**Welcome to Creative Kids**

**Nursery and Daycare!**

We are proud to be a part of your family and excited to make you a part of ours. Our program is designed to promote your child’s growth and development in a safe and healthy way.

We look forward to getting to know your family and being able to provide an experience that will enrich your lives.

Reminder of previous policies, that we want to remind parents of. New policy or amendment to a previous policy

**The First Day**

The first day in a new environment can be challenging for any child. We make every effort to be aware of the conditions that can produce anxiety during the first few days, even weeks, in a new place. We have made a commitment to working with you to ensure a smooth adjustment for you and your child.

We encourage parents to spend a few extra minutes these first few days to help assure your child that he or she is in a happy and safe place. We also encourage parents to call at any time during the day to see how your child is adjusting.

Some separation anxiety is completely normal and is expected. We are happy to provide suggestions to help make for a smoother and more enjoyable transition for your child, and to relieve some of the anxiety that you may be feeling.

**Caregivers and Educators**

Caregivers are gentle, loving and compassionate. Caregivers are attentive to each child and are responsive to the child’s need in an appropriate and timely manner.

The individuality of every child is recognized and respected. Every child will receive appropriate attention with love and interest, no matter their abilities, skills, talents or personality traits.

**Admission Policy**

Creative Kids Nursery and Daycare does not discriminate on the basis of age, race, cultural ethnicity, color of skin, gender, handicap, socioeconomic status or sexual orientation of prospective or enrolled child(ren) or family in regard to admission, benefit of enrollment, or termination provisions except as to meet requirements for age limitations specified by state licensing.

Creative Kids does not discriminate against persons with disabilities on the sole basis of a disability. That is, we provide children and parents with disabilities an equal opportunity to participate in our program and services unless the child’s presence would pose a *direct threat* to the health or safety of others and/or require a *fundamental alteration of* our program. We make every effort to provide appropriate auxiliary aids and services needed for *effective communication* with all children and/or adults with disabilities.

**Licensing Terms**

Creative Kids Nursery and Daycare, 400 Progress Drive, Cottage Grove, WI 53527

608-839-0297

*Owner:* Jessica Grosso

*Licensing Capacity:* 75+ FTE

*Ages:*  2 weeks - 11 years

*Hours of Operation: Mon.- Friday 6:30am-5pm*

*Term of Operations:*  January thru December

*Days of Operation:* Monday - Friday

*Availability:* Full-time, part time cared based of availability

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**Posting of License, Rules and Violations**

*We meet or exceed the required policies set forth by the DCF 251 Group Child Care Licensing Regulations.*

The *State of Wisconsin Department of Children and Families* ***License for Group Child Care*** for **Creative Kids** is available for viewing on the parent information board located near the main entrance.

A copy of any and all violations from the most recent inspection by a Licensing Specialist of the Wisconsin DCF will be posted for parent viewing on the parent board located near the main entrance.

A copy of the **DCF 251** of the Wisconsin DCF, *Group Child Care Licensing Rules and Regulations can be found online @ dcf.wisconsin.gov*

**Open-Door Policy**

It is the policy of Creative Kids Nursery and Daycare to encourage parent/family participation throughout the year as chaperones for fieldtrips or at family gatherings. We encourage parents and other family members to visit their child’s classroom area and get to know the child’s daily routine and happenings. We believe this strengthens the bond between teacher, child and parent and builds positive relations. “Surprise” stops are more than acceptable, but we encourage you to make them in the mornings or afternoons, as to not disturb sleeping or quiet children during rest time. We use the Bright Wheel app as a form of daily communication that’s in real time. Parents can see what’s going on during their child’s day, such as meals, diapers, bottles, naps, etc. Parents can also send messages to their child’s teachers.

**Enrollment**

Enrollment is determined by availability of space in the individual class areas as determined by the directors in accordance with state licensing rules and regulations in regard to child/staff ratios and maximum group size.

**Upon acceptance of enrollment and BEFORE the first day of enrollment, every child must have completed and have on file the following forms by the stated timeline:**

* Creative Kids Nursery and Daycare *Contract for Services*
* Department of Children and Families (DCF ) *Child Care Enrollment Form*
* DCF *Day Care Immunization Record*
* DCF *Child Health Report- Child Care Centers* signed and dated by a physician within 30 days of start date.

1. Infants under 2 must have an initial health exam not more than 6 months prior to the first date of attendance and every 6 months thereafter.

2. Children over the age of 2 must have an initial health exam not more than one year prior to the first date of attendance and have a follow up exam at least once every two years while in attendance.

3. This is not needed once they start kindergarten.

* DCF *Health History and Emergency Care Plan* form
* DCF *Intake for Child Under 2 years* form
* Enrollment fee and half of first week’s tuition paid

\*\*\*\*\*Acceptance of enrollment will be established after the child and parent(s) have completed a tour of the facility

**Registration**

Families interested in enrollment at Creative Kids can call, write or visit to obtain information about the program. Tours and class area visitations will be accommodated by a scheduled appointment to ensure director availability.

Placement of children into class areas will be concluded by agreement from the Directors and the Lead Teachers of individual class areas based upon chronological age and ability of each child. Upon completion of class rosters, those on the waiting list and potential families will be notified regarding availability of space for their child.

Considerations that may be taken into account regarding child placement in class areas :

* Scheduling needs of classrooms and families
* Peer groupings
* Parent request
* Special needs of a child or family

**Attendance**

Children must arrive to the center prior to 9am daily. If your child has an appointment that prevents this, please contact the center director. If your child will be absent, you may call the center or enter it on Bright wheel.

Each family will provide Creative Kids with a schedule of 10 hrs. or less, for drop off and pick up. We allow a 15-minute window on either end of these times. If you need to make a change to your schedule, please submit that in writing 2 weeks in advance.

**Attendance Method**

Every child will be marked in and out on a weekly written attendance record by the teacher of the child’s designated classroom. *Parents/guardians must walk their child into his/her class area and have acknowledgement from the teacher that their child is in attendance.*

Families will provide a written schedule of their child’s assumed attendance on the contract provided by the center at the time of enrollment. **Request for schedule changes must be written and turned into the director. A 2 week notice is required.**

**Definition of Full-Time and Part-Time Care**

Half days are not available***. Full time care*** is defined as attending Creative Kids ***no less than4 days per week with a minimum of four hours per day and a maximum of 10½ hours per day. Part time care*** is defined as attending Creative Kids ***between 2 and 3 days per week with a minimum of four hours per day and a maximum of 10½ hours per day.***

**Withdrawal and/or Termination**

***Center Initiated Termination***

Creative Kids Nursery and Daycare reserves the right to terminate any child’s privilege of enrollment at any time of the year or season. Termination will be determined by a collective voice, including the child’s teacher and directors. Notice of termination will be in written form and signed by the Director and kept in the child’s file.

Written notice of the **pending** termination will be made two weeks prior to the actual act of termination unless we feel the action requires immediate termination, this may included but is not limited to lack of payment, putting other child/staff/ parents in a dangerous situation, negative actions by parent or guardian etc . . *Every effort will be made by Creative Kids to find a workable solution before beginning the termination process.*

Reasons for termination of enrollment include the following:

* Failure of the parent or legal guardian to observe the policies and regulations of the center set forth in the Parent Policy Handbook.
* Failure of proper and on-time payment by the parent or legal guardian for enrollment of a child in which they are financially responsible.
* Failure of the parent or legal guardian to submit required child health information and other pertinent state licensing requirements.
* The inability of the child to benefit from the curriculum, experience or opportunity of learning at Creative Kids.
* Inappropriate and unsafe behavior that can be harmful to the child or others while in attendance at Creative Kids.
* The inability to perform and appropriately participate in center activities including curriculum, fieldtrips and daily routines.
* Inappropriate parent behavior

In the event that Creative Kids terminates a family’s privilege of enrollment, any unused portion of tuition will be refunded to the family. The enrollment fee is ***non-refundable****.*

***Parent/Guardian Withdrawal***

A parent or legal guardian may withdraw his/her child at any time with no less than a two-week written notice. Without written notice or withdrawal, the parent/guardian will be responsible for tuition payment until such notice has been given to Creative Kids. In the event of withdrawal prior to beginning of attendance, the enrollment fee and half week’s tuition is ***non-refundable.***

If a child is withdrawn for medical reasons affecting the child and a physician’s statement is provided to the center, the parent or legal guardian will be liable only for fees already incurred. The enrollment fee and half week’s tuition is ***non-refundable.***

**Tuition Fees**

A non-refundable Enrollment fee of $50.00 for one child, or $90.00 for two or more children, is due prior to the first day of enrollment, along with half of the first week’s tuition. The enrollment fee and half week’s tuition is ***non-refundable***

A yearly Supply fee will be invoiced to all accounts on the 1st Monday in February. In accordance with state licensing, children’s files must be updated anywhere from 6 month to a year. This will help to cover these cost and costs of extra supplies in the classrooms. The cost will be $50 per child (*$40 2nd child)* for ages 2 weeks thru 4K and $35 *($25 for 2nd child)* for Kindergarten through 6th grade.

Weekly tuition fees are due upon the first day of attendance in each week of enrollment. Tuition may be paid weekly, bi-weekly or monthly provided it is paid PRIOR to the attendance that is being paid for. Tuition is based upon the age (which determines teacher ratio) and days in attendance for each child. A late fee of $20 is charged weekly to your account if payment is not received by Tuesday at noon of each week. In addition, if you are late, tuition must be paid in full by drop off on Wednesday morning or your child can not come to daycare until tuition is paid. If payment was not made and your child was dropped off, you will be called to pick them up within the hour or you may bring in payment within the hour. *-we have been very relaxed on this, but we need to be firm on this, we still have yet to charge, but depending on the grant, it may be in February.*

Checks should be made payable to *Creative Kids.* Any check returned to us for insufficient funds will result in an additional $35.00 service charge to your account. Check writing privileges may be revoked.

