



**Learning Center**

# Parent Handbook

6180 Alanta Highway  
Alpharetta, GA 30004

## Welcome!

Welcome to our family at Creative Labs Learning Center. Thank you for choosing our program - a place where innovative learning happens!

We look forward to sharing the upcoming years with you and your family as we partner in helping your child build a strong foundation for a bright future!

Our School is open to you any time your child is present in the school. However, for the safety of all children, we do request that you make your presence known to your child's teacher or the front office.

Our goal is for the Creative Labs Family to achieve maximum value for their early educational investment and for each child to enjoy attending school while experiencing our nurturing teaching staff and developmentally appropriate curriculum during their fundamental years.

Sincerely,

Summaya & Fahim

Owners

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## Our Philosophy

We believe children should be motivated to learn from within.

## Our Mission

To create a warm, loving, secure environment that fosters creativity, curiosity, self-confidence and independence so that students may become models of peace and can succeed in an evolving world. We are committed to maintaining an environment that creates a curiosity about learning, while engendering a love, respect and understanding of self and other.

Creative Labs wants all children to have the opportunity to grow physically, emotionally, socially and intellectually by playing, exploring and learning with others in a fun, safe and healthy environment.

As a family-owned and operated organization, Creative Labs welcomes positive family involvement and encourages a parent-teacher approach where the needs of every child comes first to obtain a successful early childhood education.

## What Makes Us Different

- Glass windows strategically placed throughout the school to enable all children and staff to be visible to others at all times while still keep outside distractions minimal for classroom learning
- A place where your child receives individualized instruction ensuring that your child is never bored, but instead always challenged.
- Secure front entrance with key pad
- Creative Curriculum, designed for our center, that exceeds state and national requirements
- Two -acre facility for our students
- Restrooms and telephones in each classroom
- Natural outdoor playground space divided into age-appropriate sections
- All staff certified in CPR and First Aid
- Competitive salary and benefits used to attract and retain highly qualified teachers
- Meet or exceed the minimum state requirement of continuing education hours annually for each staff member
- On-site owners
- Owner containing education qualifications and experience
- An environment that engages the whole child not just academically but also socially, emotionally and physically.

## Purpose of this Handbook

This handbook was developed to answer many of the commonly asked questions that children and families may have during the school year. The handbook contains information about child privileges and responsibilities. Therefore, families and children are responsible for knowing its contents. Please take the time to become familiar with the handbook and keep it accessible for your use. It can be a valuable reference during the school year and a means to avoid confusion and misunderstandings when questions arise.

The School reserves the right to interpret the content of the handbook, including the rules and regulations governing the conduct of students and parents. This handbook is not a contract, nor is it intended to be construed as such. Our School reserves the right to modify and/or amend the content of this handbook at any time during the year as we deem appropriate.

***If you have any questions about the handbook or any of its policies, please contact the Director or member of management.***

## Equal Opportunity

This School does not discriminate on the basis of race, color, religion, national origin, sex, citizenship, handicap or disability or any other legally protected status in regards to admissions or in the administration of its educational policies and administered programs.

This School makes its programs and services accessible to individuals with disabilities. The School welcomes requests for accommodation. The School will attempt to provide reasonable accommodations to qualified students with mental or physical disabilities, to the extent that such a request does not cause a fundamental alteration to the School's programs/curriculum and to the extent that it does not create an undue hardship for the School.

The first step in requesting an accommodation is to provide the Director or member of management with documentation of the condition from a qualified professional, such as a physician, psychiatrist, or psychologist. Upon receipt of such documentation and recommendations, we will communicate with the family in an interactive process to obtain additional information or discuss the circumstances related to the request.

## Communications

We encourage each parent to have a good communication routine with the child's teacher, however any information regarding administrative process, such as admission and related processes, financial policies, tuition, vacation or absent, withdrawal, etc., must be directed only with the Director or member of management. Where indicated, any communication with the Director or member of management does not include your child's teacher and does not satisfy that requirement.

