

CREATIVE LEARNING ACADEMY OF UTAH



WHERE LITTLE MINDS COME TO GROW

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Salt Lake City, UT 84119

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Dear Parents,

Thank you for choosing Creative Learning Academy for your early childhood education needs! We are excited to get to know you and begin building a relationship with your family. We are passionate about providing your child an exciting and enriching early childhood experience, while ensuring you, as parents are informed and involved.

We strive to create a safe and nurturing environment for children to learn and grow. Our program promotes the physical, social, emotional and cognitive development of young children. We believe children learn through **play** and interacting with their environment. We try to make the most of a child's natural inclination to play by providing many planned activities and learning materials to enhance development through play and exploration. We also believe that integrating early childhood education with experiences in performing and visual arts will enhance and improve each child's experience.

Our goals are to help facilitate the development of creative thinkers, problem solvers, self-confident and independent beings who will grow up to be caring, happy and productive adults.

Even Children enrolled in our younger classes are considered a part of the "preschool," as our program is focused on early learning experiences, which begin at birth. All of our rooms are literally a "preschool" or a place of learning. Our teachers are well educated in early childhood education and we are fully committed to ensure they understand child development with clarity.

Please see the following Parent Information Packet for further details about our program.

Thank you again for trusting us with your child!

Sincerely,

Spencer & Jessica Lloyd

Owners of Creative Learning Academy

HOURS: Monday through Friday: 645am-6pm

CALENDAR: We will be **CLOSED** on all county holidays.

Additionally, are closed twice per year for teacher prep days. These days are used to further educate our teachers so they provide better care for the children. We seek outside speakers to train on pertinent topics. The dates will be announced each January.

**NON
DISCRIMINATION**

POLICY: The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form , found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

We welcome every opportunity to expand the children's view of the world as a place rich in many cultures, races, religions and customs. Our Program is open to all families, and we celebrate our differences.

ENROLLMENT: Children, ages 6 weeks-6 years old, are accepted upon full completion of new enrollment paperwork and proof of current immunizations. It is very important we receive clear communication regarding what days and times your child will be attending our school. This ensures we have adequate teachers, food, and supplies for each child.

ATTENDANCE POLICY:

Scheduling Children to Attend: When you enroll, you will indicate which days and times you need care. If you need to change your typically scheduled days for care, your schedule for upcoming week MUST be communicated to management in writing by Tuesday of the week BEFORE you will need service in order to guarantee we can

accommodate this request. Please email mychildcareutah@gmail.com or sue.cre8ive@gmail.com.

Late Pick-up: If you are going to be late picking up your child, please communicate that to us. We will also communicate this to your child, resulting in a feeling of security. Please understand that we close promptly at 6pm. We understand that extenuating circumstances may apply, which would inhibit prompt pick up. However, please be respectful of our teachers' time, and be prompt in picking up your child. If pick-up is later than 6pm, a late fee of \$1 per minute, per child will be charged and billed on your account.

**WHAT TO
BRING:**

Having appropriate supplies to care for children is very important. We ask parents supply the following for each child in care, applicable according to needs: small backpack with 2 changes of clothing, weather appropriate clothing(coats, hats, gloves, boots, snow pants, swimming suits), Infant/toddler care items (diapers, wipes, swim diapers, plastic covering pants for diapers during water play, pacifiers, diapering cream, bottles, and drinking cups). We will request these items from you if we need them. If we request an item, and do not receive the item, we will have the following items for purchase for your convenience:

- Diapers \$3.00/per diaper
- Wipes \$5.00/per package
- Diaper Ointment \$4.00/per bottle
- Bottles/Sippee Cups \$4.00 each
- Pacifiers \$4 each
- Underwear \$2 each
- Backpacks \$20
- Hats \$4
- Gloves \$4
- Swim Diapers \$3/diaper
- Plastic covering for diapers \$ 5/cover

MEALS:

We have a commercial kitchen on-site, and prepare all meals and snacks for the children. Breakfast, Lunch, PM snack, and Evening snack will be served on a daily basis. We follow the food requirements for the Utah child nutrition program, and incorporate healthy and fresh choices into the menu.

With exception of infants, we will be UNABLE to accommodate parents bringing lunch or snack food from home due to sanitization concerns. If your child has food sensitivities or allergies, please make sure to notify us. We are happy to make accommodations.

DAILY SCHEDULE:

Each classroom has a basic structured schedule posted in the room that teachers follow. Each week, the entire center will study a specific theme, and these concepts will be reinforced throughout the day, through following the daily schedule.