We accept credit cards and debit cards, a 3% fee will be charged to your account. Card must be present to use. Please see Liz to make a debit or credit card payment. You can also pay on brightwheel a small fee.

All forms of payment should be placed in the Tuition Mailbox located near the main entrance. Requests for receipts will be honored upon request.

The administrator will determine the tuition rates and will post the rates at www.creativekidsnurseyanddaycare.com Tuition is based on cost of operations, inflation and competition. **Tuition is also determined and classified by the program a child is enrolled in ( based on the child’s age) and number of days in attendance.** Creative Kids reserves the right to adjust tuition rates as needed with a minimum 30-day written notice given to parent/guardians.- *I am highlighting this to make everyone aware that tuition could change more then just September. We try to raise on the conservative side of things, but our costs are constantly rising.*

A 10% discount will be given to families with two or more children enrolled. The discount will be applied to the oldest child’s tuition.

**Late Pick-Up Policy**

The center expects that the children will be picked up from Creative Kids no later than 5pm. **This means that the child and parent/legal guardian are out of the building at closing time. If you show up at 5pm and are still in the building, you will be considered late and be charged for every minute the staff remains after close.**  The fee for late pick-up is $1.00 per minute, per child. *A late fee will also be charged for children who remain at the center past the 10½ hour limit or outside their window. The same rules apply as the 5pm late pick up.*

If a child is picked up late, the following procedure will take place:

* On the first occurrence, a written warning will be sent home from the office.
* On the second occurrence, a written warning and an invoice for late fees will be sent home to the parent.

If a child is still at the center at 5:01pm, the child’s home will be called, followed by work and emergency numbers for all contacts. If a child remains in the care of staff at 5:15pm, the director will be called followed by a call to Child Protective Services and/or Local Law Enforcement.

Each family will provide Creative Kids with a schedule of 10 hrs. or less, for drop off and pick up. We allow a 15-minute window on either end of these times. If you drop off or pick up before or after this 15-minute window, there will be a charge of $1.00 per minute.

**Child Absences**

**If a child is absent for any reason, the parent is responsible for calling the center by 9:00 am to inform the staff that the child will not be attending. You may do this through Bright wheel or a call to the center. If we do not hear from you by 9am, the center will start to place phone calls.**

If a child is absent on a regular scheduled day for any reason, the tuition is still owed for that day. ( Please see Vacation Policy).

* If a family seeks an extended absence, *defined as two weeks or more,* they must put it in writing and hand it in to the director**.** A 2-week notice is required. If the absence is longer than 2 weeks, we do require half tuition to hold your child’s spot. If a parent does not want to pay the half tuition, then the child is considered no longer enrolled at Creative Kids. Parents may reenroll if spots are available.

**What to Bring**

* Parents are responsible for bringing an extra change of weather appropriate clothing including socks, underwear, shirt and pants. *Parents of potty-training children are required to bring in more than one change of clothing.*
* Parents of children who are not potty trained are responsible for bringing in ointments, if desired. Diapers and wipes will be provided by the center..
* Parents are responsible for bringing in a sleep sack, if desired, for children under 1 year of age.. Crib sheets will be provided by the center and will be washed once per week by the center.
* For children over 1 year, parents will need to provide an appropriately sized sleeping bag for their child. They are also allowed a blanket.
* During the warm spring, summer and fall months, the parents may bring in specific sunscreen for their child, or it will be provided by the center.

**Confidentiality**

Any person, staff member or resource member with access to a child’s or family’s personal records and information will not discuss or disclose information to anyone not directly involved with care of that child. This does not apply to the following:

a. Any parent or person authorized by a parent ( must be submitted in writing ) to receive such information.

b. Any agency assisting in the care and education of the child with written parental consent.

c. Agencies authorized under 48.78 of the Wisconsin Stats.

d. All records required by DCF for licensing purposes may be reviewed by a DCF licensing specialist.

***Any parent, upon request, has access to all records and documentation maintained about his or her child.***

**Holiday and In-Service Closings**

Creative Kids is a family-friendly learning center that promotes family togetherness for both our families and staff. We will closed 12 days yearly. These days will could include:

-New Year’s Day -Thanksgiving Day

-Teacher’s Wellness Weekend ( Spring Break weekend) -Thanksgiving- Day after

 -First Monday of June- Teacher In-service Day - Christmas Eve Day

 -Memorial Day -Christmas Day

 -Independence Day -New Year’s Eve Day

 -Labor Day 3

**o allow our staff to have a long weekend with their families as we approach ring** All days closed will be determined and posted by the beginning of each school year and posted on our website. They will typically be days of low enrollment; examples, day after Christmas or when a holiday falls on a Tue. or Thur. making for a long weekend)

In addition, we will be closing @ 4:30pm for our centers annual Christmas party. This date will take place in late November or early December. The date will be announced at least 30 days in advance. All children must be picked up by 4:30 pm, no exceptions.

All holidays and school closings are considered paid-tuition days. If a family has accrued vacation credit ( please see Vacation Policy ) it may be taken for a holiday closing **only** if a 2 week written notice is given prior to the closing.

Tuition has been averaged out to include all days we are closed, therefore, the full tuition amount will be due.

There may be a closure every other year during the summer for family vacation to take place for the owners/stafff. This will be listed under yearly closures and you will be made aware as soon as it is decided.

**Vacation Policy**

Creative Kids offers families vacation days in which tuition will not be charged. This credit is based on the number of days that your child attends on a weekly basis. If your contract is five days, then your vacation credit, per contract year, is five days. If your contract is four days, then your vacation credit, per contract year, is four days, and so your vacation time will become available once you have attended Creative Kids for 90 days.

**A vacation request is required at least 2 weeks prior to the dates of vacation.**

In addition, vacation days must be used within the family’s contractual year. Vacation credit can only be used for planned absences. There is no carry -over of days for unused vacation credit to the next contractual year. All vacation credit must be used or it is lost. It is not the responsibility of Creative Kids to remind you on your vacation time available, but you can contact Liz for an updated amount.

**Flex Days**

Creative Kids offers flex days to all families. A flex day may be used for an unplanned day off or sick day. Each child will have 1 available flex day per quarter (Jan-March, April-June, July-Sept. and Oct-Dec) available to them. These days are only good during the earned quarter and will not carry over. A flex day may not be use on prescheduled center closings as outlined in these policies on page 5.

**School Emergency Closing**

In the event of a natural or environmental emergency resulting in the temporary closing of Creative Kids, reasonable and adequate notice will be given. The director will evaluate the situation, make the decision, and inform staff.

The director will be responsible for notifying parents by phone if the center is already open.

If the center is already closed, the notification may be posted in writing or by phone call. Such closings can be caused by, but not limited to, dangerous and/or hazardous weather, chemical or biological hazards, loss of heat and electrical outages. *Tuition is non-refundable.*

**Creative Kids follows Monona Grove School District for inclement weather.**

**Pandemic Illness Policy\***

*\*Changes have been made to the Pandemic Illness Policy. Most things have been rewritten to be less restrictive or updated based off current guidelines.*

**In the case of a Pandemic Illness, Creative Kids Nursery and Daycare will follow these procedures and precautionary measures in an effort to protect the health and safety of children, families and staff:**

• If the State Health Department requires daycares to close, we must do so and follow their recommendations, and temporarily close Creative Kids Nursery and Daycare.

• If there is a positive case within the center, as determined by proper testing, we may require individual children to quarantine, closes classroom(s) or close the center. We will follow DCF requirements, CDC guidelines and follow local health department guidance.

• If your child is required to quarantine due to exposure or illness, tuition is still due. If you have difficulty paying tuition during this time, please reach out to the director as resources may be available.

• If the local schools are closing, Creative Kids will reserve the right to close until it has been determined by the Administration and the State Health Department that it is safe to return to the center.

• Creative Kids may require children to stay home if they have symptoms related to the pandemic. These guidelines may vary, so we will follow the most current public health guidance. You may be required to have your child tested prior to returning to the center. Please see director for current guidelines and requirements for testing.

***If there were an emergency closing, please be aware that tuition will still be charged. If we are closed for longer than 10 business days, no tuition would be due until we reopen. This is a necessary measure to ensure that we can keep our business and be ready to care for your child(ren) when we are able to reopen.***

We will do our best to keep our families informed and aware of symptoms, risks, procedures, and policies of any Pandemic Illness that we may experience. We ask families to notify Creative Kids of any symptoms your child displays during times of Pandemic Illness so that proper documentation and precautionary measures can be taken.

We also ask that you do not bring your child to the center if they are displaying symptoms associated with Pandemic Illness. During times of Pandemic Illness, please practice these general precautionary measures:

* Wash hands frequently for 20 seconds with soap and running water.
* Cover your mouth and nose when you cough or sneeze. Use a tissue if possible or cough/sneeze into your elbow. Do not cough/sneeze into your hands. Then wash.
* Avoid touching your mouth, nose or eyes.
* Avoid close contact with people who are sick or showing symptoms.
* If you or your child is sick, or showing symptoms related to Pandemic Illness, please be considerate of the health and safety of the children, families and staff members of Creative Kids and do not bring your child to the center until they are well. If you, your child or family member living with the child has a confirmed case of a Pandemic Illness, contact Creative Kids immediately!
* Parents are responsible for providing all necessary PPE for their child(ren).