## Family-School Involvement

We welcome family input and encourage you to visit your child's classroom and speak with your child's teacher. We have an open door policy at our School and families are encouraged to get involved in their child's classroom.

If you would like to request a conference, please call during School hours to set up a convenient time. Conferences can be requested at any time and may include the teachers, administration or both.

On a daily basis, please check the Family Communication Board in our lobby and be sure to read any correspondence that is sent home with your child. Also, be sure to check your child's cubby box , Procure messages, and classroom folder daily for messages and artwork. Notices and messages sent by you should be written and submitted to the teacher or front desk staff.

Infants through four year olds will have a daily photos and messages sent via Procure by the classroom teachers to relate the day's events specific to your child.

There are many opportunities to get involved in your child's learning such as carnivals, family picnics, holiday parties and field trips.

Another way to participate in the education of your child is through donations. Please check with your child's teacher for the items of need for special activities. Some general items used in the classroom are

magazines, newspapers, greeting cards and dress up clothes, hats, paper and books, wrapping paper, ribbons and many other household items.

We welcome any questions and suggestions. If there are family situations that affect your child, please discuss them with your child's teacher, Director or member of management. Remember that any information regarding a personal issue is kept confidential and we are glad to help whenever possible.

### Role of Families or Other Caregivers: Our General Expectations for You

The relationship between families and School staff is vital to the success of a child's experience. A partnership must be formed the first day, with open communication and understanding that the development and the growth of the child is our top priority.

Families can assist and help ensure a smooth transition by doing the following:

- Sign children in at the check in/out machine and then escort them to their designated class.
- Sign children out at the check in/out machine before you leave the school.
- Supervise your children at all times while escorting them inside the School and in the parking area.
- Drive safely through the parking area.
- Have all forms completed promptly.
- Update forms, as needed, when changes occur (i.e., new phone number, address, etc.).
- Keep immunization records updated.
- Keep staff informed of special needs or changes that might affect your child's behavior.
- Notify the School if your child is ill.
- Notify the School if your child will be absent.
- Notify the School if you will be later than usual picking up your child.
- Provide two changes of clothes marked with your child's name. *This request is for all ages. Our School is not responsible for the lost clothing. Please change clothing seasonally to accommodate the changes in weather and the growth of your child.*
- Children should be dressed properly for the weather and play.
- Do not allow children to bring in toys. (This rule does not include special transition toys such as a blanket or other security items to which your child is significantly attached.)
- Participate in the School's special activities.
- Attend scheduled family meetings and conferences.
- Ask questions, make suggestions or address concerns as they arise.

### Parent-Teacher Conferences

Families are encouraged to schedule parent-teacher conferences on the two designated days (see School calendar) by calling the School's office. However, parent-teacher conferences may be scheduled any time during the School year at the request of the family or teacher. Arrangements should be made directly with the teacher.

### Problem Solving or Grievances

Differences between individuals in our community should be addressed directly whenever possible. The nature of your concern or issue will determine the person at the School that you need to contact first, as explained below:

**Billing Questions:** Contact the Director or member of management.

**Concerns with Your Child’s Classroom or Teacher:** Talk directly with the teacher. Our preference is for teachers and families to keep an open line of communication and work together to solve issues.

**Concerns with the Center:** Talk directly to the Director or member of management or send us an email at [inquiries@creativelabscenter.com](mailto:inquiries@creativelabscenter.com).

**Harassment, Bullying or Hazing:** Please contact the Director or member of management immediately if you believe you or your child is a victim of harassment, bullying or hazing or any other serious misconduct.

**Ideas and Suggestions:** We are always open to your input. Our goal is to team up with our families to make Creative Labs the best learning center it can be.

If your concern cannot be resolved by the parties involved, the matter should be taken directly to the Director or member of management.

If we do not know of your concern or problem, we cannot help resolve it. So, please contact us immediately if you have any concerns or issues.

## Web Page

The School’s official website is [www.creativelabscenter.com](http://www.creativelabscenter.com).