- **OUTDOOR PLAY:** Outdoor play is part of the early childhood curriculum. During the winter, all children need a coat, hat, and gloves. Please also consider providing snow pants. During the summer, your child will need to have sunscreen and a swimming suit on water day. Children who are still in diaper **MUST WEAR A SWIM DIAPER & plastic diaper covers** on water day. All children will go outside, except for those who are restricted for medical reasons. **Medical restrictions must be in writing and signed by the child's physician.**

- **QUIET TIME:** We have cots for the children to rest on, but would ask you to bring a favorite blanket and/or a favorite stuffed animal for the child to rest with. **Blankets and stuffed animals brought from home must be taken home every Friday and washed weekly.** All children are required to rest during this time, but not necessarily sleep. Please do not request for child to be kept awake during this time, as it is healthy for children to sleep if they are tired.

- **TELEVISION:** Minimal use of movies, video, and computer games are allowed at our school if they meet the following criteria:
 - Movies must be rated G, or PG if approved by the director. Movie/TV time will be kept at a minimal level and is limited to once a week for one hour.
 - Video games must be rated E in order to be brought to the preschool. Hand-held video games will be kept, locked up, in the office. Older children who do not sleep during the allotted quiet time will be allowed to play their video games during the last hour of quiet time for **no longer than 30 Minutes**. Please understand if children bring electronic devices, liability for lost/broken items will **NOT** be assumed by the center.
 - CHILDREN UNDER THE AGE OF 3 WILL NOT BE PARTICIPING IN TELEVISION TIME

COMMUNICATION: One of the core standards our school is built upon is the idea that open communication between teachers and parents is key to a child's success. We strive to build a strong partnership with parents by:

- Providing daily reports on child's behavior and subject matter taught
- Frequent Email Communication
- Monthly calendars/newsletters
- Student progress reports
- Developmental assessments and parent teacher conferences
- Biannual satisfaction surveys

GRIEVANCES: As changing childcare can be difficult for children, it is our policy and preference to address concerns and issues as they occur and work cohesively to reach a solution. This policy enables parents/families/caregivers to discuss grievances and feel confident that all avenues are taken to address any raised issues. The Center will strive to maintain a high quality of child care. Parents/families/caregivers have an avenue to discuss their concerns in confidence.

1. Parents/families/caregivers are to be encouraged to discuss concerns with an appropriate staff member.
2. Parents/families/caregivers are to be encouraged to discuss concerns with the Director.
3. Parents/families/caregivers are to be encouraged to leave feedback in the Comments Box if they are more comfortable and the issue can be dealt with anonymously.
4. The Director will document all communications relating to the grievance and will ensure a quick and appropriate resolution.
5. Parents/families/caregivers are to be advised of the necessary steps to be taken if the grievance is not solved or attended to appropriately.
6. Debriefing of the grievance procedure at each point of contact and process is to be documented.

Parents/families/caregivers are encouraged to contact the appropriate authority should they feel that their issue or concern is not resolved appropriately.

CLOTHING: In order to allow maximum freedom in the experiences your child may engage in at the center, we suggest that casual clothing be worn - comfortable, easy to manage when needing to use the restroom, and completely washable. Also, once your child is able to walk, please dress your child in shoes that permit running, climbing, and balancing. Because of safety hazard of having many children without shoes, **CHILDREN NOT WEARING SHOES WILL NOT BE PERMITTED TO ENTER THE SCHOOL.**

TUITION: We strive to keep our tuition rates affordable, while still offering quality care for the children and fair compensation for our teachers. Tuition rates are based on the age of the child and number of hours per week the child will attend. Tuition is due on the 15th of the month BEFORE service is rendered. If tuition is not received by the 15th, a \$15 late fee per business day late for each child will apply and will be billed to your account. Many parents may also qualify for bi-weekly payments of tuition. **THIS MUST BE APPROVED THROUGH MANAGEMENT** and set up in advance. If payment is not received by the 3rd of the month, it may become necessary to discontinue care until the balance on the account is paid in full. The following are our MONTHLY tuition rates:

****Children MAY NOT attend the school for more than 50 hours a week****

We are able to accept cash, check, and automatic withdrawal from a bank account. We prefer to use a secure payment processing system, called Tuition Express, which will automatically apply tuition charges to your chosen bank account or credit card on the 15th of each month. This option will ensure late fees will not accrue on your account because payments are automatically deducted. Bi-weekly payments will be deducted on the 7th and 22nd of each month.

Please understand that if payment is sent back for insufficient funds, a \$20 fee will apply, in addition to the late fee mentioned above.

We also accept state subsidy payments if applicable. Parents can apply for state subsidy on the department of workforce services website. Until approved, we require parents to pay weekly tuition rates to secure care. We are happy to refund monies if the subsidy amount covers the weeks a parent has already paid for. Co-payments for subsidy are due no later than the 5th of each month. Payments later than the 5th will be subject to the \$15 per day late fee per child.

