



# *Creative Child Care, Inc.*

*"Building Your Child's Future . . . Creatively"*

## PARENT HANDBOOK

### **NORTH**

1601 Shanley Drive  
Columbus, OH 43224  
cccnorth16@gmail.com  
(614) 261-8153

### **WEST**

485 Industrial Mile Road  
Columbus, OH 43228  
cccwest18@gmail.com  
(614) 276-2737

### **EAST**

5831 Westbourne Avenue  
Columbus, OH 43213  
ccceast15@gmail.com  
(614) 864-2424

### **SOUTHEAST**

2525 Petzinger Road  
Columbus, OH 43209  
cccsoutheast17@gmail.com  
(614) 235-7979

Equal Opportunity  
Employer & Service Provider

**CREATIVE CHILD CARE, INC.  
PARENT HANDBOOK  
TABLE OF CONTENTS**

Welcome to Creative Child Care, Inc.....	1
Philosophy and Goals.....	1
Licensure .....	1
Non-Discrimination.....	1
Confidentiality.....	1
Hours and Days of Operation.....	1
Admissions.....	1
Health Screening and Referral Process .....	2
Attendance .....	2
Arrival Time.....	2
Staff/Child Ratios and Maximum Group Size.....	2
Tuition/Fees and Payment Policies .....	3
Daily Schedules.....	3
Naptime/Resting .....	4
Infants & Toddlers.....	4
Outdoor Play.....	4
Meals and Snacks .....	4
Wearing Apparel .....	4
Visitors .....	4
Parent Participation.....	4
Curriculum.....	5
Developmental Assessments, Screenings, and Referral Process .....	5
Supervision Policy .....	6
Child Guidance Policy.....	6, 7
Behavior Action Plan .....	7
Transition Procedures.....	7
Emergencies.....	8
Accidents.....	8
Management of Illnesses.....	8, 9
Transportation of Children/Field Trips.....	9
Swimming and Water Play Information.....	10
Termination Policy.....	10
Program Assessments .....	10
Availability of Social Services .....	10
Suspected Center Violation and Parent Complaints .....	10
Creative Child Care Locations.....	10
Acknowledgment of Parent Handbook Form.....	11



---

## Creative Child Care, Inc.

*"Building Your Child's Future . . . Creatively"*

*Dear Parents,*

*Welcome to our Creative Child Care family. Karin's father started our company in 1970 and we are happy to still be serving families throughout Columbus, Ohio!*

*Every Creative Child Care center is highly rated through Step-Up-To-Quality. This means your child is part of a learning and development program whose level of quality exceeds Ohio's child care licensing standards. We provide a safe and nurturing environment for your child to develop and learn and regular communication with you to ensure the best situation for every child in our care!*

*Few opportunities in life are as rewarding as the chance to make a difference in a child's life. Similarly, few life decisions seem as profound as the ones parents must make about the care and development of their children during the times they cannot be with them. At Creative Child Care our philosophy is to answer the needs of children and their families in a quality child care and educational setting with positive experiences which channel and foster the child's development toward becoming a productive adult. We take seriously the responsibility for developing young minds, bodies and character, and we share that responsibility with parents whenever possible.*

*We hope you will find the information in this handbook helpful, and if you haven't already done so, we invite you to visit our facility and meet some of the Creative Child Care team members eager to provide exceptional care for your child.*

*Thank you for the opportunity to earn your trust and to play an important role in your family's life.*

*Sincerely,*

*Todd & Karin Waldron*



**Welcome to Creative Child Care, Inc.** Every Creative Child Care center is highly rated through Step-Up-To-Quality. This means that children enrolled at our centers participate in a learning and development program whose level of quality exceeds Ohio's child care licensing standards. We provide a safe and nurturing environment for children to develop and learn and regular communication with the family to ensure the best situation for every child in our care.

**This handbook contains information regarding our child development program** and you will go over it with the Center Director or Assistant Director during the enrollment process. *Afterwards you will be required to sign an "Acknowledgment of Parent Handbook" form* which states that Creative Child Care has reviewed the handbook with you. You can also indicate on this form that you requested and were given a hard copy of the handbook or you declined a hard copy and will go to our website at [www.creativechildcareinc.com](http://www.creativechildcareinc.com) for future reference.

**PHILOSOPHY AND GOALS** - Creative Child Care, Inc. honors parents and families as partners in the relationship with children, teachers, and staff to create a larger, caring community. Our purpose is to educate the whole child with the intent to extend learning from the classroom to home. Our primary goal is to offer experiences that will help children meet their social, emotional, educational, and physical needs. Staff uses Creative Curriculum as a foundation for the learning experience, as well as allowing children to explore at their own pace in areas that interest them.

**LICENSURE** - All centers are fully licensed by the state of Ohio.

**NON-DISCRIMINATION** - In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) Fax: (202) 690-7442; or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider. 12/2015

**CONFIDENTIALITY** - We respect the right to privacy of both the children and the families in our care. Program staff will refrain from disclosure of private or confidential information, including information about other children in the classroom. Incident reports will not list names of other children involved in an incident. If it is deemed appropriate to share information about a situation for the positive development of the classroom community, all involved families will be requested to give permission prior to the start of any plan of action.

**HOURS AND DAYS OF OPERATION** - The center will be in operation Monday through Friday 6:00 a.m. to 6:00 p.m. The center will close to observe the following holidays: New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. Early dismissal will occur on Christmas Eve and New Year's Eve. Full tuition is due for the week in which any holiday falls as we provide our staff with paid holidays.