**Administrative Structure**

Owner and Director: Jessica Grosso

 Director

 ↓

Administrator

↓

Cook

↓

Teachers (in line of seniority)

 **Child Abuse and Neglect**

**Reporting Child Abuse**

**A licensee, employee or volunteer at a child care center who knows, or has reasonable cause to suspect, that a child has been abused or neglected as defined in 48.981 (1) stats shall immediately contact the Dane County Department of Human Services or the local law enforcement agency.**

Every employee and volunteer who comes in contact with the children at the child care center will have received training, at least every two years, in the following:

 1. Child Abuse and Neglect law.

 2. How to identify children who have been abused or neglected.

 3. The process for reporting known or suspected cases of child abuse or neglect.

All suspicions and knowledge of child abuse or neglect will be documented in a medical log kept in each individual classroom.

**Signs of Child Abuse or Neglect**

Signs of possible *physical abuse* can be recognized in reoccurring bruises, welts, injuries sustained that take form of an object (hand, belt, etc), unexplained burns, suspicious fractures, or avoidance of medical assistance. Other indicators may be that a child’s behaviors are extremely aggressive or withdrawn, or if the child is fearful of parents or other adults.

Indication of possible *emotional abuse* in a child can be significantly lower self-esteem, self-denigration, severe depression, relentless aggression, isolation from others, severe anxiety, or the failure to thrive in a positive environment.

Indication of possible *sexual abuse* can be pain, swelling, itching, bruising or bleeding in or around the genital areas. Other indicators of sexual abuse are venereal disease, stained or bloody underclothing, refusal of physical activity, poor social relationships, an overactive interest in sexual encounters, depression, regressive behavior, delinquency or drastic change in achievement or behaviors in school-aged children.

Indicators of possible *neglect* can be poor hygiene, malnutrition (can be identified by physical markers or be the excessive need and asking for food), inappropriate clothing as it pertains to weather, lack of medical or dental attention, lack of appropriate supervision, frequent absence from the center and an excessive willingness to please others.

**Every employee will receive the above training and/or review in Child Abuse and Neglect on an annual basis and will be held responsible to know such information and how to use such information if and when circumstances arise.**

Suspicions and reported cases of child abuse or neglect are confidential and shall not be discussed outside the immediate parties involved; those who work directly with the child and the appropriate members of the supporting agency.

**Allegations of abuse against a staff member**

Any staff member or volunteer must adhere to child abuse and neglect laws as defined in WI Stats 48.981 (1). Any incident in which there is reasonable cause for suspicion of a teacher, staff member or volunteer committing any act of abuse or neglect toward a child shall be reported directly and immediately to Child Protective Services and/or local law enforcement agency. Procedure of action is as follows:

 1. If an incident is observed by a staff member or volunteer it shall be immediately reported to the proper director. A director shall make immediate inquiry into the allegations and provide a report directly and immediately to Child Protective Services.

2. If a director is the individual under suspicion or observed by another staff member committing an act of abuse or neglect, the observing staff member must make immediate inquiry into the situation and provide a report directly and immediately to Child Protective Services.

3. In all cases of suspected or alleged instances of child abuse or neglect by a staff member or volunteer, the following steps shall be immediately acted upon under the consent and direction of Child Protective Services:

 \* Removal of the staff member or volunteer from the children and all access to children

 \* Providing information to the accused about the allegations

 \* Providing information to other staff members

4. If a social worker is not immediately available, a director will arrange for a substitute and remove the individual under suspicion from the classroom and building without informing them of the accusations until such consultation with Child Protective Services can be made. The staff member will be made aware of the accusations after consultation has been made with Child Protective Services.

5. A director shall contact the owner, Jessica Grosso, (if unaware of the situation) and she will contact an attorney and inform him/her of the report.

6. A designated spokesperson will be available to speak with any media that may be involved with the investigation of the abuse. Names of the involved and specific information in regards to the incident will be withheld. Information provided to the media will be truthfully kept in the best interest of Creative Kids and will be acknowledged and approved by the owner prior to the release to the media.

7. Any staff member or volunteer that is the subject of an allegation or criminally charged with the act of child abuse or neglect must report the circumstances to a director and/or owner of Creative Kids. The accused staff member may be asked to take time off from work, without pay, until the issue is resolved. The accused staff member will be treated with respect and honesty.

 8. The licensor for the center will also be notified of any allegations.

**Health, Safety and Nutrition Policies**

**Health Policy**

**Children’s Health Records**

Unless exempt under religious grounds, all health records required by the Wisconsin Licensing Agency and the State of Wisconsin Department of Children and Families (DCF), will be maintained and kept on file with appropriate and complete updates as mandated by the state. The legal guardians or ward will submit the following (as stated in the admissions policy):

* Immunization record (completed and returned prior to first day of attendance)
* Health examination record signed and dated by a M.D., P.A. or health check provider. ( completed and returned within 30 days from the first day of attendance)
* Health history record (completed and returned prior to first day of attendance)
* Written permission to contact the child’s physician or to obtain pertinent medical care in the case of an emergency.

**Staff Health Records**

Unless exempt under religious ground, all health records required by the Wisconsin Licensing Agency and the State of Wisconsin Department of Children and Families (DCF), will be maintained and kept on file with appropriate and complete updates as mandated by the state. The staff member or volunteer will submit the following to the director upon acceptance of employment:

* Health examination record signed by a M.D., P.A., or health check provider within 12 months prior to, or within 30 days after, the first day of employment.
* It is also the **recommendation** of Creative Kids that staff working directly with children be immunized against Hepatitis B infection.

**Illness**

In accordance with state licensing regulations, any child, while in attendance, that shows signs or symptoms of an illness or communicable disease shall be quarantined (within sight and sound of a director or non-teaching staff member) until such time that a parent can be contacted and remove the child from the center.

**Symptoms of illness can be,** but are not limited to, any common communicable diseases designated by the Division of Public Health and include a sore throat, swollen or watery eyes, fever of a 100.0 F or more in children over the age of 6 months, a fever over 99.0F in children under the age of 6 months, lice, excessive coughing, trouble breathing, skin rash, diarrhea (unable to contain or has 3 or more in a 2 hr. period), vomiting, green discharge from the nose or other indicative signs. Any child that exhibits odd or out -of-character behavior and who cannot participate in normal classroom activities will be observed for further evaluation and the parents or legal guardian of that child may be called to pick up their child. We suggest scheduling doctor’s appointments that include vaccinations on Fridays in case they get a fever. If you child has a fever, even due to shots, we still must adhere to the policy as outlined above. While these are typical guidelines, we must follow the guidelines put out by our local health department.

The parents, legal guardian or appointed emergency contact will have one hour to pick up their child from the center. The ill child will be kept from other children when possible

**In accordance with state licensing regulations, any child that shows signs or symptoms of illness or communicable diseases while in the care of a parent or guardian (at home, grandparent’s house, etc.) may not enter the center or be involved with any center activities until such symptoms are no longer present for a period of no less than ~~24~~ hours; or there has been 24 hours of received antibiotics. Children must also be fever free for at least ~~24~~ hours before returning and WITHOUT the use of a fever reducer.** Creative Kids follows the incubation periods and suggestions outlined by the local health department and CDC, not an individual doctor.

***We do not offer care for mildly ill children with symptoms*. *Parents or legal guardians are responsible for notifying the center if their child is absent due to illness.***

Staff members will be trained in the recognition of communicable diseases/illnesses and will follow the recommendations and guidelines for preventing the spread of such diseases. This information will be received during the primary orientation upon hiring and once a year in the course of staff trainings thereafter. Each child, upon daily arrival at the center, will be observed by a staff member for symptoms of illness.

A director at Creative Kids will notify Dane County Public Health and DCF of any reportable communicable diseases. In the event that a communicable disease has been diagnosed, the classroom, including toys, furniture and other equipment of the child, will be cleaned and sanitized with a department-approved disinfectant to prevent the further spread of the disease.

A child (or staff) that has been ill with campylobacteriosis; chicken pox; conjunctivitis (pink eye); cryptosporidiosis; cytomegalovirus; E. Coli 0157:H7 infections; fifth disease; giardiasis; hand, foot and mouth disease; hepatitis A; hepatitis B; impetigo; influenza; meningococcal disease; epiclesis (head lice); pertussis (whooping cough); pinworm infection; reptile-associated salmonellas; ringworm; rotavirus infection; salmonellas; scabies; shigellosis; streptococcal pharyngitis (strep throat); viral meningitis; infectious mononucleosis; or tuberculosis must have a written doctor’s permission to return to the center.

A child who has head lice must be NIT-FREE before returning to the center. Upon returning to the center, the child must be thoroughly checked for any remaining nits or lice by a director or staff member trained in recognition of lice before the child may return to his or her classroom. The classroom of the child concerned will be thoroughly cleaned and vacuumed immediately and all non-washable items will be bagged and sealed for a period of no less than three weeks.

**Any staff member** with symptoms off illness, communicable disease, or whose behaviors give reason for concern, should not be allowed contact with any child or other staff member as long as symptoms are present or until a doctor has provided clearance.

**Sunscreen**

Parents may choose to supply sunscreen for their child during the summer months. If they do not supply any, Creative Kids will. We do ask that parents supply a face sunscreen for all children. Parents are asked to sign a written authorization form giving Creative Kids the right to apply sunscreen. We do ask that parents apply sunscreen to their child before arriving at the center in the morning. The staff will reapply sunscreen as needed throughout the day.