The School’s official facebook page is [www.facebook.com/creativelabscenter/](http://www.facebook.com/creativelabscenter/)

Families are encouraged to check these websites at least weekly.

## Classroom Experience

### Class Assignments

Classes are formed primarily by age. The child’s age by September 1st of the current school year will ordinarily determine class placement, but developmental level will also be considered. On the Pre-School side (older twos through fives), we promote in accordance with the traditional school calendar.

The following is a brief description of each of our programs. We also have more specific detailed program goals for each level that can be obtained by asking at the front desk.

### Infants (6 Weeks to 18 Month Olds)

Taking care of infants is both demanding and rewarding. Each infant has individual needs. In a warm, loving atmosphere, our staff provides for these needs as well as giving special attention to developmental milestones. Music and story time are everyday activities in the infant room.

Health and safety are our top priorities. To help maintain the cleanliness of the room, our infant rooms are “shoeless” and street shoes are not worn in the room. Each baby has their own crib and toys are

sanitized as needed throughout the day as well as every evening. Parents receive daily reports on feedings, diapering and napping.

Physical separation for baby and parent is always difficult. Creative Labs strives to help parents and children experience a calm transition of physical and emotional separation through our safe and loving environment. You can return to work with the peace of mind that your child is in good hands with us.

### Toddlers(18 Months to 2½ Year Olds)

Toddlers are learning many exciting and new things, experimenting and meeting new challenges as fast as they come. They are learning new social skills and with that come new levels of emotions. The toddler program is developed to provide hands-on activities which allow children to explore, inquire and discover solutions first-hand. Daily activity plans focus on building language, creativity, fine and gross motor skills and social interaction.

### Pre-School(2½ to 3 Year Olds)

Pre-school children love to learn new information and master new tasks. Our program is designed to facilitate this learning through many self-directed experiences. Throughout the day children have opportunities to explore the learning stations within their classrooms. Children benefit greatly from having clearly defined interest areas that are arranged to promote independence, foster decision-making and encourage hands-on learning. Each learning station enhances the child's core components of development: socio-emotional, language, cognitive, physical and aesthetic. The curriculum enhances the learning stations through a thematic approach.

Children have many opportunities to see how reading and writing are useful before they are instructed in letter names, sounds and word identification. An abundance of these experiences provide children opportunities to develop language and literacy skills.

Physical developmental needs are met daily with opportunities to use large muscles, including running, jumping and balancing. Small muscle skills will be strengthened through play activities such as puzzles, painting and cutting.

We have designed our pre-school program to be part of a nurturing and loving environment where your child is our number one priority. When children receive warm, responsive care, they feel safe and secure.

### Pre-Kindergarten(4 Year Olds)

The concept that children learn best through play is reflected in the setup of each classroom with learning stations designed to foster choice and independence. This environment encourages experimentation and provides comfort in freedom of choice. The atmosphere encourages independence and the building of self-esteem. We have developed our Pre-Kindergarten program using the criteria from the Georgia Common Core Standards to make sure our students are well prepared for Kindergarten. Literacy focuses on a balanced approach between phonics and whole language. Math skills are developed through hands-on experience and experimentation with manipulatives.

## Before and After School (5-12 Year Olds)

We provide before and after school care for children for many schools in in the Fulton-Forsyth County area. This list may change based on demand for individual schools. They have an afternoon snack, homework time, organized games, art and other fun activities in the afternoons.

## Extracurricular Activities

We feel it is important for every child to have the opportunity to explore outside interests. As part of our well-rounded program we offer a variety of extracurricular activities. These activities might include such things as foreign language/sign language, cooking and music, as well as other activities.

## Admission and Related Processes

### Hours of Operation

The school is open from 6:30 am to 6:30 pm, Monday through Friday, twelve months a year. We are closed a minimum of 9 days a year in observance of the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve (early dismissal)
- Christmas Day
- New Year's Eve (early dismissal)

(If the holiday falls on the weekend, the school will be closed either the Friday before or the Monday after. Please check your child's program- specific calendar for the school vacation/ closure dates.