**ADMISSIONS** - A child is enrolled only after the registration fee has been received, the Center Director confirms the availability of space and the required paperwork is received. *Required paperwork:* Individual Transition Plan, Child Enrollment and Health Information for Child Care Centers (ODJFS #1234), Child's Medical Statement (ODJFS #1305) - this form must be signed by a physician or certified nurse practitioner and submitted within 30 days of enrollment, Tuition Information and Agreement Form(s), ODJFS Paperwork (for child care assistance applicants only), Family Information Form, Photography Consent Form/Release, Parent Handbook Acknowledgement Form, USDA Enrollment Paperwork. Any change to this information must be communicated to the Center Director immediately so that current information is always on file. This is for the safety of your child. All required paperwork must be updated at least annually. Center Director will confirm all information is current and accurate on a quarterly or as needed basis.

**HEALTH SCREENING & REFERRAL PROCESS** - All children are required to have a physical submitted on the JFS form 01305 within the first 30 days of enrollment at any Creative Child Care center location, and every thirteen months thereafter. If families do not have a designated physician, they are given the names of community clinics which can assist in completing the physical. It is important for children to not only have a physical when entering our program but also, they should have vision, dental, hearing, height, weight, blood lead and hemoglobin screenings. Young children need these screenings to prevent difficulties at an older age. The center Director and/or Assistant Director ask parents at enrollment what health screenings their child has received. If the child has not received the recommended screenings, they are given a list of resources and encouraged to use these resources to guide them to have the screenings completed. The administrators follow up by tracking the screenings.

**ATTENDANCE** - Showing up for school has a significant impact on a child's social and academic success. Help your child succeed in school by building the habit of good attendance early! Attending school regularly helps children feel better about school and themselves. We realize some absences are unavoidable due to illness or other circumstances. But, we also know that when children miss too much school—regardless of the reason – it can cause them to fall behind socially and academically. Your child is less likely to succeed if he or she is chronically absent. Absences can add up quickly. A child is chronically absent if he or she misses just two days every month! Here are a few practical tips to help support regular attendance:

- Make sure your children keep a regular bedtime and establish a morning routine.
- Lay out clothes and pack blankets, extra clothes, etc. the night before.
- Ensure your children go to school every day unless they are truly sick.
- Develop back up plans for getting to school if something comes up. Call on a family member, neighbor, or another parent to take your child to school.

We want your child to be successful in our school. Developing good attendance habits now will also help your child in his/her future.

**ARRIVAL TIME** - Not only is it important for your child to attend every day but it is equally important that they arrive at the center by 9 am every day. Our teachers work hard to create engaging learning opportunities for your children. Please be sure to bring your child to school no later than 9 am daily so that they can get the most benefit from the curriculum. Remember breakfast is over at 8:30 am. Please have your child fed and ready to go by 9 am if they are not eating breakfast at the center. Absences and tardiness can affect the whole classroom. Please help us to make sure every classroom is successful! Unless a parent calls the center to report their child will be late due to an appointment that can be documented no child will be able to stay if they arrive after 10 am.

**STAFF/CHILD RATIOS AND MAXIMUM GROUP SIZE** - Creative Child Care, Inc. will not exceed the following state required ratios:

1:5	Young Infants (birth to less than 12 months)
2:12	Young Infants in same room
1:6	Older Infants (12 months to less than 18 months)
1:7	Toddlers (18 months-30 months)
1:8	Toddlers (30 months to 36 months)
1:12	Preschoolers (3 years to 4 years)
1:14	Preschoolers (4 years to Kindergarten eligible)
1:18	School Age Children (school eligible up to 11 years)

Ratios for toddlers and preschoolers may be doubled for 2 hours at nap time if all children are resting quietly on their cots and enough staff is in the building to meet the regular required staff/child ratio if there is an emergency. The maximum group sizes are as follows:

12	Young Infants (birth to less than 12 months)
12	Older Infants (12 months to less than 18 months)
14	Toddlers (18 month to less than 2 ½ years)
16	Older Toddlers (2 ½ to less than 3 years)
24	Preschoolers (3 years to less than 4 years)
28	Preschoolers (4 years to Kindergarten eligible)
36	School Age Children (school eligible up to 11 years)

Maximum group size is defined by the number of children in one group that may be cared for at any time. Group size limitations shall not be interpreted to apply during nap time, meal time, snack time, outdoor play, field trips, routine trips, or special occasions.

## **TUITION/FEES AND PAYMENT POLICIES**

**Registration Fee:** A non-refundable registration fee that covers supplemental accident insurance and administrative costs must be paid; a child is not considered enrolled until the registration fee is received.

**Tuition Agreement:** A tuition agreement must be signed for each child enrolling at Creative Child Care, Inc. A copy will be kept in the child's file and a copy will be sent home. Parents acknowledge they are entering into an agreement with Creative Child Care, Inc. for the total weekly hours listed on the first page of their tuition agreement and are responsible to pay the tuition regardless of sick days or holidays during the year. Tuition should be given to the Center Director or, in her absence, a staff member in charge. Our tax ID number is available upon request.

**Advance Payment & Delinquent Accounts:** All tuition must be paid IN ADVANCE by cash, check (payable to Creative Child Care, Inc.), money order, or credit card. If payment is not received in advance of care, the account will be charged a fee of \$25 and will be considered delinquent. A delinquent account can be cause for immediate termination of child care services.