TERMINATION

OF SERVICES: If you find it necessary to withdraw your child from our center, please notify us three weeks in advance, in writing. We must be aware of your child's last day, and would be happy to refund any unused time after the three week notice. Creative Learning Academy reserves the right to withdraw a child for any of the following reasons:

- Parental disregard of rules, as stated in this handbook.
- The center is unable to meet the child's needs.
- A child is physically or verbally abusive to other children and/or staff.
- Non-payment of fees

PERSONAL ITEMS:

Each child will have a cubby for personal items such as blankets, extra clothing, and completed school projects. **We ask you to provide a small backpack for each child Enrolled, stocked with 2 extra sets of season-appropriate clothing, labeled with the child's name.** Please keep all other personal items and toys at home.

DEVELOPMENTAL

CONERNS: We are fully committed to ensuring your child's success and are willing to assist you with any developmental concerns, as we are able. We believe in open, honest communication to address the needs of the child. If a teacher has a concern regarding your child's development, a parent-teacher conference will be set up to address these concerns. Resources are available for assistance with developmental issues.

GUIDANCE: Our goal in guiding the children is for them to move towards managing their own behavior. We also strive to develop self-esteem in each child. Teachers use positive reinforcement most of the time to accomplish this goal. Clear rules will be posted in a prominent place for all kids and parents to see.

When inappropriate behavior occurs, teachers will prompt the child to correct the behavior and discuss the expectations. If the child does not redirect their behavior, natural consequences, such as finding a new activity, relinquishing the toy, or standing with the teacher, will apply. Throughout this process, teachers talk with the child about his or her behavior and “make a plan for next time.”

If highly unmanageable, disruptive or unacceptable behavior occurs, the center reserves the right to contact the parent/guardian or authorized persons for **immediate pick up** of the child. The center reserves the right to terminate services due to highly unmanageable behavior.

Our Methods of Guidance Include:

- Encouraging children to solve problems through the use of words
- Learning to acknowledge feelings and associate feelings with actions
- Redirect children to focus on a different activity in a positive tone
- Tell children what to do, rather than what not to do
- Continual focus on building self-help skills in order to strengthen self-esteem and positive self-image
- Positive reinforcement and acknowledging appropriate behavior that should be continued in the future
- Assisting children in planning actions and language for similar situations in the future

BIRTHDAY PARTIES:

Parents may provide a small treat on their child’s birthday or other special occasions. Please notify the child’s teacher and the director.

HAND

WASHING:

We ask everyone who enters our school to wash their hands. When your child arrives at his/her classroom, please assist your child in this procedure. We require the children to wash their hands often at school, which enables us to decrease the exposure to communicable diseases.

TOILETING:

Children do not need to be toilet trained to attend our school. However, if your child is beginning toilet training, please send child with extra pull-ups or diapers to prevent an accident where other children play. If a child has more than 3 accidents, we will need to put the child in a pull-up or diaper to protect against contamination. We will do our best to accommodate consistent "potty breaks" and reminders. Toilet trained children will be allowed to use the restroom at any time, and will be monitored depending on their age and ability level. For the safety of the children, only one child at a time will use the restroom.

SICK POLICY:

Because infections spread easily among children, please make alternate childcare arrangement if your child exhibits any of the following symptoms:

1. If the child does not feel well enough to participate in routine activities.
2. If the child has a fever, behavior change, or other signs of illness such as sore throat, rash, vomiting, diarrhea, earache, etc. A fever is defined as 101 degrees or higher. If the child has been diagnosed with an infection such as strep throat, bronchitis, pneumonia, RSV, etc. they may not return until they are **temperature free (without medication) for 24 hours**, feel well enough to return, and are on an antibiotic for 24 hours.
3. Children must be Diarrhea and Vomit "free" for 24 hours before returning to care.
4. Children with mouth sores or undiagnosed rashes will not be allowed to return until they have been seen by a physician, and it is determined that it is not a communicable disease. These are common symptoms of Hand Foot and Mouth Disease. A child must not have open sores in order to return to care.
5. Any child with eye drainage will be excluded for 24 hours. This is defined as pink or red eyes with white or yellow discharge that causes matting of the eyelids, pain or redness of the eyelids.
6. A child with head lice will be excluded until they have been treated with a recommended head lice medication, and determined that they are nit free.

7. Children with chicken pox will be excluded from the childcare setting until their pox, have scabbed over and are no longer open sores.

8. The director, at her discretion, may exclude a child if there is concern that they are exhibiting symptoms of a possible illness that is communicable to others.

We will strictly adhere to this policy. It is a protection for all of the children and staff as well. We ask that you use your best judgment when determining whether your child is truly well enough to be in the childcare setting. If the child becomes sick after they arrive at the center and manifest one or more the above mentioned symptoms, the parent will be notified immediately and the child will be allowed to rest in the office area to separate the child from the other children. **Parents will be expected to make arrangements for their child to be picked up from preschool within 30 minutes of the call.**

CUSTODY
CONERNS:

Your child's safety is of utmost importance. If you have concerns regarding your child's safety in the midst of custody issues, please notify the director.