

Creative Learning Center Parent Handbook

Hours: 5:45 a.m. – 6:00 p.m. Monday through Friday

Ages: 6 weeks up to 12 years old may attend the Creative Learning Center.

Preschool Schedules:

Three Year Old Division:

Green Bears: Tuesday & Thursday 9:00 – 11:30 a.m.

Four – Five Year Old Divisions:

Yellow Bears: Monday, Wednesday, & Friday 8:00 – 11:30 a.m.

Red Bears: Monday through Friday 12:15 – 2:45 p.m.

Late Fee for child care after 6:00 p.m. is \$1.00 per minute. We are licensed and schedule staff only until 6:00 p.m.

There will be a \$25.00 charge for all returned checks.

Child care billing is figured every Monday morning for the previous week of child care. Your balance is due in full by that Friday.

Preschool billing will be posted by the 15th of each month and is due by the 25th of the month.

***Balances** must be paid in full or your child(ren) will not be able to attend the center until paid.

Please place checks in the box located at the front desk. Please hand cash directly to a person in the office and make sure you receive a receipt.

Philosophy/Mission Statement

Creative Learning Center is a non-profit child care center that will provide comprehensive quality care to all children. We will focus on the development of the whole child in each area of development – social, emotional, cognitive, and physical.

Creative Learning Center does not discriminate on the basis of race, color, creed, national origin, family status, sex, or disability. We welcome and encourage children with disabilities. Our policy for serving children with “different abilities” is in compliance with the *Americans with Disabilities Act (ADA)*, its implementing regulations, and any other local, state, or federal laws pertaining to the services provided to children with disabilities. Creative Learning Center will review each child on a case-by-case basis to determine if your child’s needs can be met in our program. Please discuss your child’s needs with the Center Director.

Creative Learning Center is licensed by the State of Iowa. The license is displayed in the front office. Our facility is inspected annually to ensure that we are providing safe, healthy, and appropriate care for your child(ren).

Teaching young children is a creative process. The Creative Learning Center’s (CLC) curriculum sets forth the program’s philosophy, goals and objectives for children as well as guidelines for teaching that address all aspects of a child’s development: Social, emotional, cognitive, and physical. Our curriculum provides the framework for what actually happens in a planned environment where children interact with materials, their peers, and adults. The primary teaching goal is to help young children use the environment productively and see themselves as capable learners – as individuals who are developing the skills and understandings that will enable them to make sense of the world and to succeed. CLC’s curriculum is developmentally appropriate for the various ages of children that we serve. This means that the quality of the program will be defined in large measures by the extent to which the environment, activities, and interactions are rooted in the teacher’s understanding of developmental stages and knowledge of each child. The decisions teachers make and the way they react spontaneously to what happens each day are based on knowledge of normal child development and what is known about each child’s interests, abilities, needs, and background.

The five areas of our curriculum are:

1. A statement of philosophy – the beliefs and theories that guide curriculum development and implementation, including and understanding of how children develop socially, emotionally, cognitively, and physically.
2. Goals and objectives – the skills, attitudes, and understandings we want children to develop.
3. The physical environment – specific guidance on the importance of room arrangement and how to select and display materials to support the development of trust, independence, and initiative.
4. The teacher’s role – a clear definition of teaching strategies that promote learning and growth.
5. The parent’s role - a commitment to joint partnership of parents and teachers in promoting each child’s growth and development.

CLC's curriculum offers teachers the guidance, support, and freedom to be creative and responsive to the children. Because children learn from their daily interactions with the environment, a carefully organized and rich environment is the foundation for our curriculum. Central to the use of the environment is an understanding of the potential of various materials to enhance learning and teaching, and knowledge of how these materials meet the developmental needs of young children. By focusing on the developmental progress of each child, CLC's curriculum offers an ideal setting for all children, including those with disabilities.

Our curriculum focuses on interest areas. We use the following interest areas to support children's development:

- * Blocks
- * Housekeeping
- * Table Toys
- * Art
- * Sand & Water
- * Library
- * Music & Movement
- * Cooking
- * Computers
- * Outdoors

Our curriculum fosters creativity in both children and teachers. Being creative means thinking of new ideas, obtaining information by asking questions, learning through trial and error, and benefiting from mistakes. Children's creativity is supported by environment that encourages them to try out ideas and to risk making mistakes. Teachers' creativity is supported by our curriculum framework that encourages them to be innovative and responsive to children. By focusing on both the teacher and the child, CLC's curriculum provides a blueprint for developing an educational setting in which young children can thrive.