**Late Pick-Up Charges:** If a parent realizes that circumstances beyond their control are going to delay pick-up of their child at the end of the child's program time, a phone call is required. This is important as many children fear they have been forgotten when parents do not arrive at their usual time. A late fee, per child, will be assessed as follows (even if a call is placed to the center reporting the delay): \$1.00 per minute for the first five (5) minutes past the program end time \$5.00 per minute for each minute past five minutes and until the child is picked up. All late fee charges must be paid in cash to the Center Director before the child will be able to attend school. If the center cannot reach a parent, authorized pick-up, or emergency contact, Columbus police will be called according to policy.

**Returned Checks:** There is a charge of \$25 for any check \$50 or under or \$35 for any check \$51 and larger each time any check is returned from the bank due to insufficient funds. After a second incident of a returned check occurs, all further transactions must be paid by cash, money order, or credit card. This charge is non-negotiable. Failure to immediately pay tuition fee and service charge will result in child care services being terminated. The parent will be required to pay in cash until the account balance is settled.

**Vacations:** The center must be notified of vacation dates at least two weeks in advance. Each child is granted 5 vacation days at half-rate (after 90 days of attendance). If the child is on vacation more than 5 days, the normal rate will be charged after the first week.

**Holidays:** Full tuition is due for any periods including holidays.

**Inclement Weather:** On rare occasions, it may be necessary to close the center due to inclement weather conditions. We will make every effort to open our doors at the normal time. If circumstances should arise, watch television station Channel 10 or Channel 6 News for closing information or listen to radio station SUNNY 95, QFM 96, MIX 107.9, or REWIND 103.5/104.3. On these occasions, regular payment is expected.

**Summer Care:** The Director must be notified in writing no later than April 30 if child care is not needed during the summer months. Former clients will be given priority in September if there are any spaces available. Creative Child Care, Inc. cannot guarantee a learning space will be available if your child is not attending the center.

**Withdrawals:** Parents wishing to withdrawal their child may do so at any time. A two-week written notice is appreciated.

**For those families using child care assistance the following also applies:**

- For any absentee days in excess of ten (10) from January 1 to June 30 or any absentee days in excess of ten (10) from July 1 to December 31, your account will be charged at the rate of \$45 per day, payable to Creative Child Care, Inc.
- A minimum charge of \$25 will be assessed to your account each time you fail to present a 'swipe card' upon arrival and departure to record your child's attendance.

**DAILY SCHEDULES** - Children are grouped in classes according to age and ability. Scheduled developmentally appropriate activities include reading readiness and language arts, outdoor and large muscle play, music and rhythms, social and nature sciences, math concepts, creative art and creative dramatics, free play, computer training. Activities are designed to arouse the child's natural curiosity and allow him to learn through exploration and experimentation. The daily routine includes a balance of active and quiet play as well as opportunities for both solitary and group time. Although we allow room for some flexibility and variation in the schedule, our days are carefully planned to provide a consistent program tailored to the needs of the children in each class. We find that such consistency adds to each child's sense of security with children knowing what to expect and when to expect it.

**NAPTIME/RESTING** - Toddlers and preschoolers are provided with no more than a two-hour rest/nap period. Children who do not sleep or wake early will be provided with quiet activities on their cots. Each child 12 months of age and older is assigned a cot for their individual use and cots will be cleaned and sanitized on a weekly basis. Cots are placed a minimum of two feet apart within the classroom. Infants are not on a set rest schedule. Blankets are not allowed in cribs for children under 12 months of age. Only wearable sleep sacks will be permitted. Swaddler blankets that have Velcro flaps will be permitted only for infants that cannot yet roll over.

**INFANTS & TODDLERS - Diaper Changing Policy** - Infants and toddlers are checked at a minimum of every two hours and are changed, if needed. **Breastfeeding Policy** - Creative Child Care supports breastfeeding and breast pumping mothers by providing them with a comfortable and private area to breast feed and/or pump. We also have an open-door policy allowing mothers to feed their child anytime and we will provide mothers with resources.

**OUTDOOR PLAY** - Research has shown and Creative Child Care, Inc. believes that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play will be included in our program daily in suitable weather. We will limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature (wind chill and heat index factored in) drop below 25 degrees or rise above 90 degrees. If the situation requires it we will also adjust outdoor time due to rain, threatening weather, ozone warnings, etc. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your children with the proper clothing so they may be comfortable and safe whenever we are outside. This includes snow pants, hats, mittens, and boots in the winter time. Children not well enough to participate in outdoor play will need to remain at home. It should also be noted that indoor temperatures at each center will not go below 65 degrees or above 85 degrees.

**MEALS AND SNACKS** - Nutritional breakfast, lunch and afternoon snacks are planned and prepared per USDA and Healthy Children, Healthy Weights approved standards. The serving size will vary according to the age of the child. Seconds are usually available. One-third of a child's daily nutritional need is the minimum served in each component of the lunch alone. Please let us know ahead of time if your child is not permitted to have any type of foods due to allergies or religious beliefs.

**Food Supplements or Modified Diets:** If your child requires a food supplement or a modified diet, you must secure written information from your physician using the State approved form provided by the Center Director. Please speak with the Center Director for more details.

Breakfast is over by 8:30 am and lunch is over by noon. If your child arrives after a meal is complete it is the parent's responsibility to have the child fed prior to arriving at the center. No outside food is allowed inside the center. The afternoon snack is served from 2:30 to 3:00.

No solid food (including cereal) may be given to infants under 4 months of age without written permission from the child's physician.