**Medication**

Medication will be administered only if a written order is presented and signed by a physician and/or an *Authorization to Administer Medication* form is completed and signed by the child’s parent or legal guardian. This form will be kept in the child’s file. Medications include over-the-counter drugs & prescription drugs. Diaper ointments, sunscreen and insect repellant we will have a permission form for.

Certain medications can be authorized for a conditional three-month period, such as epi-pens, inhalers or medications that are taken to control behaviors. Three-month medication authorizations must be reviewed, completed and signed every three months or length of prescription period, by a parent, legal guardian or physician.

**Medications cannot be administered on an “as needed” basis with the exception of medication prescribed by a doctor for allergic, asthmatic reactions or febrile seizures.** Medications must be in the original container and labeled with the child’s name, the dosage for that child’s age and weight and the directions for administering. Prescription medicines must also be labeled with the date and name of the prescribing physician.

The stated directions for administering and dosage amounts of any medication must be followed completely. Unless authorized by a physician’s signed statement a parent’s request to administer doses that differ from the prescribed and declared amount for over-the-counter or prescribed drugs **will not be given.**

In the event that the wrong dose of medicine has been given, the director will immediately call Poison Control. The instructions from Poison Control will be followed and the parents will be called immediately thereafter. The incident will be documented and signed by the staff member, director and parent.

In the event that medicine was not given at the appropriate time, the parent will be called to receive further instructions as to what should be done. The parent’s instructions on when and if to give the missed dose will be followed. In any instance all information will be documented and signed by the staff member and parent.

Only the lead teachers or the director will administer medications. All medications that are administered will be documented with the date, time, name of medication, dosage, child’s name and administering staff member in the Medical Log book.

Medications will be stored in an area not accessible to children in their room. Medications requiring refrigeration will be kept in a separate, sealed container clearly labeled MEDICATION in the kitchen’s refrigerator.

**Medical Emergency**

In the case of a medical emergency, the child’s parent or legal guardian will be notified immediately following the assessment of the child’s medical needs. These needs may be the result of an injury, allergic reaction or medical anomaly.

In the event that an injury, allergic reaction or other medical affliction requires immediate medical attention by a trained medical professional, \*911 will be called to contact the Deer Grove EMS Service. The family will be immediately contacted by another staff member or director. The director will accompany the injured or ill child in an ambulance to **Meriter Hospital.**

**In the case of an off-site emergency** the same procedures will be followed except that a staff member will accompany the child to **Meriter Hospital.** A director will be notified immediately and will send additional assistance to the off-site location and medical facility (if needed). The director will also contact the parents immediately.

In the occurrence of an injury, allergic reaction or other medical affliction, the staff will follow first aid and/or CPR procedures. All injuries and other medical occurrences requiring first aid or CPR will be documented in the Accident Log book. All injuries will be reported to the parents or legal guardians of the injured child via notification document and/or phone call. A copy of the notification will be kept in the child’s file.

Incidents/Accidents that require professional medical attention will be reported in writing and by phone call to the DCF Licensing Specialist for our center within 48 hours of the incident.

**Minor Injuries**

Staff will follow basic first-aid procedures for minor injuries. Examples are minor scrapes, scratches, bumps and bruises. Parents will be notified by an “accident/incident” form placed in the child’s cubby. You may also receive a notification on Brightwheel. (Any bumps to the head and a parent will be contacted by phone).

**HIV Policy**

Creative Kids does not discriminate against children or families that are HIV infected. Any child/family with positive HIV will be kept confidential.

**CPR / AED and First-Aid Training**

The directors and all teaching staff must be trained and certified in Infant/Child CPR, AED (Automated External Defibrillation) and First Aid by an accredited training facility or program. All staff members are recertified as required. Creative Kids will try and offer instruction through a local certified training agency at least once every two years. If Creative Kids is not able to offer this training, it is the responsibility of the staff to ensure compliance with this policy.

**Universal Precautions**

All staff is trained in Universal Precautions and OSHA standards for the handling of bodily fluids. These standards include the wearing of disposable vinyl gloves, proper disposal of contaminated materials (sealed in a plastic bag and disposed of in the outdoor dumpster) and/or disinfecting contaminated materials with a department approved disinfectant. All staff will be advised of the Universal Precautions and OSHA standards during the primary orientation upon hiring and once a year in the course of staff trainings thereafter.

**Hand Washing**

All adults and children will wash their hands by the 7-step hand washing procedure before and after handling food, after changing diapers or toileting, after playing outside, after playing in sensory materials and after handling bodily fluids (even when gloves are used). Hand washing procedures will be posted at each sink. All staff will be trained on proper hand washing procedures during the primary orientation upon hiring and once a year in the course of staff trainings thereafter.

***7-Step Hand Washing Procedure***

1. Wet hands with warm running water.

2. Apply a small amount of soap.

3. Wash fronts, backs, between fingers, under fingernails and wrists of each hand using gentle rubbing for at least 25 seconds.

4. Rinse hands by holding them in a downward position under the running water

5. Dry hands with a disposable paper towel and throw away.

6. Turn off water with a new disposable paper towel.

7. Discard paper towel immediately into the appropriate trash container.

**Diapering and Toileting**

To prevent the spread of disease, and to comply with state licensing and regulations, the following diapering/toileting procedure will be complied with at all times. **Staff should change wet or soiled diapers promptly.**

1. Dapering will be performed on a changing table that is secured with sides to prevent a child from falling. Once the child is on the table, the child may not be left alone.

2. Place gloves on hands and remove the soiled/wet diaper. Clean infant thoroughly with a wipe and place the wipes inside of the diaper and fold the diaper, fastening it closed with the tabs.

3. Place the soiled diaper/wipes and gloves into a foot activated , plastic-lined-and-covered diaper container immediately.

4. Place a new diaper under the child’s bottom and apply any necessary ointments/balms (must have specific written permission from parents). Complete the diapering and clothing of the child.

 5. Remove the child from the changing table and wash the child’s hands thoroughly with soap and water.

 6. Wash and disinfect the changing table surface, in the 2 step process, with a department approved disinfectant.

 7. The teacher must then wash their hands following the 7-step hand washing procedure.

All diaper containers will be washed and disinfected daily.

***Soiled clothing and/or bedding shall be placed in plastic bags and put in cubby/diaper bag. Soiled bedding (center owned) will washed immediately by staff.***

**Equipment Sanitization**

All toys, shelves and other large equipment (classrooms 2 and older) will be cleaned and sanitized with a department approved disinfectant at least once a week, or more often as needed.

Infant and toddler room toys (including mouthing toys) will be cleaned and sanitized on a nightly basis, or more frequently as needed.

* All tables used for eating will disinfected with a department-approved disinfectant before and after meals and snacks.
* Sinks and toilets will be cleaned with department-approved disinfectant on a nightly basis, or more frequently as needed.
* Sensory tables and wading pools that have been filled with water will be emptied daily and disinfected with a department-approved disinfectant.

**Cleanliness**

Children should be washed or be sent to wash as frequently as needed. Runny noses should always be wiped clean and hands washed afterwards. Children should not be left with visible dirt, food or other “dirties” on their faces or hands at any time. Arms, legs or other exposed body parts should also be washed off when appropriate (after sandbox, painting, etc.) Clothing should also be changed immediately if it becomes soiled with bodily fluids, excessive liquid or food, or become excessively dirty with mud, paint, etc. and placed in a plastic bag and put in the child’s cubby.

Staff should maintain a clean and healthy personal hygiene including the use of deodorant and maintaining clean hair, skin and clothing.

The environment, including indoor and outdoor play areas, should remain free from clutter, trash, dirt and other environmental hazards at all times. The floor should be swept immediately following activities involving food, arts and crafts, and sensory activities. The floor of the room should be “picked up” (toys, etc) as needed to avoid tripping hazards; however, this should not interfere with a child’s ability to actively play or participate in activities during discovery and learning times. Vents, corners and other small areas should remain free of dust, lint, spider webs, etc. Staff must check these areas on a daily basis and clean as needed.

**Child Biting**

If a child is bitten and it does not break the skin, the bite will be washed with soap and water and an ice pack applied for swelling. Parents will be informed through the incident/accident form placed in the child’s cubby or by Brightwheel message.

If a child is bitten and the skin is broken the following procedure will be followed:

 1. We will let the wound bleed gently.

 2. We will clean the wound carefully with soap and water.

 3. We will check whether the child has been vaccinated against tetanus and make sure that the shot is up-to-date.

4. Parents will be called immediately to inform them of the following information:

 \* Call and talk with your child’s physician about whether the child needs a vaccine against hepatitis B.

 \* To watch the wound over the next few days.

 \* If it gets red or begins to swell, call the child’s physician.

**Pets**

Classroom pets shall be limited to hamsters, guinea pigs and fish. There will be a maximum of two pets at a time. All pets will be properly housed in cages or other confinement structures. Children will have access to pets as it pertains to feeding and grooming with an adult’s assistance. Parents will be notified of a pets presence by written notice posted on the individual classrooms door.

If a new pet is to be brought into the building, there will be a written notice PRIOR ( at least 3 days notice) to the pet being brought in. (All children’s allergies will be checked BEFORE a pet is entered into the environment.) No pets will be allowed in food preparation areas. Children and Staff will wash their hands after pet handling and after cage and aquarium fish bowl cleaning.

**Rest Periods**

All children under the age of 5 that are in care for more than four hours are required to have at least 30 minutes of rest time per day per Licensing Rules and Regulations (46.07 (4) (a,b,c,d,e). After 30 minutes of resting, if a child is not sleeping, the child will be offered quiet activities to participate in without interfering with the other children’s ability to sleep.