Based upon the program that you choose to enroll your child into, the total number of hours allowed for the care of the child will be dictated by that program. For example:

GA PreK: allots a 6.5 hour day – any hours beyond that would be an additional fee charged to the parent

Private Hybrid Montessori Early/Toddlers: – normal hours are 9am-3pm so anything outside of this range needs to be arranged prior to enrollment. Please refer to Montessori calendars for the school breaks

Daycare – this program entitles the parent to choose any 8 hours of your choice that have been communicated to administration at time of enrollment within the hours of operation. Please check with administration for the earliest drop off and/or latest pick up to stay within operating hours of the facility. Anything beyond the 8 hrs will be an additional charge arranged with administration.

## Emergency Situation, Severe Weather

We will make all efforts to stay open during severe weather. If Forsyth County is open, our school will be open. If the county is closed we will make an independent decision. If we are NOT open, you can find out by:

- Going to [www.creativelabscenter.com](http://www.creativelabscenter.com) and looking at the homepage
- Going to our Facebook Page [www.facebook.com/creativelabscenter](http://www.facebook.com/creativelabscenter)
- Calling the school and listening to the voicemail
- Watching the local weather channel & local news websites

If there are no indications in any of these places that we are closed, then we will be open. but may have a late opening.

## Enrollment Process

Families are encouraged to tour the School to feel comfortable with our staff and the facility.

To reserve space in our program you must submit a completed enrollment application and the non-refundable registration fee.

### Standards of Care

We are licensed by the Georgia Department of Early Care and Learning and meet or exceed all licensing requirements. Our license, is always displayed in the front lobby. A copy of the minimum standards is available at our school for parents to review.

### Baby-Sitting

Creative Labs expects parents and employees to avoid activities that create a conflict of interest to the company. If you decide to arrange off-premises care with a staff member, the staff member undertakes such service on his/her own behalf- not as a staff member of Creative Labs. Creative Labs offers no assurance of the fitness of its staff members for performing these services and none should be implied or inferred under any circumstances. Creative Labs employees are prohibited from transporting children who do not belong to them, to and from the center.

### Procurement Fee for Hiring Our Teachers

Hiring our teachers is highly discouraged, because it presents a conflict of interest for the teacher. If a parent does hire a teacher for a position (i.e. nanny or caregiver) that competes with Creative Labs during enrollment or for a period of 12 months after withdrawal from the school, then parents shall have 30 days to notify the center and pay the center a \$3500 placement fee, since you were introduced to the teacher through our school. Understand that this fee is common and in line with what many nanny agencies charge for placement.

### Age Ranges of Children Accepted

We accept children ages 18 months through 12 years of age. All children must be observed by the School prior to admission to assure that our program can effectively meet their needs.

### First Day

By your child's first day of School the following forms must be completed, signed and reviewed by the administrative staff:

- Enrollment Application
- Parent Guardian Agreement
- Parent Handbook
- Discipline and guidance policy
- Child allergy profile
- Health and Emergency Permission

- Immunization Record
- Admission Information
- Tuition Information

No child may continue enrolled in our school for more than 30 days without a current immunization report. Please let the administrative staff know of any allergies or special dietary requirements prior to your child's first day.

Families are responsible for notifying the school of any change on the enrollment form submitted. This includes but is not limited to phone numbers, emergency contacts, work locations, or child's physician.

## Admission and Re-Enrollment

Admission and, as applicable, re-enrollment is dependent on the following:

1. All deposits, registration and other required forms, teacher references and interview must be submitted, completed and evaluated. Any false or misleading statements made during the interview or on any submitted documents shall be grounds for denial of admission or immediate dismissal.
2. All financial obligations must have been met in a timely manner.

Occasionally, formal acceptance may be given on a probationary basis. In such case, the Director reserves the right to revoke acceptance or to dismiss a child at any time.

The Director or member of management reserves the right to place children in a classroom, to determine the teachers for a particular classroom and to determine whether a particular child continues to meet the School's requirements.