Discipline Policy for Creative Learning Center

Our discipline policy at Creative Learning Center is one that is fair, ensures the safety of all children involved, and is developmentally appropriate for each child. We believe in using positive reinforcement to discipline children because this encourages healthy development of children's self-esteem. Positive reinforcement techniques that we use include modeling, encouraging expected behavior, redirecting, and setting clear limits. If it then becomes necessary to use further disciplinary measures, the child will be removed from the situation and given a verbal warning. "Time out" will then be used if the child is still misbehaving. They will sit in "time out" for one minute per year of age (i.e. a four year old will sit in "time out" for four minutes). The child will be talked to and an incident report will be sent home for repeated incidents.

The children at Creative Learning Center (CLC) must know what behaviors are expected and must experience the consequences of their behaviors.

Behaviors that will not be tolerated at CLC include, but are not limited to (other behaviors that will not be tolerated will be left up to the discretion of the teachers and director):

*not listening to the teachers

- *yelling at a teacher
- *hitting another child or teacher in the classroom or outside
- *throwing objects at another child or teacher
- *being disrespectful in any way to a teacher
- *destroying the center's property
- *stealing the center's property or the property of another child or teacher
- *using inappropriate language (profanity, name calling, etc....)

Consequences for the above behaviors may include, but are not limited to:

- *an incident report sent home to the parent(s)
- *sent to the office for a time out
- *a meeting with the parent(s) to discuss ways to work together on the child's behavior
- *temporary suspension from daycare (after several warnings and length of suspension based on severity of behavior)
- *permanent removal from daycare (if behavior continues, especially when it involves the safety of other children and/or teachers)

If you want to know how your child is doing at any time, please feel free to talk with the teachers and/or director. We want your child's experience at CLC to be an enjoyable one. In order for this to happen, we need to address the issues discussed above and deal with them in a timely and orderly fashion. We hope by enforcing this policy, we will be creating a more enjoyable and relaxed environment for your child. We welcome any suggestions and comments you have at any time. Thank you for your cooperation and understanding of this policy.

Admission Policy

Creative Learning Center will accept children between the ages of 6 weeks and 12 years old. Child care, preschool, and before-and-after school care will be provided. We will accept children between these ages as long as they are pre-registered and have a current physical and immunization record.

Intake Policy

Before children are accepted into the center, the parent/guardian must complete enrollment forms which include a registration form, an emergency contact and pick-up permission form, intake form, travel and activity authorization form, food program application, and any other forms that the Director designates. **Before a child attends, he/she must have a current physical and immunization card on file at the center.**

Discharge Policy

Children may be discharged from the center for the following reasons:

1. Parents can withdraw their child(ren) at any time with a one week notice.
2. If we feel that a child is not ready for the group experience, we will have a conference with the parent/guardian to discuss the situation. We will allow a reasonable time frame to help correct the problem. If we still feel the situation hasn't changed we will then discharge a child with one week notice.
3. If a child is dangerous to him/herself or to others, the child will be discharged immediately.
4. A child will be discharged without notice if fees are not paid.

5. A temporary discharge will result when physicals and emergency sheets are not updated annually. Your child will not be able to attend the Creative Learning Center until you return your updated form(s).

Inclement Weather Policy

In the event of inclement weather, Creative Learning Center Child Care will remain open if possible. If the weather becomes too severe, we will close the center. Please watch for weather cancellations on KWQC-TV Channel 6 News. If the weather becomes very severe during the day, we will notify parents as soon as possible that your child(ren) will need to be picked up by a specified time.

Preschool Calendar Year

The Creative Learning Preschool follows the calendar of the Central Community School District with the exception of the early dismissal days for teacher in-service. On these days there will not be any Red Bear Preschool classes held. If the Central Community Schools delay, dismiss early, or cancel classes as a result of the weather, preschool classes will be delayed, dismissed early, or canceled as well. Watch for weather related cancellations announcements on the KWQC-TV Channel 6 News.

Health Policy

The required health forms for Creative Learning Center are: a physical form (completed each year, unless school age) and an immunization card (updated as the child receives each immunization).