Children ages 1 and up will use a sleeping bag brought from home, parents are responsible for washing the sleeping bags weekly. Bedding will be used by only one child at a time until washed. Bedding will be stored in the child’s cubby and replaced immediately if soiled or wet. Sleeping bags will be spaced at least 2 feet apart.

Children under the age of 12 months will be on their own schedule for sleeping and waking.

**SIDS**

All infants up to the age of 1 will be placed “Back to Sleep” while in the care of Creative Kids unless a written statement from the infant’s physician states otherwise. The “Back to Sleep” initiative has lowered the accounts of SIDS by more than 40%. A department-approved SIDS training is required for all staff working with infants; this includes teachers, directors, substitutes and volunteers. Cribs will have tight fitting mattresses and mattress coverings. No soft items will be allowed in cribs; ( such as stuffed animals, sheepskin, extra blankets etc…

**Abusive Head Trauma (AHT)**

All staff, including substitutes, emergency back-ups, and volunteers, will receive training on AHT before ever caring for children younger than 5 years of age.

**Smoking Policy**

It is the policy of Creative Kids to be a smoke-free environment. Smoking is not allowed in the building or on the grounds.

**Safety Policy**

**Parking Lot Safety**

Parking for the center is permitted in designated spots. Handicap parking should not be used unless authorized/licensed to do so by the appropriate authorities. Unattended vehicles should not be left running. **According to state statutes and in accordance with safety of all children, there shall be at no time any child under the age of 13 be left in a vehicle alone in the parking lot.** A speed limit of 10 miles per hour will be enforced.

**Supervision of Children**

The classroom teachers will document in writing the arrival and departure of every child in their care via a weekly attendance record. Children will have assigned primary caregivers and classrooms. Teachers will supervise all children at all times; in the classroom, on the playground and otherwise. Children must be within sight and sound of a teacher during awake hours and will be within sight or sounds during sleep. **Teachers will have the attendance record and roster check with them at all times.** Teachers will utilize the availability of cell phones when attending fieldtrips, walks and other beyond-ground transitions.

Lead and/or Primary staff will immediately adjust class attendance rosters when a child enters or leaves the classroom for any reason. **All staff will know the exact head count and name for every child in their assigned class at every moment of the day.**

Staff members will be trained in supervision procedures during the primary orientation upon hiring and through staff trainings once a year thereafter. Parent volunteers will be trained in supervision procedures at orientation of individual activities.

**Fieldtrip Safety**

Teachers will notify families in advance of fieldtrips. Teachers will take a copy of the enrollment and emergency book, attendance roster, first aid kit and cell phone. **Attendance checks will be taken upon departure from the building, arrival and departure at the destination and every 15 minutes during the operation of the fieldtrip.** A final attendance check will be taken upon arrival back at the center. Adult-child ratios will be maintained. Whenever there are more than nine children leaving the building by bus, a second staff member will go along on the fieldtrip.

**Missing Child**

In the event that a child becomes missing from the center or other authorized outing, the following procedure will be followed: All available adults will make a thorough search of the classrooms, building and grounds. One adult will immediately proceed to check the parking lot. If the child is not found after a thorough search has been completed, the police and the child’s parent/guardian will be notified. The DCF Licensing Specialist will be notified within 48 hours of the incident.

**Release of Children**

**A child can only be released to those who are authorized by written permission from a parent or legal guardian listed on the child’s emergency and enrollment form. If a child needs to be picked up by someone other than who is listed on the emergency card, the parent or legal guardian must notify the center prior to the time of release. To enter the building, the authorized person will have to be let in and will need to present a photo ID, such as a driver’s license, to the staff before the child will be released. The staff will contact the parent or legal guardian if ever unsure about the release of a child.**

If a staff member feels that an adult, other than the legal guardian or parent, picking up a child is incapable of safely driving (under the influence or otherwise), the staff member reserves the right to ( after speaking with a director):

 1. Call another authorized person

 2. Call for a cab, and/or

 3. Call for law enforcement officials

If a staff member feels that a parent or legal guardian is incapable of safely driving (under the influence or otherwise) the staff member may suggest calling another authorized person or cab. If the parent does not agree, staff will allow the parent to leave the premises with the child(ren) and then immediately call the local law enforcement to report a suspected “driving while impaired”.

***Children will not be released to a minor without written consent from the child’s parent/guardian.***

**Custody Disputes**

A parent of a child, whether it be the father or mother, has the legal right to pick up his or her child at any time, **unless access is denied by court order.** In this case, a copy of the court order must be filed with Creative Kids. If an estranged parent (by court order) tries to retrieve the child from the center, the staff will call \*911 immediately and take every precaution to ensure the child remains in the safety of the center and its staff. *A parent’s request to deny the other parent’s right to their child will not be upheld without a court order.*

**Tornado Evacuation and Drills**

Tornado drills will be carried out from April thru October when the threat of dangerous weather is highest. The evacuation procedure is posted inside each room. Infants will be put into a rolling crib and brought into the hallway bathroom. Two year olds will be brought into their bathroom. Preschool and School Age children will be brought into their middle bathroom, 2’s year old bathroom, back hallway and/or office. Teachers will bring cell phones and clipboards with them. Children will be told to kneel down with heads on floor and arms over their heads. Children and infants too small to follow this direction will be assisted by teachers.

**Fire Evacuation and Drills**

Fire drills will be carried out monthly (times vary). The fire drill will be documented and reviewed by the Administrator. The evacuation routes for each class will be posted at the door leading to the outside of each classroom. For all other rooms, the evacuation route will be posted at the door closest to escape. Infants will be put into rolling cribs and transported outside. Children will be evacuated, as per posted route plan, meeting in the parking lot. Teachers will take their clipboards upon exiting the building. In the event of a real fire, all teachers and children will then meet in the parking lot and go to Wohlers Heating across the street on Progress Drive until further instructions are issued.

**Fire Extinguisher Training and Use**

All staff will be trained in the location and use of fire extinguishers. Staff members will be trained in fire extinguisher use and procedures during the primary orientation upon hiring and through staff trainings once a year thereafter.

**Chemical Evacuations**

In the case of a chemical emergency, children will take shelter inside the building away from windows. The evacuation procedure is posted at the inside doors of the building.

**Building Evacuation**

In the event of a building evacuation, teachers and children will meet at the off-site evacuation location. Wohlers H&AC, is located across the street on Progress Drive. The evacuation procedure is posted at all exits.

**Bomb Threats**

Any bomb threat, suspicious letter or mail, or telephone threat should be taken seriously and treated as a real situation until told otherwise by an official. The threat will be reported immediately to local law enforcement by calling \*911. A director will notify all teachers and staff in the building evacuation procedures will be initiated immediately. No person should reenter the center until a law enforcement official has given the all-clear signal.

**Room Temperatures**

The inside room temperature will be kept at a minimum of 69 F and at a maximum of 80 F. Appropriate heating and cooling measures will be engaged to ensure that proper temperature is kept.

**Safety Inspections**

A safety inspection of the building and grounds will be conducted as needed.

**Emergency Numbers**

In case of an emergency, phone numbers for the local law enforcement, hospital, child protective services, utilities and management staff will be posted at each phone and inside the enrollment book. In the event of an emergency, there are several staff members within five minutes of the building and may be called at any time. The names and numbers of these staff members are posted next to every phone.

**First Aid Supplies**

First aid supplies will be kept in the school-age room’s middle bathroom in a space **accessible to and visible** by all staff. A first aid kit will also be taken on all fieldtrips. First aid supplies include: band aids, vinyl gloves, plastic bags for disposing of contaminated materials, ice packs, gauze and a bottle of soapy water. Ice packs will be available in each rooms freezer.

**Emergency Supplies**

Lanterns will be located in every bathroom. Additional supplies such as a radio, blankets and batteries will be located in the office and/or laundry room. Cell phones will be used for any news outlet.

**Background Information Disclosures**

All adults, staff, substitutes and volunteers, counted in the ratio, which have regular and consistent contact with the children enrolled in the center will have on file in the office by their first day of involvement: a background information disclosure <BID>, an Integrated Business Information System report <IBIS> and a criminal background check <CBC> by the Department of Justice and an FBI fingerprint check.

**Extreme Weather**

Every child will have outdoor activity at their scheduled daily time, weather permitting. In the case of severe weather, the following indicators will prevent outdoor play:

* Heavy rain or thunderstorms
* Temperatures that rise above 90 F
* Temperatures that fall below 0 F, including wind chill
* Temperatures that fall below 20 F, including wind chill for infants and toddlers
* Storm or tornado warnings issued by the National Weather Service for our area

**Utility Emergency**

**Natural Gas-** In the event that anyone smells gas, action should be taken immediately. \*911 should be notified and building evacuation procedures should be initiated immediately. Electrical switches should NOT be touched at any time. No person may reenter the building until the proper authorities have given the all-clear signal.

**Electrical Outages-** Lanterns are locates in each bathroom. Staff should remain calm and comfort frightened children. A director will contact Alliant Energy. If the electrical outage is prolonged for more than one hour, staff will contact parents to pick up their child(ren).

**Loss of Water-** A director should contact local water authorities to report the problem. If it is a prolonged loss, the staff will contact parents to pick up their child(ren).

**Nutrition Policy**

Daily menus will be planned 2 weeks in advance and will comply with all state regulations in regard to nutrition. Each meal and snack will meet the U.S. Department of Agriculture Child Care Food Program minimum meal requirements. Meals and snacks will support diversity.

Menus will be planned for a 2 week rotation and posted in the kitchen, posted on the Creative Kids Facebook page for parents and posted in each classroom. The menu for children under 2 ½ will not consist of foods that are considered dangerous or a choking hazard, such as honey, popcorn, uncut hot dogs, uncut grapes and other items of concern. Menus will comply with DCF Licensing requirements and will offer a diverse food selection.