## Financial Policies

### Registration and Supply Fees

- **New and Returning Families:** The registration fee is due after the student has been officially accepted based on admission requirements. The fee per child or family is indicated in the enrolment package on the Tuition and Fee section and this fee is payable after notification of the child's acceptance.
- **Supply Fee:** The supply fee per child or family is indicated in the enrolment package on the Tuition and Fee section and this fee is due every year on September 1<sup>st</sup>, regardless of the enrollment date.

New enrollment and Re-enrollment registration fees are due at the time of registration, payable upon registration and are non-refundable unless admission is denied by the Director. These fees serve to insure your child's placement in addition to covering the costs of processing the application for admission, supplies and educational materials. If space is not available at the time of registration, your child will be placed on our waiting list. We will contact you when space becomes available.

## Tuition and Other Fees

- Tuition is paid monthly in advance with no deductions.
- Tuition is charged for your child's space and is due whether or not your child is present.
- Since the expenses of Creative Labs are based on fixed enrollment levels, the center cannot give credit for absence, vacation, holidays or closed days due to inclement weather.
- If our School must close due to unexpected circumstances, such as inclement weather, then full payment of tuition is required. We reserve the right to close any additional days needed and full tuition payment is expected.
- When an account is delinquent for one week, the space can no longer be reserved for your child. Your child will not be permitted to attend School as of Monday of any week that tuition is not paid in full.
- We reserve the right to change tuition and/or program fees due to unforeseen increases in expenses. Families will be notified of any changes in tuition within four weeks of the change.
- Any additional services such as late pick-up, field trips, etc. must be paid the same day the services are rendered.
- Should it become necessary to withdraw your child for any reason, a two-week written notice must be given to the administration. No portion of your weekly paid outstanding tuition will be refunded or canceled in the event of absence, withdrawal or dismissal from School.
- We reserve the right to dismiss any student at the discretion of the School's Director or member of management.
- Tuition includes educational programs, internet viewing system, breakfast, lunch, morning snack and afternoon snack.
- Family discount includes a 10% discount for the oldest sibling. The child must be enrolled full time.
- Military Discount includes a 15% discount. The child must be enrolled full time.
- Only one discount at a time will be valid.

## Late Payment Fee

Tuition is due the first of every month. If the tuition and fees are not paid in full by the 3rd of the month, a late fee will be assessed and the child will be subject to dismissal.

## NSF Charges

If a payment, check or ACH, is returned for any reason, an NSF (Non-Sufficient Funds) charge will be applied to your account. This will be due in addition to any late charges prior to the beginning of the next week. Returned payments must be covered by a cashier's check, or money order. Contact the Director or member of management for information about the NSF fee.

## Late Pickup Fee

If you will be late arriving to the School for pick up, please call and notify the administration. There is a charge of \$1 per minute per child after your scheduled pick up time. The late pickup fee is due on the same day. If children are left at the School one hour after closing and no attempt to contact the School has been made, legal authorities will be contacted.

## Withdrawal

Families are responsible for initiating the child withdrawal process. Families will need to see the Director or member of management who will start the required paperwork process for withdrawal. Notice must be given to a member of management by filling out a withdrawal form. Once the withdrawal form is properly completed and signed, the family must ensure that any School property in the possession of the child or child's family is returned and any outstanding financial obligations are met. The financial obligation payable and due at the time of withdrawal will be based on the timing of the withdrawal.

## Attendance

### School Hours

This School is open Monday through Friday, 12 months per year, from 6:30 a.m. until 6:30 p.m. Please refer to the school calendar schedule for holidays the School is closed, as they may change from year to year. Since we are licensed only for specific hours of operation, no early drop-off or late pick-up can be allowed.

### Part-Time Attendance

Children who are enrolled in part-time schedules will only be allowed to come to school in those days in which is enrolled. If for some reason a child needs to attend some other day out of his/her regular schedule please consult the Director or a member of management for availability. If approved, a drop in fee will be charged to your account. Tuition discounts of any kind are not allowed for part time students. Tuition discounts of any kind are not allowed for part time students.

