if your child is bit or bites another. Parents will be called if your child receives a bite that breaks the skin. Staff will provide first aid by washing the area. We do not apply band aids to the bite.

If your child has more serious injury we will that the following steps: 1) Call 911 immediately 2) provide first aid and CPR as needed 3) Call parents/guardian.

If you have a special request regarding being notified about injuries, please speak with the director.

### **Medications**

Prescription medications are given to children only if they are accompanied by ( Lic form 9221) Consent for Administration of Medications. This form is to be completed by the parent and must state the medication's name, dosage, time, and times to be administered. Medications must be in its original container and be labeled with your child's name and dosage. We are unable to administer any over the counter medications that do not list your child's age and also is accompanied by a doctor's note. We will not administer any type of fever reducer. If your child has had a fever in the last 24 hours, please keep them home.

## **Mandated Reporters**

**All Teachers and Staff are mandated by the State of California. If abuse is suspected, staff will call Child Protected Services to file a report. We are not obligated to notify the family if a report has been filed.**

## **Discipline**

Creative Learning Center fosters the philosophy that all children communicate through their behaviors. We do not use “time out” as a form of discipline. We offer redirection to a new activity or needing to take a break. The teacher will stay with the child and acceptable behaviors are discussed as well as offering problem solving opportunities.

We do not force children to say “I’m sorry.” By having children apologize does not allow children to understand their actions. We want to foster empathy in the children. We ask them to care for the child that has been hurt by giving them an ice pack, helping get them a tissue for their tears, or offering a hug. Then we encourage the children to check in a little later to make sure the injured child is still okay.

If behaviors become severe, destructive, or harmful to other children/staff, the director will ask to meet with you. We want to work as a team to resolve any issues that be creating the behaviors. At that time, a behavior support plan will be put into place for the benefit of your child and the center. We want to do what is right for all children in the center. Open communication and team work is very important when dealing with behaviors.

If the behaviors are so severe, we will follow a three step action plan. Any step may be used at any time in no specific order.

1. Warning
2. Suspension
3. Denial of services

## **Toilet Training**

Toilet training is a developmental milestone. Children reach this stage of development at different times. We take the lead from your child and their development to indicate if they are ready to begin the toileting process.

Some indicators to look for are:

- staying dry for long periods of time
- waking up from nap with a dry diaper
- asking to sit on the potty ( even if nothing happens)

Teachers will work with you and your family to develop a plan to assist you in the process. Please provide several changes of clothes including socks during the training days. You will need to also bring at least one pair of extra shoes. Please dress your child in clothing free from complicated buttons, belts, snaps etc.

We ask that you provide underwear for your child to start the toileting process. We discourage using pullups or similar products during training. Children become confused by the feel of them and diapers and will often chose to soil the pull up instead of attempting to sit on the potty. We will support you if you choose to send them to school, we highly recommend using underwear instead.

### Diapers

If your child uses diapers, you will need to supply diapers and wipes. Diapers are checked every two hours are required by licensing. Diaper changes are documented on an infant daily sheet for children ages 6 weeks to 12 months. A toddler daily sheet is used for children ages 12 months to 3 years.

### Dress Code

Please dress children in clothing that allows them to move around freely without restrictions. Children learn through their senses and getting messy is a daily part of participating in the preschool experience.

We strictly enforce a **NO FLIP FLOP/OPEN TOE SHOE POLICY**. We have a large surface of blacktop on our playground with tricycles and other climbing structures. For the safety of your child's precious feet, please do not send your child to school with toes exposed. Children will not be accepted into the center with open toe shoes.

We are not responsible for lost or damaged clothing, jewelry, or other personal items brought into the center.

Any jacket, sweater, blankets, sheets, or extra clothing brought into the center should be labeled with your child's name to ensure their return.

### Toys from home

We realize that morning schedules can be hectic and sometimes we just want to give in to make things smoother for the transition to school. **Please do not send your child to school with toys.** Creative learning center provides many learning opportunities through various materials. Toys from home

become difficult to share/take turns or may become broken. Please encourage your children to leave the toys in the car or at home.