Requests for special diets not required by a medical condition, such as vegetarian or kosher diet, will be honored if the parents supply the foods necessary to ensure compliance with the diet if the foods differ from those of the center’s menu. We do not allow outside food due to each child’s preferences. We ask that no outside food be brought in unless it is for a special occasion.

All menus will be filed for review for a minimum of three months. Any changes to either menu will be posted and staff will be made aware of the change prior to meal/snack times. Major changes, such as the main dish, will be posted on the Creative Kids Facebook page.

**Meals and snacks will be served on the following schedule:**

 **8:00 Breakfast**

 **11:00 Lunch**

 **2:00 Snack**

**All children will eat in their assigned classroom.**

**Breakfast** will contain **three** food groups; breads/grains, vegetable/fruit, and milk.

**Lunch** will contain **all** of the following food groups; breads/grains, two vegetables/fruits, meat/protein, and milk.

**Snack** will contain **two** of the following food groups; breads/grains, vegetables/fruits, meat/protein, and milk.

Portions will be served as to comply with Appendix B and/or C of the DCF 251 Licensing Rules and Regulations. Seconds will be offered to all children on fruits/vegetables, breads/grains, and milk.

**Families are always welcome to bring in a snack for their child’s class. A nutritious snack is encouraged, but special treats for birthdays and celebrations are welcome. Teachers should be notified in advance. We do ask that you refrain from bringing in food when dropping off, as it is unfair to the other children who must wait until breakfast. The one exception will be for school age children that are eating prior to getting on the bus for school, as this is their breakfast time. If your child needs something to eat prior to 8am, please make sure they have finished it prior to coming in the building.**

A list of children’s allergies will be posted in the kitchen and in each classroom. Allergies and special food requirements (special requests require a physician’s statement) will be common knowledge for ALL staff and volunteers. If a child has an acute allergy, the family will be asked to supply the proper medication (epi-pen, benadryl) and/or an alternative food (soy milk, egg free).

Staff will sit with the children at all snack and meal times to encourage conversation and provide a good role model. Staff will encourage children to try new foods but will not force any child to eat. Mealtimes are used as a time to encourage autonomy and will include children in the serving and clean-up processes. Proper table manners will be taught and expected of children two years of age and older. The children will also ask to be excused from the table when finished.

**School Age** (when applicable) will be provided breakfast and an afternoon snack while in attendance at Creative Kids during school days. On days off from school and during the summer, school-age children will be provided with breakfast, lunch and a snack.

*Food of any kind may not be forced upon or taken away from a child for the use as either a reward or punishment. Food is for the sole purpose of nutrition and health of the child.*

**INFANT and TODDLER Nutrition and Meal Times**

Prior to enrollment, an interview and intake form will be completed with the child’s parent to determine scheduling, and routine of meals and feeding, as well as the types of foods that have been introduced (and a timetable for trying new foods).

The following applies to all infants and toddlers:

* Infants and toddlers may follow their own eating schedules.
* All food, breast milk and formula filled bottles brought from home are labeled with the child’s name and dated, and are refrigerated if needed.
* Formula will be iron-fortified and may be brought in premixed in individual bottles or a can of formula may be kept at the center.
* All infants 6 weeks - 12 months will be offered breast milk or formula.
* Toddlers over the age of 12 months will be offered breast milk or milk.
* Infants requiring a substitute other than breast milk or formula will require a written physician’s statement.
* Discard any leftover, unused formulas or milk and rinse bottles immediately after use.
* Offer drinking water to infants and toddlers several times a day.
* An infant that cannot hold his or her own bottle must be held while feeding. Bottle propping is not allowed. If assistance is needed, a director may be called to help with feeding time.
* All commercial baby food containers or center-prepared foods that are stored and have been opened must be covered, dated and refrigerated. Any food that has not been used within 36 hours will be tossed.
* Any child too young to sit in a high chair will be held in a lap or placed on the floor and the staff will sit next to the infant seat. All high chairs will be wide-based and have a safety strap.
* Children will be encouraged to experiment with self-feeding with their hands and spoons. All eating utensils and cups will be developmentally appropriate in size and level for individual children.
* Food may not be served from commercial food containers. The food must be placed in a bowl or saucer.
* Breast milk cannot be heated in a microwave. Breast milk must be warmed in hot water. Staff will be trained and follow proper procedures for warming breast milk.
* Procedures for heating formula and milk in microwaves will be posted at the microwave. Staff will be trained and will follow the proper procedures for heating formula and milk.

**Education and Program Policy**

*It is our mission to ensure that all children in our care are educated and nurtured within a safe and loving environment that supports their healthy growth and maturity in all developmental domains.*

The caregiver’s routine is the gentle and compassionate care of children in a safe andloving environment, enhancing and nurturing individual development through the acknowledgment of diversity and individuality of every child.

The routine is a special opportunity to enhance the relationship between caregiver and child that will provide consistency, sense of worth, security and a feeling of belonging for the child. The caregiver’s routine is an important opportunity to make a positive difference in a child’s life.

Creative Kids integrates several practices that are essential to the development of a high-quality, educational program. The following practices are incorporated into the program:

* **Child-to-Adult Ratios and Group Size -** Research has shown that the number of children per adults has a direct effect on a child’s overall wellbeing. Lower ratios allow for staff to be more responsive to the individual needs and interests of the children in their class. Creative Kids always remains within the state of Wisconsin’s Licensing Requirements for adult-to-child ratios and group size maximums.
* **Staff Training -** Creative Kids is committed to furthering the education of the staff and offers one paid continuing education training day a year with focus on various child development topics. Creative Kids is resolute that their staff complies with the licensing requirements for continuing education and offers reimbursement of a

 pre-determined amount per “Registry Year” per staff member.

* **Staff Retention-** Research has shown that fewer staff turnovers in early childhood settings allow children to build long-lasting and trusting relationships with their teachers and caregivers. These relationships build positive self- esteem and self- reliance in children. It is our goal to offer bonuses and awards to staff that pursue excellence in early childhood. We will treat staff with respect and ensure they know they belong and are welcomed as a staff member of Creative Kids.
* **Primary Teacher-** Children will identify with a primary teacher or caregiver during their day at Creative Kids. These primary relationships will form trusting bonds and an intimacy between the child and teacher. Families will receive information and support from their child’s primary teacher.
* **Teamwork-** Although the bonds formed by primary relationships are extremely important, it is also important for the secondary staff to build positive relationships with every child. These relationships will build social trust and security. An important goal for every individual is to work together for the best interest of the child, and to support each other as necessary.
* **Diversity-** We embrace diversity in our teaching techniques by modeling positive behaviors and recognizing that our efforts now will instill values that will carry forward as a child grows. Thus, we have made the commitment to create a program that reflects the varied lifestyles of the children, their families, our staff and our community.
* **DAP-** Developmentally Appropriate Practice is the incorporation of an infant, toddler or child’s individual development and learning ability based on observation and the staff’s knowledge of child growth into the daily learning environment.
* Also incorporated are the strengths, interests and needs of the individual child. And finally, applying our knowledge of the child’s social and cultural customs and traditions to the child’s daily routine at Creative Kids will give lasting meaning and understanding of the concept being learned. Simply stated, DAP is an interactive approach to learning in which the role of the teacher is to guide, observe, facilitate, pose problems, extend activities, and in Vygotsky’s (1978) words, “create a natural moment” in the child’s environment.

**Learning and Development Philosophy**

We believe in the importance of a positive environment and stimulating curriculum fostering children's creative and intellectual abilities appropriate for their developmental stage. Our goal is to nurture self-esteem and independence and to set the stage for future learning through a positive first experience at school. Social development is emphasized through play and the companionship of children of the same age. Learning should be fun and emphasize hands-on experiences.

**Environment**

Within the classroom, we strive to provide a nurturing and safe environment that stimulates growth and development, self-image, value and belonging, while supporting every child’s creative independence and self -expression.

The environment is open for exploration with soft areas, large-motor areas, and quiet and active areas, and offers a variety of equipment that is developmentally appropriate for the children in care. The equipment is sized appropriately for the needs and independence of the children.

The environment is designed to offer opportunities and experiences involving science, math, language and literacy, large motor, small motor, writing, creative art, dramatic play and constructive design. Interest centers are set up to allow self- exploration and manipulation of materials and equipment.

**Caregivers and Educators**

Caregivers are gentle, loving and compassionate. Caregivers are attentive to each child and are responsive to the child’s needs in an appropriate and timely manner.

The individuality of every child is recognized and respected. Every child will receive appropriate attention with love and interest; no matter their abilities, skills, talents or personality traits.

**Culture, Traditions and Diversity**

We embrace cultural diversity in our teaching techniques by modeling positive behaviors and recognizing that our efforts now will instill values that will carry forward as a child grows.

Thus, we have made the commitment to create a program that reflects the varied lifestyles of the children, their families, our staff and our community.

**Holidays and Celebrations** are an opportunity for learning about the traditions and values of our families. We strive to provide a learning environment that is non-biased and reflective of our community’s ethnic, cultural and economic diversity. Exposing the children to the valued traditions of others will encourage the respect and understanding of individuality and uniqueness, as well as discovering the commonalities that unite our families and communities collectively. We encourage family participation in teaching the children the important values and traditions of your individual culture by entering the classroom and participating in an interactive celebration and observances in relation to your family’s ethnic and cultural history. All children have the right to be cherished, treasured and loved, regardless of their and their family’s race, ethnicity or economic background. Diversity and cultural differences shall be acknowledged, celebrated and valued.