Our Emergency Medical and Dental Plans are as follows:

Emergency Medical Plan

In the event a child should need emergency medical care and the parent/guardian cannot be reached and delay in treatment would be harmful, the following actions should be followed:

1. Emergency permission form must be on file in the center on the child enrolled.
2. Be sure to keep these emergency numbers updated.
3. Take first aid kits on field trips.

Injuries which need immediate medical care are:

1. Breathing difficulty
2. Heart failure
3. Severe bleeding
4. Poisoning
5. Anaphylactic shock
6. Unconsciousness
7. Burns
8. Suspected back or neck injuries
9. Fractures
10. Impaled objects
11. Convulsions
12. Eye injuries
13. Severe head injuries

Procedure to follow:

1. The staff person at the scene should administer first aid for shock, while another staff person calls the ambulance and notifies the parents/guardians (or emergency contact).
2. The staff person should ride in the ambulance, or drive to the hospital with the emergency permission form.
3. The staff person will remain at the hospital with the child until the parents/guardians arrive and are able to assume responsibility.

Dental Emergency Plan

In case of emergency, the following plan of action should be followed:

1. Assess the type of injury to determine the type of first aid needed.
2. Initiate first aid treatment:

Toothache

Have child rinse mouth vigorously with warm water to clean out debris. Use dental floss to remove any food that might be trapped between the teeth. If swelling is present, place cold compresses to the outside of the cheek. Do not use heat or place aspirin on the gum or the aching tooth. Take the child to the dentist.

Knocked out tooth

Place the tooth in a cup of water or milk or in a clean wet cloth. Do not rinse or clean the tooth. Try to get the child to the dentist within 30 minutes.

Broken tooth

Gently clean dirt or debris from the injured area with warm water. Place cold compress on the face in the area of the broken tooth to minimize swelling. If possible, save the broken pieces of the tooth to give to the dentist.

Bitten tongue or lip

Apply direct, firm pressure to the bleeding area with a clean, moist cloth. If swelling is present, apply cold compresses. If bleeding doesn't stop readily or the bite is severe, take the child to the hospital emergency room.

Orthodontic problems (Braces or Retainers)

If a wire is causing irritation, cover the end of the wire with a small cotton ball or piece of gauze and take the child to the orthodontist. If a wire is embedded in the cheek, tongue, or gum tissue, do not attempt to remove it. Take the child to the orthodontist immediately. If there is a loose or broken appliance, take the child and the piece to the orthodontist.

Objects wedged between teeth

Try to remove the object with dental floss. Be careful not to cut the gums. Do not try to remove with a sharp or pointed object. Take to the dentist if unsuccessful.

Possible jaw fracture

Immobilize by any means (handkerchief, cravat, towel) and take the child to the hospital emergency room.

1. Have someone contact the parent/guardian.
2. If emergency requires follow up treatment, take the child to appropriate health facility immediately.

Universal Precautions

We follow Universal Precautions when handling any bodily fluids.

Sick Child Policy

Please do not send your child if he/she is not feeling well. This may result in illness for other children.

If your child has any one or a combination of any of the following symptoms, please keep him/her at home and you will also be notified if your child is at the center with any of these symptoms and your child must then be picked up immediately.

Symptoms:

1. Temperature of 100 degrees or above
2. Diarrhea
3. Vomiting
4. Anything out of the ordinary-that may be contagious (i.e., rash, lice, chicken pox, etc.)

Please make sure your child is symptom free for 24 hours before he/she returns to the center. He/she must be able to actively participate in the daily activities. If he/she requires one on one attention, you will be called to pick her/him up.

If your child has developed a communicable disease such as pink eye, strep throat, impetigo, chicken pox, etc., or if he/she is gone more than three days due to an illness, he/she will need a doctor's release to return to Creative Learning Center. Please notify us of the ailment so we can post it.

Medication Policy

Parents/guardians must complete a medication authorization form which gives staff permission to administer the child's medication. Medication must be in the original container with the original label on it. A doctor or pharmacist note must accompany each medication with specific instructions or administering the medication. Staff will keep track of each time the medication is administered on a designated form. If your child is taking over the counter medication, you will need to bring the medication in the original bottle with your child's name written on it. You will need to fill out a medication sheet for these as well. You CANNOT bring in any medication in an unlabeled bottle, Ziploc bag, etc.... ALL medications must be in their original container and a medication sheet must be filled out in order for CLC staff to administer the medication to your child.

Emergency Care

Injuries that occur while your child is at Creative Learning Center will be cared for according to the American Red Cross procedures for First Aid and CPR. Parents will be notified in emergency situations. We will also follow the instructions on the Emergency Release Form completed by the parents.