**WEARING APPAREL** - Children should be dressed in comfortable, washable clothing. We try to keep the children reasonably clean, but we do messy art; play in the sand and children often have a way of naturally attracting dirt. Please, no dress shoes, thongs, or loose-fitting sandals - your child will be safer and more comfortable in tennis shoes or sturdy play shoes. It is required that your child has a complete extra set of clothing at the center in case of toileting accidents or an exceptionally messy lunch! All personal belongings must be labeled with the child's name, including the crib size blanket your child will need for nap time. Creative Child Care, Inc. nor its staff shall be responsible for the cost of jewelry or clothing, shoes and/or coats your child wears to the center.

**VISITORS** - All visitors must abide by ODJFS licensing rule JFS 01219 (Child Care Staff Member and Employee Requirements) and Creative Child Care's policies and procedures when in our centers.

**PARENT PARTICIPATION** - At Creative Child Care, Inc. our philosophy is to answer the needs of children and their families in a quality child care and educational setting with positive experiences which channel and foster the child's development toward becoming a productive adult. We see the parent as the first teacher, and our role is offering complementary support services and understanding. We take seriously the responsibility for developing young minds, bodies, and characters, and we share that responsibility with parents whenever possible. As a parent of a student enrolled in a Creative Child Care Early Learning Center, you can expect to share in your child's growth through: 1. an open- door policy encouraging your participation and observation on a planned or unplanned basis at any time, 2. daily contact with your child's teachers, 3. teacher conferences held twice a year and annual open houses, 4. newsletters, fliers and bulletin board announcements about our activities, 5. advice and counsel, whenever welcomed, based on our staff's professional training and experience working with your child, 6. referrals to community intervention services are also available, 6. any interaction which help us work as a team to address your child's total development, increase his or her security away from home, and supplement the care he or she receives from the family.

Families are invited and encouraged to participate whenever possible in the activities at the center. Families may wish to attend class parties, special luncheons or simply stop in to join the daily fun. Teachers are available to discuss a child's progress or needs at any time. However, due to staff responsibilities and schedules, parents are asked to make appointments with staff when it is necessary to engage in any lengthy conversations. Teachers want to be able to focus on you and your child at these times.

**CURRICULUM** - We view curriculum as “everything that happens within the classroom” regardless of the age of the child – from our youngest toddler through school age children. All Classrooms utilize “The Creative Curriculum®” as a foundation for our learning experiences. Creative Curriculum®, aligns with the Ohio Early Learning Development Standards and is used in all our centers. Children learn through this research-based curriculum allowing active and developmentally appropriate participation while encouraging cognitive, social/emotional, physical and language development of each child. This environment is further enriched by interactions with peers and supportive adults allowing children to celebrate their accomplishments.

Creative Curriculum® goes by the child’s interest meaning the children learn through play. Play and investigation are central to our program as how cognitive learning, socialization and creativity develops. Children are given the opportunity to make choices, express ideas and theories, and act upon their understandings within a well-defined learning environment. Within each classroom, a variety of materials and media are available for the children to graphically represent their knowledge and understanding and express their ideas. It is the teacher’s responsibility to acknowledge the children’s interest and create lesson plans while meeting the curriculum goals set by The Ohio Department of Education and to develop individual child goals to support skill progression towards mastery.

In addition, our school-age classroom utilizes the Cincy Afterschool Curriculum to meet the needs of our older school-age children. “The Cincy After School curriculum is designed to support the healthy development of children by building strengths and meeting the needs of the whole child. Increased student achievement and reduction of risk-taking behavior are two primary goals of the program. The curriculum achieves these goals through engaging students and their families in balanced activities aligned with Ohio Academic Standards”.

**DEVELOPMENTAL ASSESSMENTS, SCREENINGS & REFERRAL PROCESS** - Creative Child Care conducts developmental assessments and screenings throughout the year to gauge the child’s progress toward academic and social goals.

**Assessments** - *Developmental assessments* are used on both a formal and informal basis. Children are observed and assessed in their authentic play and learning environments. Teachers gather information to develop individual goals, plan and implement effective activities, and assist in developing an effective curriculum. Teachers use anecdotal notes, observations, work sampling, photographs, and developmental portfolios to informally collect and document children’s development. The evidence gathered is then used to formally complete *Teaching Strategies Gold Assessment Portfolios* on all children 6 weeks old and until they start Kindergarten on a quarterly basis. School age children are assessed on an informal basis using the 40 Developmental Assets tool. Individual goals are developed for each child based on the ongoing results of assessments. Areas for growth are documented on the results sheets of the Teaching Strategies Gold for children six weeks through pre-kindergarten and written on the *Family Conference Form*. The school age children goals are documented on the individual child planning goals form. Teachers use the *Weekly Lesson Plan forms* to document what activities are planned for specific children. *Pre-Kindergarten to Kindergarten Transition Checklists* are also used. This is an ongoing assessment/checklist that follows the child for the entire time that the child is enrolled with the center before the child attends kindergarten. The teacher fills out the form to see what the child needs to work on to get the child kindergarten ready. The teacher will observe the child and when an action is observed the teacher will date and initial the checklist. This continues in every classroom the child is in until the child is enrolled into kindergarten. At that point, the checklist is handed to the parent/ guardian to give to the kindergarten teacher to access where the child is developmentally.