**Family Involvement**

Families are always included and acknowledged in the development of individual activities, guidance and values of their child. The parents and caregivers shall work together in unity to provide consistent, loving care that encourages and supports the child’s growth and development. Daily communication and active participation are essential and necessary of all parents to provide the best possible care for their child.

**Program Focus**

Our teachers and staff focus on developmentally appropriate practices that enhance the whole child in terms of social, emotional, cognitive and physical development. Developments in these areas occur simultaneously and together form the foundation for a lifetime of learning and development.

**Daily Program**

The daily program is designed to incorporate an array of thematic activities that enhance a child’s development, learning about themselves and the world around them. The curriculum is founded on our knowledge of child development and learning, as well as individual needs and interests. The curriculum is inclusive and adapts to the development and abilities of every child.

A sense of routine that offers predictability and consistency is important to young children as they form their ideas about their world and how they can operate within it. It creates a sense of trust and reliability and establishes an awareness of independence and self- image. The daily routine is developed with the experience and abilities of individual children, as well as group needs. It is a balance of teacher-directed activities and child-initiated activities, active and quiet times, large muscle and small muscle activity, and indoor and outdoor activity.

Parts of the daily routine include:

* Transitions (limited)
* Meals and Snacks
* Diapering and Toileting
* Sleeping and Resting
* Small- and Large-Group Activities
* Outdoor Activity
* Fieldtrips
* Discovery Time (child-initiated choice)

**Infant’s and toddler’s routines are individualized to the needs and interests of each child and are coordinated with the existing child’s home schedule of development and care.**

**Transitions-** Our teachers use a variety of techniques to minimize the uncertainty some children may experience when transitioning from one activity, or area, to another. Transitions are also limited to help maintain consistency and stability in the child’s day.

**Meals and Snacks-** Meals and snacks are used to encourage socialization, as well as good nutritional habits and mealtime manners.

**Diapering and Toileting-** For infants and toddlers, this time is a special time of one-on-one interaction between the child and the caregiver. The caregiver will speak gently with the infant/toddler and acknowledge the child’s interactions, both verbal and visual, with the caregiver. The caregiver will acknowledge to the child the activity that is going to take place ( “ I am going to change your diaper now” ) and will allow for the child to focus on the caregiver for acceptance.

**Sleeping and Resting-** All children under the age of 5 years of age are required to rest for at least 30 minutes. Infants will rest according to their own schedules. Toddlers will be encouraged to rest according to a routine, but will always be allowed to sleep and wake as determined by the individual children. Older children will be allowed to sleep from one to two hours; however if a child has not fallen asleep within 30 minutes of laying down, that child will be allowed to pursue quiet activities that do not disturb the other children.

Infants under 1 years old will sleep in cribs. (See SIDS Policy). Children 1 yrs. ad up will bring in a sleeping bag to sleep in. Parents will take these home weekly to be washed. Sheets will be provided by the center and will be washed every week. No child will share their sheet.

**Small- and Large-Group Activities-** Group experiences are designed to encourage friendships, cooperation and positive social skills, as well as interdependent learning. During the group experience, children will learn to speak in front of, and listen to, other. Group-time activities will include music and movement, language and literacy, and interactive games.

**Outdoor Activity-** Outdoor time is designed to encourage physical conditioning and promote a healthy lifestyle. In addition, it encourages social interaction, cooperation and friendships. The playground equipment is designed to be developmentally appropriate for a wide range of development. The equipment enhances the imagination and development of large motor skills. Teachers will develop activities that incorporate cooperation and the development of large motor skills, as well as activities that offer creative and sensory development.

**Fieldtrips-** Off-campus learning is planned to incorporate the wide world of learning into the daily routines of the children. Fieldtrips will be planned at least two weeks in advance, and will offer the children a chance to reach out to surrounding communities for a better understanding of various concepts. Fieldtrips will bring zoo animals to life and a farmer’s world to reality. Parent chaperones are encouraged and always welcome.

**Discovery Time-** Discovery time encourages children to make individual choices and promotes independence. It allows time for children to explore and investigate their surroundings with freedom and creativity. Children are invited to explore any or all of the areas on their own schedule and of their own interest.

**Infant Program**

**Parent-Specific Information for Infant/Toddler Room**

Babies grow and develop dramatically during their first year. At Creative Kids we will provide your baby with safe play areas, safe objects to look at, grab and examine. Our caregivers will respond to their cries and gurgles. Infants and toddlers in our care will have many opportunities to hear language through books, and teachers narrating activities and transitions. The classroom will provide music that is appropriate to the group dynamic throughout the day.

Babies need to become attached to at least one person who provides them with security and love. This first and most basic emotional attachment will be met by our staff using primary caregivers. Primary caregivers offer the parents maximum levels of communication on daily issues between Creative Kids and home.

**Creative Kids also knows that infants spend several hours on the floor exploring. Our goal is to keep these areas as clean as possible. We have a no-shoe policy when entering the infant rooms during the winter. We ask that all staff and parents remove their street shoes as well. The staff in this area will wear slippers.**

The toddler room will follow Creative Kids themes. The teachers in this area will be asked to plan activities with the children and create individual goals and plans for each child. These plans will be turned in to the director weekly. Please note that these individual plans are not the same as group lesson plans. When your child enters the toddler room, the teacher will change formats from the individualized plans to center-specific lesson plans. The lesson plan will meet all areas for developmental growth and follow a center-specific theme.

**Teacher-Specific Guidelines for Infant/Toddler Area**

The director will assign enrolled children to age-specific areas and to a primary provider in that room. The teacher assigned to care for that child will meet the daily needs of the children and will help parents at transitional times. Creative Kids wants all teachers to greet and welcome new children and families, but use primary providers to best meet the needs of the family through communication and daily forms. Lead teachers will oversee general group operations and will report to the director. These teachers will be responsible in that the daily sheets are done in a timely manner.

Teachers in the toddler room will plan weekly individualized goals for the children in accordance with the developmental level, as well as the schedule currently being implemented at home. We will incorporate the theme in an activity, a prop change, or visual in the classroom. For example, changing the books, age appropriate flash cards, or pictures. Teachers will fill out a Creative Kids lesson plan that will have activities that incorporate the center’s theme. These rooms will start to implement structure to daily routines. For example, eating and napping at defined times.

**Diapering and Toileting Information**

* All staff will be expected to change diapers if necessary.
* Creative Kids will supply diapers and wipes for all kids, regardless of age.
* Toilet training must be done in cooperation with the parents so that the child’s routine is consistent between the centers and home.
* Any child under the age of 24 months will not be involved in the process of toilet training.
* Individual toileting and diapering procedures will be posted in the diaper-changing areas for consistency among staff.
* Diapers are to be checked within 2 hours of the last change, and changed promptly when diaper is soiled and/or wet.

**Clothing**

Children should wear clothing that is comfortable and that does not hinder self-help skills. Clothing should also be worn with the intent that play may become messy and may stain or soil clothing. Parents must also furnish a complete set of extra clothing to keep at the center in case of any accident. Please do not send you child in clothes or shoes that must be change before art, playing or outside time.

**Curriculum Plans**

Teachers write and implement weekly lesson plans that focus on the development and skill of the children in their class. The weekly lesson plans identify scheduled activities and projects that incorporate a theme or desired topic into the child’s learning experience. The lesson plans will be posted in each classroom.

*Toddler’s lesson plans are individualized to the needs and interests of each child and are in accordance with the child’s developmental planning/learning in the home.*

**Outdoor Play Policy**

All children will have outside play at their daily scheduled time. If a parent feels that a child is too sick to participate in outdoor play, then the child should not attend daycare on that day.

**Toys from Home**

We understand that some children may want a “lovey” or blanket to snuggle with during nap, so please feel free to bring those in and we will store them in your child’s cubby until nap time. We ask that you do not bring other toys from home, as this has been known to cause fighting and distractions in the classroom. Please only bring them in at the teachers request.

**Show and Share**

Each room may offer a time and date for the children to have show- and- share opportunities. These items are significant; and in their planning the lead teachers will make the decision as to when and how often their class will participate in this activity.

**Communication**

Communication between the teachers, children and families is very important and will be done through verbal communication, daily notes, Bright Wheel app, parent bulletin board and newsletters.

**Personal Greetings-** Teachers are to greet parents every morning to exchange information about the child’s night and early morning. Teachers are also to greet parents every afternoon and evening to exchange information about the child’s day at the center.

**Parent notices, policies, observations and information for Parents-** There is a parent information board located near the main entrance. This board provides important information regarding community resources, newsletters, community events and so much more.

**Early-Morning and Late-Evening Care**

Children arriving before 7:00 a.m. and leaving after 5:00 p.m. will be offered several choices involving varying learning areas. Staff will maintain involvement in their learning experience and will offer several choices of play.

**Child Guidance Policy**

We believe that as adults it is our responsibility to guide, correct and socialize children toward appropriate behaviors. The more effective we are at encouraging appropriate child behavior, the less time and effort we have to spend correcting a child’s misbehavior. We believe that effective guidance and discipline focus on the development of the whole child. By focusing on the positive, we preserve the child’s self- esteem and dignity.

It is the goal of Creative Kids to have children use their knowledge, skills and self- determination when making choices and solving problems. It is our focus to help children reach this goal by encouraging empathy and sensitivity toward the needs and feelings of others.