Non-Emergency Care

An incident report will be written to the parent. The parent must sign and date the report. The report will be placed in the child's file and the parent may request a copy of the report.

Posting of Communicable Diseases

Whenever a child in the center has a communicable disease, we will post a notice of the communicable disease which your child may have been exposed to.

Guide to Childhood Illness

Recommendations for Parents and Child Care Facilities

	ILLNESS	WHAT YOU SEE	WHAT TO DO	WHEN CAN CHILD GO BACK TO CHILD CARE?
	5TH DISEASE (Erythema Infectiosum)	Fever, headache and very red cheeks. Lace-like rash on chest, stomach, arms and legs that lasts 3 days to 3 weeks. You may see the rash off and on. Usual for ages 5-14 and is unusual in adults.	Consult with child's doctor and ask about using over the counter pain/fever medicine. Give child plenty of fluids. Prevent scratching by trimming fingernails and putting gloves on the child during the night. Pregnant women exposed to this disease should consult with their doctor.	Keep child home if fever is present.
*	CHICKEN POX (Varicella)	Itchy, blistery rash with mild fever. Blisters usually occur in clumps and are more commonly seen on the stomach, chest and back. After several days, blisters scab over. Some children have only a few blisters, others can have several hundred.	Consult with child's doctor. Calamine lotion or cool baking soda in water bath can help to reduce itching. Prevent scratching by trimming fingernails and putting gloves on the child during the night.	Child should stay home, until all the blisters are crusted with no oozing scabs.
	COLD SORES & MOUTH SORES	Fever, painful, small, fluid-filled or red blisters on mouth, gums or lips. The sores are usually reddish or purple and can appear one-at-a-time or in little bunches. Children with hand, foot and mouth disease may also have a small red rash on hands and feet.	The sores should be kept as dry and covered as possible. Do not allow children to share toys.	If the child is drooling and has sores, consult child's doctor before return to child care. Otherwise, child does not need to miss child care.
	EAR, NOSE AND CHEST INFECTIONS	May include mild symptoms such as cough, runny nose, watery eyes, sore throat, chills and tiredness associated with the common cold, croup, pneumonia, respiratory syncytial virus (RSV), bronchitis and ear infections.	Make sure the child gets plenty of rest. Ask child's doctor about using over the counter pain or fever medicine. The child and those caring for him should wash their hands often. Seek medical treatment immediately if child has the following signs of difficulty breathing: *Blue or gray skin around the nose, mouth or fingernails *Struggles to breath *Makes noisy, high-pitched sounds when breathing.	Child who is listless or with fever should stay home. Child without fever does not need to miss child care as long as child can participate easily in activities.
	DIARRHEA	The child's bowel movements are more frequent, loose and watery than usual. Stool may contain blood.	Make sure the child gets plenty of rest and give a diet of clear liquids. Breastfeeding can continue. If symptoms continue, fever occurs, or if blood appears in stool, call your doctor. The child and care givers should wash hands frequently.	Child can go back to child care when diarrhea is gone and the child feels better. *There are special exclusion rules for E. coli O157:H7 and shigella
	FEVER	An increase in body temperature above normal. It does not always indicate serious illness. A fever may be present if the child's temperature is 101 degrees measured by the mouth. The most common causes of fever in children are sickness, teething and recent vaccination.	Call child's doctor if your child is uncomfortable or has a change in behavior. If a child under 8 weeks of age has an armpit temperature of 100 degrees, call your doctor.	Child does not need to stay home unless child has a fever AND behavior changes, signs or symptoms of illness.
*	FLU (Influenza)	Fever, chills, sore throat, cough, headache, muscle aches, extreme sleepiness. Some children may develop pneumonia with influenza. Children with influenza may have nausea, vomiting or diarrhea but never without respiratory symptoms.	Consult with child's doctor. Make sure child gets plenty of rest. Ask doctor about over-the-counter fever/pain relievers and antiviral medicine. All children older than six months are recommended to get an influenza vaccination every year.	Child can go back to child care after the child feels well.
*	HEPATITIS A	Stomach pain, sick feeling, fever and diarrhea. Skin and white part of eyes might turn yellow.	Consult with child's doctor IMMEDIATELY.	Child can go back to child care one week after the start of symptoms.