**Screenings** - Creative Child Care teachers also use the *Ages and Stages Questionnaire (ASQ)*, the *Ages and Stages Social Emotional Questionnaire (ASQ: SE)*, and *Get Ready to Read (GRTR)* screenings. Parents are always informed of the types and purposes of the screenings well in advance and parent authorization is always required for all screenings. The *ASQ screening* is performed within the first 60 days after the child’s enrollment date and then they are performed annually thereafter. Children’s start dates are recorded on a *Developmental Screening Tracking Form* that is then placed in the child’s portfolio. The portfolio is created on the first day of the child’s attendance. Teachers also record the start date of each child on the calendar and mark 60 days from the start date. We also participate in the *Get Ready to Read* program and the children are screened by the Get Ready to Read representative.

**Results of Assessments & Screenings** - Results of all assessments and screenings are formally communicated to parents twice yearly through *parent teacher conferences*. During conferences, parents are encouraged to actively participate in their child’s development goals by using the Family Conference Form. In addition, parents can gain and share knowledge on a daily basis by having access to their *child’s developmental portfolio*, having conversations with teachers and receiving daily notes which offer two-way communication.

**Referral Process** - Teachers use the *Developmental Screening Tracking forms* to document if a child needs a referral. Referrals are made to an outside agency, such as St. Vincent’s, within 30 days. The agency contacted then comes to our center to observe the child to assess their needs. After the outside agency assessment, a meeting is held with the teachers and the parents of the child and an action plan is created. This plan is implemented immediately. The timeline and date of completion depends on the required actions needed. The action plan and follow up documentation is kept in the child’s file, as well as, recorded dates of completion on the *Developmental Screening’s Tracking form*.



**SUPERVISION POLICY** - A major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff persons are alert to the safety needs of their children, anticipate possible hazards, and take necessary appropriate precautionary and preventative measures.

**Arrival/Departure:** Parents are required to sign the child in and out daily by using the fingerprint system at the designated area in the center. For those families using child care assistance you also required to swipe your children in and out of the center daily. Parents are responsible for the supervision of their child before signing in and after signing out.

**Arrival:** After the child is signed in, parents must then take the child to their classroom. All special messages, medications, special pick-up notes, etc. are to be given to the teacher. Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be made aware of each child's presence before the parent departs. Unless a parent calls the center to report their child will be late due to an appointment that can be documented no child will be able to stay if they arrive after 10 am.

**Departure:** After the child is signed out, parents must inform the child's supervising staff member that the child is being picked up. If a parent realizes that circumstances beyond their control are going to delay pick-up of their child at the end of the child's program time, a phone call is required. A late fee, per child, will be assessed (please refer to the "Tuition/Fees and Payment Policies" section).

**Supervision of Infants/Toddlers/Preschoolers:** At no time will a child be left unattended. Staff will supervise children by sight and sound always, including naptime. If a child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

**Supervision of School Age Children:** School age children may run errands inside the building or use the restroom alone or in groups of no more than six children without adult supervision if the following conditions are met: children are within hearing distance of their teacher; the teacher checks on the children every 5 minutes until they return and the restroom is for the exclusive use of the center.

**Children Arriving to the Center from Other Programs:** At times it may be necessary for a child to arrive at the center from another program (i.e., a school age child arrives at the center after school). When children do not arrive at our center from another program as scheduled, we first call the program involved to be sure the child was in attendance, then we contact the parent. *Parents are responsible to notify the center of any changes in the child's schedule for arriving at the center from another program.*

**School Delays/Cancellations:** Our program will offer care for school age children enrolled in our program.

**Release of a Child:** Staff will release children only to persons who are on the Release Form *provided by the parent*. *If an emergency arises the parent must provide a written, signed note giving the person permission to pick up their child.* In extreme emergency situations the parent may call the center and give verbal permission for someone to pick up their child. Staff will check ID's of anyone they do not recognize. *(In order that people not be offended, please let them know that a picture ID is required to pick up your child).* The children's safety is our priority! Staff will not release children to anyone, including parents, who appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified if necessary.

**Custody Agreements:** If there are custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

**Child Abuse Reporting/Accusations:** All staff members are mandated by law to report child abuse. If staff have suspicions that a child is being abused or neglected, they MUST make a report to the local children's services agency. The safety of the children is always our first concern. In the event a Staff member is accused of abuse or neglect; the staff member is immediately removed from the situation and an investigation is conducted.

**CHILD GUIDANCE POLICY** - Creative Child Care strives to provide a safe, secure, and nurturing environment for all children to learn and grow. We encourage the satisfaction of curiosity by providing opportunity with a safe environment for children to observe, ask questions, experiment, make mistakes and find the answers for themselves. Children need to engage in relationships with both adults and peers to grow and develop. By utilizing the following strategies, our staff will provide a positive approach that is responsive to the individual needs of the child.

**Managing the Physical Environment** - Within each classroom, the teachers structure the environment with the child in mind. This allows the child to explore and discover freely and develop skills needed to manage behavior without having limits from the environment.

**Using Positive Reinforcement** - Teachers use positive language and communication when reminding children of the rules. The child is given direction on what to do instead of what not to do. (For example: "Use your walking feet" would be said instead of "no running") This gives the child the knowledge of expected behavior and emphasizes the positive actions of the child.

**Provide Choices** - Sometimes a child's behavior offers 'natural consequences'. (For example: If you pour water on the floor, you may slip and fall). Other times a teacher needs to offer a 'limited response' by stating two choices and allowing the child to make the decision.

## **CHILD GUIDANCE POLICY (continued)**

**Problem Solving** - Teachers facilitate and guide the children to positively solve problems and conflicts. They encourage the child to 'use their words' and assist them in negotiating a solution that can be agreed upon by all parties involved in the conflict.