### **Rest Period**

We are required by law to provide a rest period for all the children with the exception of the School age program. Our rest period is from 12:30 to 2:30 pm daily. We do not insist on the children sleep. Each child has their own individual mat labeled with their name that is not shared with any other child. The mats are sanitized weekly to reduce the spread of germs.

Each child will need a crib sheet and small blanket. Please bring these items on Mondays and take home on Fridays to be laundered and returned.

### **Meal Times**

We provide breakfast, lunch and an afternoon snack. Menus are posted in the office area of the center and are available upon request. All meals are served family style. The teacher models serving themselves and passes the bowl to the children to take their own portions including pouring milk from a pitcher. Spills happen almost every meal, that's okay and perfectly acceptable. We encourage the children to try their best and if we make a mess, help clean it up.

**Please let the office staff or teaching staff know if your child has any dietary restrictions or allergies.**

Due to severe allergies to dairy, fish, and nuts. We ask that you do not bring food into the center. If your child has eaten breakfast in the car, please make sure that they wash their hands upon entering the center and reducing the risk of exposure to restricted ingredients.

### **Birthday Celebrations**

Birthdays are a very special occasion. If you wish to celebrate your child's birthday at the center, please let your child's teacher know in advance. We recommend bringing in a cake mix, muffin mix, or something that the children can participate in making as a cooking experience.

If you choose to bring in other items, please be aware of allergies and only store bought items in an unopened container will be allowed.

## **Emergency Plan**

We have a comprehensive fire, earthquake, and lock down procedure in place for the safety and security of the children. In the event of a major emergency, parents will be notified as soon as possible. Please make sure that if you have changed addresses or phone numbers to update contact information in the office.

## **Communication**

Every child has a file folder with their name located in the classroom. Please check their file regularly for important notices and information as well as artwork.

Communication/ Notices are also sent through HiMama- Calendars and Menus are also posted to HiMama.

Families are able to send messages and emails to teachers and director through HiMama as well.

## **Babysitting**

Creative Learning Center employees are not able to work for families outside of the center. We are flattered that you would care and trust us enough to invite staff to birthday parties and to babysit in your home. Creative learning center is not responsible for actions of any employee when they are not working directly for our school during their assigned hours.

## **Receipts**

Each family has a labeled file in a file box located in the office area. Please check regularly.

Creative Learning Center uses Venmo as a payment option. Maria Hernandez @CreativeLearningCenter

Venmo payments do receive a receipt. Those receipts are available in the app.

Please notify the director if you are in need of a tax receipt at the end of the year. They will provide you with a statement of payments made and the tax ID number.

## **Drinking cups**

Each child will need a drinking cup that has a lid to use while in the classroom and outside. The cups are emptied nightly and sanitized.

## **Motion & Me**

Creative Learning Center offers Yoga for Kids on Monday mornings from 10:30 am to 11:30 am. Motion and Me offers playful poses, silly stretches, and gregarious game to make kid's yoga classes wonderfully

fun and creative. Yoga builds focus, self-control, emotional strength. Yoga teaches relaxation and stress relief. It inspires compassion, generosity, and respect.

Motion & Me is included in the monthly tuition rate to give all children the opportunity to enjoy the class.

### **Cellphones**

Creative Learning Center is a cell phone free zone. We ask that you finish your phone calls before coming inside to greet your children. They have learned so much during the day and they are excited to show you around their room and introduce you to their friends. Please leave the cell phone in the car or enter after your calls are completed.

## Infant Program Policies

This program is offered for children ages 6 weeks to 24 months old. The infant program has one teacher to four children. Infants are introduced to literacy, language, math, music and movement, and as developmentally appropriate to art and creative activities. Staff encourage all areas of development based on the children's individual needs and growth.

Families are asked to fill out an Infant Service Plan (ISP) upon enrollment and every 3 months. The service plans helps to communicate changes in the children's development, sleep schedules, eating patterns, and abilities. If you see significant changes in areas of your child's development, please feel free to request a new ISP at any time.