	IMPETIGO	Skin sore with a yellow, honey colored scab. It may ooze and drain. Most sores are on the face, around the nose and mouth.	Consult with child's doctor. Your doctor may give you medicine and will tell you how to take care of the sores. The child givers should wash hands frequently.	Child can go back to child care 24 hours after the child started medicine from the doctor.
	LICE (Pediculosis)	Lice (bugs) and eggs (nits) in hair near scalp, especially on top of head, behind ears, and back of neck causing scalp to itch.	use regular shampoo and cream rinse daily for 14 days. Comb hair everyday with a fine toothed comb while cream rinse is still in the hair.	There is no need for child to be sent home from child care the day of diagnosis and should be allowed to return after first treatment. Call 800-369-2229 and request "Getting Rid of Head Lice" brochure.
*	MENINGITIS (Viral or Bacterial)	Fever, headache and stiff neck are common symptoms in anyone over 2 years old. Newborns and small infants may appear over-sleepy or inactive, be irritable, vomit or feed poorly.	Consult with child's doctor IMMEDIATELY. Viral meningitis is only spread when someone has contact with an infected person's stool. Bacterial meningitis can be spread through the air, so close contacts may be given medicine to prevent illness.	Children with bacterial meningitis may return to child care 24 hours after starting antibiotics. Children with viral meningitis may return when feeling better.
	MRSA--community acquired (Methicillin resistant <i>Staph aureus</i>)	A boil or pimple that can be swollen red and painful and have drainage. Often mistaken for a spider bite.	Consult with child's doctor. Treat and cover all open wounds. Reinforce hand washing and environmental cleaning.	Child or staff does not need to stay home if the wound is covered.
*	MUMPS	Rare in children with 2 doses of the measles, mumps and rubella vaccine. Fever, swollen and sore glands at the jaw. Sometimes children also have a cough and runny nose.	Consult with child's doctor and ask about using over the counter pain/fever medicine. Give plenty of liquids.	Child can go back to child care 5 days after start of symptoms or until symptoms are gone, whichever is longer.
	PINK EYE (Purulent Conjunctivitis)	Eyes are red/pink with creamy or yellow discharge and the eyelids may be matted after sleep. Eyelids and around the eyes may be red, swollen and painful.	Consult with child's doctor. Child without fever should continue to be watched for other symptoms by parents or child care providers.	Child may return to child care when all symptoms are gone.
	RASH ILLNESS	Usually red, splotchy areas on the skin, sometimes with bumps that may or may not be whitish in color. Child may have a fever or behavioral change.	Consult with child's doctor if child develops a fever and acts differently with the rash.	If the child has no fever or behavioral change with rash, then the child may return to child care.
	RINGWORM	Ring shaped, scaly spot on skin or head. May leave a lighter spot on skin or a flaky patch of baldness on head. May have a raised donut-shaped appearance.	Consult with child's doctor. Ringworm is spread by direct skin to skin contact. Cover the area to prevent spread. Do not let your child share personal items (combs, brushes, clothing, towels, bedding). Dry skin thoroughly after washing and wash bathroom surfaces and toys daily.	Child does not need to miss child care. Child should not go to the gym, swimming pools or play contact sports. It is important to know that treatment may take at least 4 weeks.
	SCABIES	Severe itching that can be worse at night. You may see small red bumps on the skin or burrows between fingers, on wrists or elbows, in armpits, or on waistline.	Consult with child's doctor.	Child can go back to child care 24 hours after first treatment.
	STREP THROAT	Sore throats can be due to many causes. Strep throat is a severe form of a sore throat. Common symptoms include: sore throat, hard to swallow, fever, enlarged glands and extreme fatigue.	Consult with child's doctor. Give all medicine for the entire time directed. Antibiotics are not recommended for treatment without a positive laboratory test.	Child can go back to child care 24 hours after antibiotics are started.
	VOMITING	Common causes of vomiting are sickness and upset stomach.	Consult with child's doctor if fever is present. Call doctor immediately if child is unable to keep fluids down for more than 24 hours.	Child can return to child care once symptoms are gone.
*	WHOOPIING COUGH (Pertussis)	Persistent, deep-sounding cough. Some children may have a "whoop" sound in cough. Some may vomit or lose their breath during and after coughing.	Consult with child's doctor. Give all prescribed medicine for the entire time directed. Doctor may prescribe medicine to close contacts to prevent illness.	Child can go back to child care after 5 days of antibiotics or 21 days of cough if no antibiotics are given.