### Arrival

We recommend all children arrive by their classroom's morning group time. Morning activities usually begin at this time and this will help your child to be a fully participating group member. The School must be contacted if your child will be arriving after their classroom morning group time. All children must be escorted into a classroom by an adult. Upon arrival into the classroom, we ask that you wash your hands as well as your child's hands. This will help us minimize the spread of illness. Your child's arrival must be acknowledged by the classroom teacher before you can leave your child. Please note that if your child arrives after breakfast time, we will not be able to provide this service. Please do not arrive during nap time to avoid disruption.

### Departure

To pick up a child from our School, an adult (18 and older) must come into the building, sign the child out, let the teacher be aware of your presence and escort the child out of the building. The family or guardian must supervise their child at all times after leaving the classroom, both inside the building and in the parking area. If someone other than a family member is picking up a child, they will be asked for a picture ID to match the person to the name given by the family as authorized for pickup.

### Inclement Weather

This School takes into consideration several factors when making a judgment as to whether we will open late or close early due to inclement weather. We do our own assessment of the conditions including local authority recommendations, local road conditions and forecasted temperatures. Please call the School, check our website, listen to the radio or watch television for announcements about closings due to inclement weather or other unforeseen circumstances.

### Checking In and Out

Parents must sign their children in and out each day using the computer at the front desk. This is very important, because state regulations require that we know who is in the building at all times. If you forget to check your child in or out, please let a manager know immediately.

Parents are welcome to visit at any time and may participate in all center activities and field trips. Please be sure to escort your child into the center and into their classroom, making sure that you leave them in the direct care of a faculty member. If you have more than one child at our center and a baby in the infant room, we ask that you take your older child to their classroom first. It can be unsafe for our infants and toddlers to have older children in their rooms.

The paperwork you fill out upon enrollment regarding your child lists family members or friends who you authorize to pick up your child. When friends or family come to pick up, we will ask them to present a picture ID and compare the name to the names in the child's file. We will then release your child to them. Please make sure that only those people whom you are comfortable with having this privilege are on that list. The front desk is always monitored and a staff member should admit visitors. This helps to maintain the security of our facility.

### Custody Issues

Please let the school know if there are custody orders concerning your children. We do not have the right to withhold a child from any parent having custody or joint custody. In order to deny a parent from picking up their child, there must be a current, signed court order stating that they should not have access to the child and we must have a copy of the order in the child's file. The center cannot become involved in custody disputes; we cannot mediate or keep track of which parent can pick up on which days. We would be forced to dis-enroll a child if the school has to become involved in such disputes.

## Health and Safety

### General Safety Statement

All of the policies, rules and regulations presented in this handbook are designed to make the time your child spends at our School safe and rewarding. We have taken a number of steps to promote the safety and protection of your child while in our care. They are as follows:

- All exits and entrances are locked and only accessible by keypad code entry or key.
- Classrooms are surrounded on three sides by tempered glass walls for easy viewing.
- Frequent observations of the classrooms are performed by the administration.
- All common areas of the School are able to be viewed via the closed-circuit internet camera system which is password protected.

### Classroom Safety

Our School is located in an area which is free from conditions which are deemed hazardous to the physical and moral welfare of the children. Our School provides equipment and furnishings that are child-sized, sturdy, safe and in good repair. Individual teachers are responsible for the set-up of their classroom. It is part of their daily routine to wash and sanitize toys and furniture and to watch for and eliminate any hazards present in the classroom. Teachers are provided with guidelines as to what equipment and toys should exist in each classroom.