**Redirection** - When a child's behavior is not responsive to the teacher's re-direction, the child may be asked to step away and find another activity. This allows the child to use thinking skills to assess the situation for themselves and rejoin the activity when the child feels they are ready to agree with the rules of the activity.

**Ensure Safety** - Children's safety and well-being is always our primary concern. If a child's behavior becomes harmful to themselves or others, teachers will stop the behavior as quickly as possible. If necessary, this may include removing the child from the group for short periods of time or holding a child in a protective hug so no harm comes to the child or others.

**BEHAVIOR ACTION PLAN** - If a teacher believes a child is demonstrating a pattern of challenging behaviors the following steps will be taken:

- Administrative and teaching teams will work together to evaluate the areas of concern.
- Teachers will inform the family of any concerns as soon as possible and begin to collect information and documentation about the behavioral concern.
- Teachers will develop strategies within the classroom to aid in helping the child's behavior.
- If the behavior pattern continues, a meeting will be scheduled with the teacher, parents, and administrator. The goal of the meeting will be to establish consent to include the appropriate community resource to assist with concerns and develop a behavior action plan. This plan will include specific strategies to be used in the classroom and for parents to reinforce at home.
- Teachers and family will continue to communicate regularly while the plan is being implemented. A follow up meeting will be scheduled to discuss progress or a need for further guidance strategies.
- If all steps of the behavioral action plan have not helped the child to become more successful in the classroom, or the parent is not willing to partner with us to help the child succeed, the family will be asked to withdraw the child.

## **TRANSITION PROCEDURES**

**Transitioning INTO a Creative Child Care Center** - Prospective families are given a center tour and an information packet about our program. The tour consists of, but is not limited to, information on each classroom, our curriculum and assessment process, guidance policy, SUTQ accreditation, tuition options and the enrollment process. Time is also spent in the classroom. Contact and family information is gathered on an enrollment form. As families enroll and transition into Creative Child Care, parents are provided with the Parent Handbook, a medical form, and the other required enrollment documents. Written information about their child's classroom and what to expect on their first day is also provided. An orientation visit is offered to families in which they can meet the teachers and visit in the classroom. Parents are encouraged to stop by or call to check on their child at any time. Teachers will provide parents with information about the room and the teachers and officially "Welcome" the child into the classroom community. The teachers will assist the child to succeed in going through the daily routine and becoming familiar with what is expected from the child.

**Transitioning BETWEEN Classrooms** - Transitions within our program, classroom to classroom, are individualized for each child. Parents receive written notification about their child going to a new classroom. The center Director and involved teachers meet to discuss the child's developmental levels and to determine an individual plan of action. The parents will be given a "Child Transition Information - Parent Form" to take home and complete to assist with this process. A meeting is then scheduled with the parents and the new teachers to develop goals and go over all expectations. Once all parties are in agreement they will sign off on the plan. Teachers work together to make the transition as easy as possible for the child/family and each other by seeing that the child's belongings and information stays with the child. The teaching staff will also provide age appropriate activities for the children as they transition to a new room. These activities are noted on the lesson plan and verified by the center Director or Assistant Director.

**Transitioning to Kindergarten** - Creative Child Care begins our Kindergarten transitioning as early as February by providing parents with information on Kindergarten enrollment processes and dates. We gather information from local schools, our Resource and Referral Agency which is Action for Children (AFC) and the local media and give to the parents to help them make a good decision for placement of their child.

**Transitioning OUT of a Creative Child Care Center** - As a family transitions out of our program, written information is given to the parents about their child's current development. This includes, but is not limited to, transition information, portfolio information and parent teacher conference forms. A records release consent form must be signed if a parent chooses to have their child's records transferred to or discussed with another program. Once the form is signed, the center Director is responsible for ensuring that all records are transferred to the new program. If we are given advanced notice of the child's departure, staff will do activities that are the child's favorite to celebrate their last day with their friends. It is important that the last day be respectful and that the child and family know that we care about them and will miss them.

**EMERGENCIES** - The center has devised several procedures to follow if an emergency would occur while a child is in the center's care. Emergencies include, but are not limited to, fire, tornado, loss of power, heat or water to the center, environmental threat, threat of violence or other natural disasters. The Creative Child Care *Emergency Preparedness Plan* is posted in each classroom. In the event of an emergency, staff will follow the instructions as written in our *Emergency Preparedness Plan*. To ensure the children are familiar with the evacuation routes and procedures the center does conduct monthly fire drills and periodic tornado and lock down drills.

Should we need to evacuate we will post a sign in front of the center indicating the location where you can pick up your child. The staff will secure the children, contact the proper authorities, and contact the parents as soon as the situation allows. If a parent cannot be reached, we will contact the emergency contacts as listed on your child's enrollment information. An incident report will also be provided to the parents.

**ACCIDENTS** - To insure the safety of all children, there is always one staff member present that has received training in First Aid/Communicable Diseases and CPR. In the case of a minor accident/injury, staff will administer basic first-aid and TLC. If the injury/illness is more serious, first-aid will be administered, and the parents will be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening or a serious incident occurs, 911 will be contacted; parents will be notified; and a staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles. Only parents or 911 will transport. In the event of an emergency where children will require transportation from the center only EMS or the parent may transport the child. Parents are required to sign the emergency transportation authorization form located on the enrollment form (JFS form #1234). If they refuse to sign the form and an emergency occurs, Creative Child Care will contact the parent to instruct them that we will follow the instructions the parent provided on the form.