Mandatory Reporting of Child Abuse

We are mandatory reporters of child abuse.

Emergency Contact

The Emergency Contact and Pick Up Permission form is very important. The information on this form must be accurate and kept up to date. We will ask you to update them annually, but if you have any changes, please notify us immediately. This form will determine who we call in case of an emergency or if your child becomes ill during the day. This form also determines who can and cannot pick up your child. If the person picking up your child is not on the permission form, they cannot take your child from the center. We will ask for identification from people we do not know for your child's safety.

Parental Access Policy

Parents are welcome to visit their child at any time at Creative Learning Center. They are welcome to volunteer or just come in to visit. Please check in at the office when you enter.

Custody Orders

We cannot deny parent's access to their children. Any certified custody orders must be provided to the Director and kept on file at the time of enrollment. Any changes in custody orders must be provided to the center immediately. We can only deny a parent's right to pick up their child if we have a copy of the custody order on file.

Child Arrival and Pick Up

Parents bringing their child or picking up their child MUST come inside and sign the child in and out daily. Please walk your child to his/her classroom and go to their room when picking them up. You may have to take your child out or pick them up from the playground as well. If someone other than the parent is picking up the child, please notify the child care staff or the Director. Also, be sure they are on the Pick Up Permission Form.

Monthly Sign Up

You must sign your child care on the monthly calendars provided at the front desk. The calendars will be out by the 15th of each month and due back by the 20th of each month. Failure to sign up may result in your child not having an available spot in child care because our staff schedule is determined by how many children are signed up for each day. For school-age children, please let the school know your child(ren)'s schedule as well as Creative Learning Center since they provide transportation to the center. This is very important to ensure that your child arrives at the appropriate place after school.

24 Hour Notification Policy

You must call us 24 hours in advance if your child will not be attending on a day that you have your child scheduled for on your calendars or you will be charged for that day. We have an answering machine if you need to call between 5:45p.m. and 6:00a.m., please leave a message and the date and time you called. If you notify us verbally, please also have a written note as well so that it is documented properly. The only exception to this policy is when your child is ill, a family emergency, or any other reason approved by the Director.

Drop Ins

If your child(ren) is “drop in” only, you need to call the center ahead of time to see if we have room for your child(ren) to attend. We have the room only if a regularly scheduled child is not attending that day.

What You Will Need To Bring

If your child is in daycare, you will need to bring a sheet or light blanket to lie on your child’s cot, a blanket to cover up with, and a small pillow if you would like. The size of the cots is 22” x 52”. Your child’s bedding will be sent home weekly on Friday to be laundered and you can bring them back on Monday. Bedding needs to be placed in a bag or pillowcase for toting to and from the center.

If your child is in diapers, please bring a package of disposable diapers and wet wipes to the center with your child’s name on each one. We will let you know when you need to replenish the supply of diapers and wipes.

An extra set of clothes would be nice to have at the center just in case your child has an accident, spills milk, gets dirty, etc. We do have some extra clothes at the center. They are labeled with “CLC”. If we send these home on your child, please launder them and return them to the center as soon as possible.

If your child is in preschool, they will need to bring a bag or back pack to carry projects, papers, etc. home in.

Please do not send toys or personal belongings with your child(ren). This is disruptive to the other children and we have plenty of items for the children to enjoy while they are here. We are not responsible for lost, stolen, or broken toys, so it’s best to leave them at home. You may bring toys on show-n-tell days. A special note will be sent home when we have Show-n-Tell days.

Toilet Training

Children are not required to be toilet trained by a certain age at Creative Learning Center. We encourage children to toilet train while they are here. The only exception to not being toilet trained is for preschool. Children must be toilet trained to attend preschool.

Meals

We participate in the State of Iowa, Bureau of Food and Nutrition Program. Our food is nutritious and allows your child to grow healthy. Children at the center are entitled to these meals at no extra cost to the parents. The menu is posted weekly on the bulletin board outside of the kitchen. Children are encouraged to try foods they do not like. We also must give the children milk and encourage them to drink it. If your child has a food allergy, we need a statement signed by a doctor that states the child’s food allergy. This will be placed in the child’s file and the cooks will be notified to make substitutions. Our meals are served at the following times.

Breakfast	6:00 a.m. to 7:30a.m.
A.M. Snack	9:30 a.m.
Lunch	11:30 a.m.
P.M. Snack	3:00 p.m. to 3:30 p.m.