There are many positive steps we can take to help the prevention of inappropriate behaviors and encourage self -esteem and respect in children over the age of three:

* Set clear, consistent rules.
* Make certain the environment is safe and worry free.
* Show interest in the child’s activities.
* Provide appropriate and engaging playthings.
* Encourage self- control by providing meaningful choices.
* Focus on the desired behavior, rather than the one to be avoided.
* Build child’s image of self as trustworthy, responsible and cooperative.
* Expect the best from the child.
* Give clear directions, one at a time.
* Say “Yes” whenever possible.
* Notice and pay attention to children when they do things right.
* Take action before a situation gets out of control.
* Encourage children often and generously.
* Set a good example.
* Help children see how their actions affect others.

**Redirection-** Sometimes a child’s behavior is inconsistent with the rules and may need to be redirected to more appropriate behavior or activity. When a child is behaving inappropriately, the teacher will direct the child in another course that may include moving to another area, finding a different activity, corrective problem solving and others as warranted.

**In some cases, prevention and redirection** do not always help a child make the right choice or problem solve in an acceptable way. In these cases, a behavior plan will be implemented. Our behavior plan consists of observation, evaluation, setting a goal, setting objectives, positive reinforcements, and a timetable for success. This behavior plan will be a collaborative effort between the child’s teacher and parents/guardian. A director will be involved if it becomes necessary. Consistency will play an important part between home and the center when setting objectives for reaching a goal.

**Reflection-** Reflection is the equivalent of a “time-out”. Though rarely used, reflection may be a child’s only resource to calming him/herself in order to think about and redirect one’s self behaviors. Reflection is used only when a child has exhibited a total loss of control and is a danger to him./herself or others; or it is completely disruptive to the other children in class to the point where consistency and security for the others is lost. Reflection will take place in an area that is in sight or sound of the teacher or director. Reflection is restricted to children over the age of three and **may not be used for more than one minute for every year the child is old, and never more than 3 minutes.**

**The staff will explore all other aspects of guidance including redirection and reminders before utilizing reflection.**

**Reflection should only be used when all other appropriate guidance techniques have been tried and have failed.**

**Environment-** A child’s environment can have a direct influence on his/her behavior. Creative Kids focuses on presenting an environment that is not only aesthetically inviting and pleasing, but also one that promotes safety, interest and appeal to the child. The atmosphere is kind, loving, secure and enjoyable. It is our objective to balance the environment with an equal number of quiet and busy activities. This will give children the opportunity to move around and release energy, and be calm and relaxed at various times throughout the day. The equipment and materials offered in individual classrooms offer the children a time for exploration and independence, a necessary ingredient for creating a positive atmosphere. The staff will be caring of the environment they create. Changes will periodically take place to offer new and exciting opportunities for children who tire easily of repetition, while maintaining a degree of continuity to protect the feeling of security.

**Transitions-** Our teachers use a variety of techniques to minimize the uncertainty some children may experience when transitioning from one activity (or area) to another. Transitions are also limited to help maintain consistency and stability in the child’s day. Creative activities can encourage smooth transitions and may include singing, games, or action movements. Staff are to refrain from making children stand in a line or a large group for long periods of time.

**Punishment-** The use of punishment with children is strictly prohibited. A punishment coerces a child into behaving the way we want him/her to. Punishment can lower self- esteem, humiliate, degrade, frustrate, embarrass, discourage or isolate a child. Punishment includes, but is not limited to: spanking, hitting, shaking or inflicting any kind of physical harm. It also includes verbal abuse such as yelling, threatening or making derogatory remarks. Other physical punishment that is prohibited is binding or tying up a child; confining a child to a small, enclosed area; withholding or forcing meals or snacks; and withholding or forcing naps. Talking about threatening punishment or restraint is also strictly prohibited. Children shall never be punished for lapses in toilet training.

**Infant/Toddler and Two’s Guidance-** Guidance for positive behaviors in infants and toddlers starts with a safe environment that allows for developmentally appropriate exploration and play. Infants and toddlers do not always see their behavior as harmful or damaging. Teachers and staff must accept that infants and toddlers are driven by their curiosity and imagination. It is important for teachers and other adults to realize the appropriate expectations of behavior during these years.

The source of appropriate guidance is the establishment of a relationship that encourages infants/toddlers/twos to trust and rely upon adults to nurture them and keep them safe. Positive guidance is more focused on helping children develop feelings of confidence and trust in themselves and the adults who care for them. Adults should be sensitive and understanding of an infant/toddler’s needs and wants. The most effective measure to developing limits and boundaries is for adults to take part in role modeling the appropriate behaviors. When limits and boundaries are consistent for all, it is easier to enforce the appropriate behaviors with redirection and explanation. (I.e. “The highchair is only for eating. Let’s find you some toys.”) Infants/toddlers/twos shall never be punished for lapses in toilet training.

Creative Kids respects the right of every parent/guardian to discipline his or her own child in a personal way, except where child abuse or neglect is concerned. Parents who volunteer in the center may never hit or shout at any child, including their own.

**Managing the Fussing or Distraught Child**

Many times a child is unable to verbally express what is bothering them. In these cases we will do the following to try to soothe an upset child:

 \* Check the child’s diaper and immediately change if it is soiled or wet

 \* Offer the child food or a beverage

\* Rock, walk around with, sing to, or read to the upset child to see if they calm down

 \* Check temperatures if all of the above fail

 \* **If a child is inconsolable, we will contact the parent to ask for suggestions.**

**Grievance Procedures for Parents**

If a parent has a conflict or concern they are encouraged to seek resolution of the matter on an informational basis. The following steps should be taken in order, until such conflict or concern is resolved:

* First discuss the concern with the child’s primary teacher. The parent may request a special conference time to discuss the concern in detail.
* If the discussion with the staff member is not productive, the parent may request to speak with the director. In most cases, the director will call a meeting with involved parties, facilitate discussions and help to reach an acceptable solution.
* If all procedures fail to meet the parents’ expectations for an acceptable solution, the parent may initiate the two-week withdrawal of enrollment procedure.

**Volunteer Policy**

A volunteer is defined as a person who agrees to give time, without compensation, to work with children at Creative Kids. It is our goal to properly acclimate all volunteers to the policies, rules and regulations of Creative Kids and DCF Licensing Rules prior to assuming their position.

This acclimation will take place in the form of a full and complete orientation of all policies as outlined in the personnel policies.

Volunteers may not be included in meeting the center’s staff-to-child ratios.

Volunteers must complete the following criteria prior to assuming a position:

* Complete and sign a background information-disclosure form. The center will obtain a criminal background check. The volunteer shall have no offenses that would ban them from working with children.
* Fill out a volunteer application and emergency form.
* Complete an orientation with a director using the Orientation Checklist.

**Special Needs Policy**

Creative Kids will make all reasonable accommodations to address and meet the special needs of enrolled children. Creative Kids is committed to meeting those needs with a working partnership between the family and teaching staff.

**Identification of Special Needs at Time of Registration**

When a special need is identified at the time of registration, the director will work with the parent/guardian to determine how to best meet those needs. The director and the parent/guardian will make a decision if this is the most favorable placement for the child. Community resources will be utilized, with the parent’s permission, to assist in meeting the needs of the child. Factors that would directly bear on a decision to enroll or not enroll a child include the following:

 \* Availability of supportive resources to the center.

 \* Willingness of the parents to work with the center in meeting the needs of the child.

 \* The extent and/or scope of the special need in relation to the resources available.

 \* The ability of the child to benefit and participate in the center’s activities.

Written documentation of all meetings will be kept on file in the center’s office.

**Identification of a Special Need After Time of Enrollment**

When a special need is identified after a child has been enrolled at the center, the primary teacher and director will notify the parent/guardian to determine a time to convene for a conference. If necessary, the director will observe in the classroom and file written documentation of the observations. This will be kept in the child’s file in the office.

If classroom attempts are insufficient in meeting the child’s needs, the director will notify the parent/guardian. Within seven days a conference will be held to determine a plan of action that will better enable the center to meet the child’s needs.

This plan of action will include the goal, objectives to reach the goal, responsibilities and follow up of all parties involved.

It is expected that the director, teachers and parent/guardian will work in a partnership to meet the child’s needs.

As appropriate, and with the parent’s permission, community resources may be obtained to assist the center in meeting the child’s needs. Community resources may include, but are not limited to:

 \* Family physician or pediatrician

 \* Medical Specialists

 \* Early Childhood Programs or local school

 \* Mental Health Professional

 \* Dane County Human Services

 \* Birth to Three

 \* Rainbow Project

Factors that would directly bear on a decision to continue or discontinue enrollment of a child include the following:

 \* Availability of supportive resources to the center

 \* Willingness of the parents to work with the center in meeting the needs of the child

 \* The extent and/or scope of the special need in relation to the resources available

 \* The ability of the child to benefit and participate in the center’s activities

**Procedure for Sharing Important Information on the**

**Special Needs of Children (review)**

Staff members who primarily care for a child with special needs will identify and post those needs in writing and vocally (as staff member begins a shift) to all individuals who are involved in the care of that child.

The primary staff member of the child is also responsible for consulting with the parents or family members of that child on a frequent basis (everyday if needed) of any changes or recommendations that are or can be made to enhance that child’s daily experience. These changes must be relayed to the other staff members immediately using the above procedure.

**Release of Information**

Creative Kids may ask the parent or guardian to sign a “release of information” form to allow us to communicate with other agencies concerning the child’s special needs and how to best meet those needs.

**Confidentiality of child/family**

Information regarding the family and child will be kept in the strictest of confidence. Discussion that identifies a child or family is limited to Creative Kids staff and staff of other agencies directly involved as required by law. All written records are kept confidential. A parent or guardian may request at any time to view or receive a copy of his or her child’s records.