An incident/injury report will be completed and given to the person picking up the child on the day of the incident/injury, if any of the following occur: the child has an illness, accident or injury which requires first aid; the child receives a bump or blow to the head; the child must be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within twenty-four (24) hours after the incident occurs. The center shall make verbal contact with licensing personnel from the appropriate ODJFS office within twenty-four (24) hours when there is a "general emergency" or "serious incident, injury or illness". A written report on JFS01299 Injury/Incident Report will be provided to licensing staff within three (3) days of the incident.

**MANAGEMENT OF ILLNESSES** - Creative Child Care, Inc. provides children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. We ask that you not bring a sick child to the center. They will be sent home! Please also plan ahead and have a backup care plan in place if you are not able to take time off from work/school.

**A child with any of the following symptoms will be immediately isolated and a parent/guardian will be called.** The parent must make arrangements for the child to be picked up from the center within one hour of being contacted. We will discharge the child only to the parent, guardian, or emergency contact(s):

- ❖ Temperature of 100 degrees F – in combination with any other signs of illness
- ❖ Diarrhea (more than two abnormally loose stools within a 24-hour period)
- ❖ Severe coughing (causing the child to become red in the face or to make a whooping sound)
- ❖ Difficult or rapid breathing
- ❖ Yellowish skin or eyes
- ❖ Redness of the eye, obvious discharge, matted eyelashes, burning, itching
- ❖ Untreated skin patches, unusual spots or rashes
- ❖ Unusually dark urine or gray or white stools
- ❖ Stiff neck with an elevated temperature
- ❖ Evidence of lice, scabies or other parasitic infestation
- ❖ Vomiting more than once or when accompanied by any other sign of illness
- ❖ Sore throat or difficulty swallowing

**Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms.** The parent will be notified. If a child does not feel well enough to participate in all center activities the parent will be called to pick up the child. The parent must make arrangements for the child to be picked up within one hour of this phone call. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linen used will be washed and disinfected before being used again. Also, other parents will be notified by a sign on the door if children have been exposed to a communicable illness.

**Children will be readmitted to the center after at least 24 hours of being free of fever without medication and other symptoms.** If they are not symptom free a doctor's note will be required stating that the child is not contagious. When children are well enough to return to center they should be able to participate in **all** center activities (outdoor play, naptime, eat breakfast and lunch, etc.).

## **MANAGEMENT OF ILLNESSES (continued)**

**Cleanliness:** All staff are trained in cleanliness to help prevent spread of communicable disease. Classroom, eating and bathroom areas are sanitized daily and as needed. Example: Disposable gloves are provided for use in cleaning and changing children who have had accidents. Staff wash hands before and after each incident. Staff training in signs and symptoms of illness and in hand washing and sanitation techniques occur through in-service training and during the orientation process.

**Medical/Physical Care Plans:** A child identified by a physician or parent as having a medical or physical care condition such as asthma, allergies, congenital conditions, eczema, reflux, or seizure disorders must complete and have on file in the child's classroom a Medical/Physical Care Plan. Plans are updated annually or at any time a change is indicated. If conditions require medication, a Request for Administration of Medication will be required. If any training is necessary for the administration of medication the parent is responsible for teaching an identified staff member.

**Administration of PRESCRIPTION Medication:** The Creative Child Care staff will administer prescription medication that the parent is unable to administer during the day. However, we do expect the parent to administer the morning dosage before the child comes to the center and the evening dosage after the child leaves the center. Example: If a child is to receive medications 3 times per day, staff will administer the noon dosage only. Prescription medications must be in their original container and administered in accordance to instructions on the label. Creative Child Care cannot administer the first dose of medication to a child. The first dose must take place at home with the child's parents. This does NOT mean the first dose daily but instead means the first dose of any new medication. It is the parent's responsibility to keep all medication current. Creative Child Care Staff cannot administer expired medication.

All sections of the "Request for Administration of Medication" form *JFS 01217* must be completed. Medications will be stored in a designated area inaccessible to children. Medications may NOT be stored in a child's cubby or book bag. The only exception to this requirement is for school age children that require the immediate use of an inhaler for a medical condition such as asthma or allergies. School agers only will be permitted to maintain control of their inhalers. Parents must sign a Release Form stating that they are permitting their child to have access at all times to the inhaler, however the child must keep the inhaler on his person at all times, it may not be stored in a cubby or book bag. Anytime the child is unable to maintain control of the inhaler, it must be handed directly to the staff member responsible for the child.

**Administration of NON-Prescription Medication:** Creative Child Care is not required to administer non-prescription medicine.

**Immunizations:** If your child's immunizations are not up to date or you have chosen not to immunize your child please know that should there be an infectious disease outbreak in the center, such as mumps, measles, whooping cough, etc., you will be expected to keep your child out of the center for up to 25 days from the last outbreak of whatever the disease may be. This is to protect your child since he/she is not immunized. Please be aware that you will need to stay home or find alternate arrangements should the need arise.

**TRANSPORTATION OF CHILDREN/FIELD TRIPS** - Creative Child Care, Inc. will not transport children in emergency situations. If a child requires transportation, the parent or the emergency squad will be contacted. If the child is transported to the hospital, a teacher or the Director will accompany the child. The teacher or Director will stay with the child until the parent arrives at the hospital. The center may provide transportation on routine trips for school age children. If transporting to/from school, center owned buses will be used. A staff member with first-aid/communicable disease and CPR training will be present on the bus.