If you qualify for the free or reduced meal program, please fill out the application in the registration packet. If you do not qualify, you do not have to fill it out.

It is our policy at Creative Learning Center that your child(ren) cannot bring food into the center. If you are arriving late for a meal, please make sure your child is fed before arriving.

Birthdays

We enjoy celebrating every child's birthday. We welcome any treats you may want to send with your child on his/her birthday. Please mention to the teacher or Director that you will be bringing treats, so we can plan our snacks accordingly.

Volunteers

At Creative Learning Center we encourage parents, grandparents, other relatives, and friends to volunteer at any time. You, as parents, are your child's first and most important teacher. We are very pleased to be able to be your partner in your child's early learning experience.

Communication

We believe in having open and continuous communication with parents. "Toddler Topics" are sent home daily with 6 weeks to 2 year olds. They will tell you about your child's day. Other forms of communication we use to help keep you informed about your child are daily conversations, newsletters, "All About My Day" notes, and conferences.

Daily Schedule

Each classroom has a daily schedule that they follow. A copy of this schedule is posted in each classroom. If you cannot locate it, please ask a teacher to show it to you.

Rest/Nap Time

1 ½ - 2 hours are scheduled each day for rest/nap time. Every child must rest for 1 hour and then if he/she is not sleeping, they will be allowed to get up and do quiet activities at a table (i.e., read books, color, etc.).

Incident Reports

We are very safety conscious at Creative Learning Center. However, accidents do happen from time to time with children. Accidents are usually a result of children running, playing, exploring their environment, and testing their abilities. In the event that an accident requires medical attention, please contact your health insurance provider for reimbursement of medical expenses.

Holidays

Creative Learning Center will be closed on the following holidays:

New Year's Day	Thanksgiving Day
Memorial Day	The Day After Thanksgiving
Fourth of July	Christmas Eve
Labor Day	Christmas Day

If any of the above holidays fall on a Saturday, the center will be closed on the previous Friday. If they fall on a Sunday, the center will be closed on the following Monday. We will notify you of any other changes for center closings due to holidays falling on off days.

Tax Records

At the end of each year, Creative Learning Center will provide you with a computerized printout of how much you paid for child care during the year.

Confidentiality

All information relating to your child will be completely confidential. In order for us to release information about your child, we will need written permission from you to do so. The following exceptions do not require prior permission:

1. Center staff, when reviewing records directly related to their job functions, i.e., to get information when they have concerns about a child's development; when they need access to a file for emergency information, etc.
2. Authorized representatives of the Department of Human Services.
3. Appropriate people in a health or safety emergency.

Complaint Procedure

Parents or others may file a complaint when it pertains to Creative Learning Center. The complaint needs to be presented to the Director. The Director will take the appropriate action needed to check into the nature of the complaint. The Director will follow up with you on the action taken. All complaints will be handled in a timely manner.

NOTE: If a complaint is of a very serious matter, you may be required to put it in writing with your signature and date on it.

Field Trips/Transportation Policy

We take the children on various field trips. If we are walking to a destination we will post a notice when and where we are going. If we are traveling by car or bus, we will let you know when and where we are going by a note or by a summer field trip schedule. Only children who are 4 years old and up will ride on the school bus for field trips. Any children under the age of 4 will need to ride in an appropriate car seat for their age. By signing the travel and activity authorization form (in your registration packet), you are giving permission for your child to go on field trips while they attend CLC. All children that are in attendance will need to go on field trips as we do not schedule staff to stay back with any children at the center. The only exception to this is when the school age children go to the swimming pool in the summer. We do have a sign up sheet for this and if your child does not want to go, they can remain at the center with a teacher.

Special Services Offered

1. Preschool Classes (separate fee and registration)
2. School-Age Program (before & after school and summer care)
3. Recreational Swimming (infant – 3 yrs. at the center; 4/5's – S/A at the public pool)
4. Swimming Lessons (when scheduled with the Center's time)
5. Story Hour at the Library (4's & 5's)
6. Field Trips
7. Meals
8. Developmental Curriculum
9. Fun Activities on early out day for school age children

Conclusion

We hope you and your child(ren) have a wonderful experience at Creative Learning Center! We are very pleased to be able to provide quality child care and preschool for

your family! If you ever have any questions or concerns, please call the Center at 659-9412 and/or talk to the Director personally. Thank you!!