## Playground Safety

A safe, age-appropriate outdoor environment is provided for our children. The following rules are enforced for indoor and outdoor play areas:

- When a class has outdoor time, all children must stay with their class.
- Teachers will supervise the children on the playground at all times.
- In case of an accident, one teacher may bring a child in for first aid.
- At no time will the class be left on the playground without appropriate supervision.
- The administration and the teachers will inspect the playground daily and report any unsafe conditions immediately

## Sick Policies

Our ultimate goal is to provide a place where your child can learn, develop and have fun in a safe and healthy environment. The School is not equipped with the staff or facilities to care for sick children for an extended length of time. We depend on you to assume care for your sick child. The following guidelines for excluding children help us to keep many communicable illnesses out of our facility and thereby maintain regular attendance from the majority of the children and staff.

A child will be excluded from the classroom and comforted in the “Boo-Boo Room” located in the lobby, by a member of our administration while the family members are contacted to pick up within two hours in the event of:

- Fever of 100.5 degrees or higher
- Diarrhea episodes of more than two in a day
- Skin rashes that are not diagnosed by a physician’s note
- Vomiting episodes of more than one a day
- Nose drainage that is thick and green or excessive for the comfort of the child
- Eye drainage of any type accompanied by red eyes or mucus crusted around the eyes
- Pink eye or symptoms similar to those of pink eye
- Chicken pox or measles sores are suspected
- Scabies systems are suspected
- Respiratory problems including uneven breathing or severe coughing with wheezing or croup
- Sore throat, especially if swollen glands are suspected
- Strep throat symptoms are suspected
- Head lice are found
- Appearance or behavior is unusual and the teachers agree that the child is not feeling well enough to participate with the rest of the class including lack of appetite, confused or irritable
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color
- COVID concerns

All of these conditions (except fever) will require 24 hour treatment or a doctor’s note for the child to resume their normal attendance schedule.

Children must be completely fever-free for 24 hours without the aid of medication before returning to School.

If your child becomes ill at Center, we will contact you and isolate your child from other children in the separated room until she/he is picked up from School. If your child is absent because of illness, please

contact us and let us know the reason. We will need this information to prevent the spread of contagious disease in the facility.

### Infectious Diseases

If a child or staff member is diagnosed with an infectious or communicable disease, you will be notified by a sign on your child's classroom door. The sign will contain the name of the disease, the date it was diagnosed and any symptoms that would alert you to the presence of the disease. It is your responsibility to report to the School any infectious or communicable disease for which your child is diagnosed.

The School should be notified by the family if a child or sibling has contracted a communicable disease such as measles, pink eye, strep throat, head lice, hepatitis, meningitis, mononucleosis, or any other communicable diseases. The student with the communicable disease must be cleared by a doctor or nurse before returning to School.

### Medication Policy

We require that families provide a signed authorization including administration and dosage procedures for each medication to be administered. Complete the medication form, available at the front office.

Any potential adverse reaction to the medication must be listed on the authorization so that the child can be properly monitored and families notified accordingly. This authorization is required at the beginning of each calendar week.

We do not permit giving non-prescription, over the counter medication or topical, non-medical ointment, repellent, lotion, cream or powder without:

Written authorization from the child's family and written doctor's authorization and instructions stating:

- The child's full name
- The name of the medication or the prescription number
- The amount and frequency of dosage
- The name of the prescribing physician
- The date the instructions were signed by the physician
- Over-the-counter medicines must be in their original containers

Medicine is administered at 11:00 a.m. and 3:00 p.m. by a member of the administrative staff. If your child needs to have medicine at any other time, families must make arrangements to come by the School and administer the medicine themselves or make other arrangements with the School.

Special circumstances requiring the administration of additional medications must be discussed with the School.

We will not administer any medication after its expiration date or for non-medicated reasons, such as to induce sleep.

We will not accept a Medication Authorization Form that states the medication to be given "as needed." Parents must indicate the exact conditions under which the medication should be given.

Only ONE medication can be listed on each Medication Authorization Form.

If your child receives an antibiotic please note that the first doses must be given at home for 24 hours prior to your child returning to School. If his/her doctor specifies a 2 times per day dosage, those doses should be administered both before and after School. If the antibiotic should be given 3 times per day we will gladly include it in our afternoon medications. Please note that the 1<sup>st</sup> doses of antibiotics must be given at home for 24 hours prior to your child returning to School.