**Field Trips:** Creative Child Care, Inc. may take periodic field trips which will also be done with a trained staff member in the bus. All children are required to wear seatbelts, stay in their seat, and speak in a normal tone. Before departing the center, a count will be taken of all children and they will be marked on a separate attendance sheet specifically created for the trip. Upon arrival at the destination, another count will be taken to assure that all children have safely arrived. This process will be repeated upon leaving the destination and returning to the center. During field trips, each staff member will have specific children that they are responsible for supervising. Before any child participates in either a routine trip or field trip, the center will obtain written permission from the parent or guardian including - the child's name, the destination (s), signature of the parent or guardian, and the date of the permission and approximate time of the field trip/routine trip. Please sign and date the permission slip for field trip/routine trip and return to the Director or classroom teacher. On special outings and field trips, parents are welcome to attend if their schedule permits. This gives more individualized attention to the children. Parents may be asked to pay a small fee for their child to participate in a field trip.

**SWIMMING & WATER PLAY INFORMATION** - Creative Child Care, Inc. has one onsite pool located at our East location and is shared by the four centers. Creative Child Care will allow children that are enrolled in our School Age program at the North, West and Southeast locations to participate, weather permitting, in swim activities on designated dates during the months the pool is open. A child at the East location must be enrolled in our School Age or Preschool program to participate. A WSI lifeguard will be present at all times and child care staff will also be actively supervising children. Each year parents will be provided with permission slips ahead of time which will need to be signed. Younger children will be provided with water play opportunities at the center. These can include sprinklers and small wading pools (less than 18 inches deep). Parents will also be asked to sign written permission slips prior to children engaging in water play with standing water. Please remember to send bathing suits and towels for your children. Sunscreen will be provided for your child (*Rocky Mountain Sunscreen @ 1-888-356-8899*). A medical form for sunscreen application must be signed by parent. If your child burns easily, please include a lightweight T-shirt that they may wear over their swimsuit.

**TERMINATION POLICY** - Creative Child Care, Inc. reserves the right to terminate a child's enrollment if:

- A child is displaying behavior that harms (or potentially can harm) other children, themselves, or the staff, we may expel the child from the center. (See Behavior Action Plan Section).
- A parent is uncooperative, and a conflict arises through the use of profanity, aggressive behavior or humiliation of the staff, his/her child may be expelled. Parents are encouraged and expected to cooperate with Creative Child Care, Inc.'s policies and procedures, while maintaining a positive and professional demeanor.
- Creative Child Care, Inc. reserves the right to terminate child care services if payment is not made on time. The payment policy is carefully stated in writing and needs to be followed. The child may be re-enrolled upon authorization by the General Office if the payment and late fee is made current.

**PROGRAM ASSESSMENTS** - Program assessments are performed by parents and staff on an annual basis. Information will be compiled and suggestions may be used to enhance the centers current program.

**AVAILABILITY OF SOCIAL SERVICES** - We at Creative Child Care, Inc. in our effort to offer full service, utilize the social service programs of the city and county on a referral basis. If you have any problems or family concerns that require assistance from a social service program, do not hesitate to talk with us. We will make every effort to put you in touch with the appropriate agency.

**SUSPECTED CENTER VIOLATION AND PARENT COMPLAINTS** - The Ohio Department of Job & Family Services number *1-877-302-2347* is available which any person may use to report a suspected violation by the Center. If a parent is concerned about their child or has a suggestion or even a complaint, please feel free to discuss the matter with the Center Director. Should you not feel satisfied with the Director's comments on the situation, please feel to call Creative Child Care, Inc.'s General Office at (614) 863-3500 to speak with Mr. Todd Waldron, President.

**FOUR CREATIVE CHILD CARE LOCATIONS:**

1. **EAST** - 5831 Westbourne Avenue, Columbus, Ohio, 43213; cceast15@gmail.com; 614-864-2424
2. **NORTH** - 1601 Shanley Drive, Columbus, Ohio, 43224; ccnorth16@gmail.com; 614-261-8153
3. **SOUTHEAST** - 2525 Petzinger Road, Columbus, Ohio, 43209; cccsoutheast17@gmail.com; 614-235-7979
4. **WEST** - 485 Industrial Mile Road, Columbus, Ohio, 43228; ccwest18@gmail.com; 614-276-2737



**ACKNOWLEDGMENT OF PARENT HANDBOOK**

The Parent Handbook contains center policies and procedures. The undersigned hereby acknowledges that the Center Director or Assistant Director has reviewed the CREATIVE CHILD CARE, INC. Parent Handbook with them and has (mark one)

- \_\_\_\_\_ Requested and received a printed copy of the handbook
- \_\_\_\_\_ Declined a printed copy of the handbook and will go to [www.creativechildcareinc.com](http://www.creativechildcareinc.com) for future reference.

**By signing below, I understand and accept each condition of Creative Child Care, Inc.'s policies. I agree to follow and abide by these terms.**

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

**I FURTHER ACKNOWLEDGE THAT I UNDERSTAND**, employees of Creative Child Care, Inc. are not permitted to provide any type of child care or babysitting services for me or any members of my family, except during the normal course of the work day at Creative Child Care centers. No after-hours services are permitted. Since an employee may be subject to discipline or termination for engaging in such services, I will not solicit after-hours child care or babysitting services from any of Creative Child Care's employees.

**I RECOGNIZE THAT**, Creative Child Care, Inc. is not responsible for any after-hours services provided by any of its employees.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date