Nap time in the nursery varies per child. Children have their own crib up to the age of 12 months and then will be transitioned to a sleep mat. Each crib is clearly labeled for each child. The cribs and bedding are not shared. Cribs are stripped of bedding, bedding is laundered, and mattresses are sanitized nightly. You are welcome to provide a sleep sack for your child. The children do not use blankets or other items in the cribs. Children are placed on their backs to sleep.

When your child transitions to a sleep mat, you will need to provide a crib sheet and blanket for you children to sleep on. The bedding will be sent home on Fridays, laundered and returned the following Monday.

Please bring prepared bottles for daily use. Please label all bottles with name and date. The nursery has a refrigerator to store bottles. The staff will prepare/warm the bottle up at feeding times. Bottles can not be kept for more that 72 hours in the center.

Infant teachers maintain a daily report on each of the children. The daily report will document when your child sleeps, eats, diaper changing, and bottle times/amount. The daily report is for your information purposes so that you will be aware of your child's routine throughout the day. Please let the infant teachers know information that may be helpful for the care of your child during drop off. Some subjects that may need to be discussed are: child's nightly rest time, teething, last bottle, any medications, etc. We want to care for your children as well as possible. Having open communication allows us to meet your family's needs.

The daily report will also inform you if your child is low on supplies. Diapers and wipes are provided by the family. You may also provide diaper cream or sunscreen as needed.

According to licensing regulations, diapers are checked every 2 hours. If diapers are soiled, children will be changed more frequently.

All infants must come dressed appropriately for indoor and outdoor play activities. Please make sure your child has extra clothing daily in case they are soiled. The children do spend a small periods of time outdoors and participate in messy sensory activities. Teachers give the children an opportunity to use an enclosed area on the playground and take walks around the facility in strollers to expose the children to fresh air and sunlight.

Meals for children under 12 months will be provided by the family including snacks. All food items are labeled your child's name and date. Due to allergies, no food is shared among the children. Bottles must be labeled and dated. Any item open for more than 48 hours must be discarded. State regulations state that if a bottle is warmed up for usage and a child has drank from the bottle but does not finish, the bottle must be thrown away after a 20 minute period. If your child will not finish an 8 oz. bottle in one sitting, it is recommended to send two smaller 4 oz. bottles instead to avoid waste. You may also bring in powdered formula for the infant teachers to prepare with purified water provided by the center.

Breast milk is kept in the refrigerator in the nursery and be stored in the freezer. Once is warmed up it cannot be saved and any unused portion will be discarded.

At 12 months of age or when parents have given permission based on a child's individual needs and development, Toddlers will be able to eat from the center's menu. The center menu is posted and available upon request. If your child has allergies, there will be appropriate substitutions made to the menu or you may provide a separate lunch/snacks.

Our goal is provide a nurturing partnership with your family. We want to meet your baby's needs while offering the best care possible.

## Parent Handbook Agreement

Child's Name \_\_\_\_\_

I have received the Parent Policy Handbook for Creative Learning Center. I am responsible for all the information in the handbook. I have read and agree to these policies. I will keep the handbook in a safe place for later reference.

Parent/guardian printed name \_\_\_\_\_

Parent/guardian signature \_\_\_\_\_

Date: \_\_\_\_\_

Parent/guardian printed name \_\_\_\_\_

Parent/guardian signature \_\_\_\_\_

Date: \_\_\_\_\_

## Sunscreen Usage Permission

Creative Learning Center provides **Coppertone Kids Pure and Simple** sunscreen.

Creative Learning Center has permission to apply sunscreen to my child \_\_\_\_\_.

I understand it will be applied as needed when exposed to sunlight.

Parent's signature \_\_\_\_\_ Date \_\_\_\_\_

I do not want my child \_\_\_\_\_ to use the center provided sunscreen.  
I will provide sunscreen for my child's use while in the center. Sunscreen must have label and expiration date to be used in the center.

Sunscreen Brand \_\_\_\_\_

Expiration date \_\_\_\_\_

Parent's signature \_\_\_\_\_ Date \_\_\_\_\_