Prescription medication must be in its original container bearing the pharmacist's label.

All medications must be dropped off and picked up at the front desk, each day. These medications will be stored in a locked secure area inaccessible to the children.

Medication may not be transported to the classroom by families. **NO MEDICATION MAY BE PLACED IN THE CHILD'S BAG OR TAKEN INTO THE CLASSROOM FOR ANY REASON.**

All medication must be taken home daily to ensure proper family control.

Children are not allowed to bring any type of medication to the School to administer themselves.

Thank you for adhering to this policy to ensure the health and safety of all children.

### Emergency Medical Care

Each child, upon enrollment, must have the Health and Emergency Permission on file. It is the family's responsibility to keep this information current. In the case of a medical emergency, you will be notified immediately.

If warranted, emergency medical personnel will be contacted to provide transportations to the nearest hospital specified on the Health and Emergency Information form. A member of the School administration will accompany the child.

**The emergency medical procedure** for Creative Labs is:

- 1. Administer First Aid/CPR**
- 2. Contact Parents (if a severe emergency Center will contact 911)**
- 3. Contact emergency contacts**
- 4. Have emergency medical team transport child to nearest hospital**

### Immunizations

The School must have on file the Immunization Records for each child with specific dates recorded. These forms are obtained from a private physician or the local Health Department. The immunizations must include:

- A signature or rubber stamp
- Child's first and last name
- Child's birth date
- The vaccine type and number of doses

- The month, day and year the child received each vaccination

### Vision and Hearing Screening

In compliance with the health department, Creative Labs requires children to have a screening or professional examination for possible vision and hearing problems. Children who are enrolled for the first time (4 years of age or older), must be screened within the first 120 days of enrollment. All children already enrolled at our school (who are 4 years of age by September 1), will need to provide documentation of screening.

### Accident Reports

Staff members may apply simple first aid at the School for minor injuries such as cuts, abrasions, bruises and insect bites. If any of these occur and first aid is administered, a “Incident Report” will be completed. This report will state the nature of the injury, the cause and the treatment. It will be signed by the teacher who completed the report, a member of administration and the family. The School will then log the incident in the child’s file. If an accident is caused by or involves another child, that child’s name cannot be given out and will not appear on the report. Families will be notified immediately if a child receives any injury other than a minor one.

### Reporting Abuse and Neglect

In the event a trained staff member feels a child has been abused or neglected, that staff member has responsibility to report his/her suspicion to the School Administration. At that time the administration will determine if the suspected abuse or neglect is accurate. If the administration then feels that the suspicion is founded, they will contact social services to begin to a formal investigation. All activity will be documented, including the initial report by the staff member. The staff member may choose to remain anonymous.

All allegations of abuse or neglect will be received by the state agency overseeing child care as well as Creative Labs International, Inc. The county department of social services will determine if an investigation is needed within the 24 hours of the complaint. Even if the county department of social services determines the allegation does not warrant investigation, the complaint shall be investigated by the state child care service and Creative Labs International, Inc.

We take our responsibilities to report suspected child abuse, neglect and abandonment seriously and will cooperate with governmental authorities in connection with their investigations. If you have any questions regarding the School’s mandatory reporting obligations, please consult the Director or member of management.

### Reporting of Accidents and Hazards

All accidents, including those which do not involve serious injury, must be reported immediately to the Director or member of management by the staff member. Only through full knowledge of accidents can we strive to maintain a safe and healthy place.

Immediately report any unsafe conditions, defective equipment or other hazards to the Director or member of management. Children are expected to assist in maintaining safe conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone’s responsibility.

## Emergency Procedures

If an emergency situation develops such as severe weather, fire, physical problems with the building, or power failure, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility.

The School is equipped with a fire alarm system, a sprinkler system, fire extinguishers and a weather alert radio.

Fire drills are performed on a monthly basis and all staff members are instructed on proper tornado procedures. In the event of a natural disaster such as a hurricane, snow storm, etc. and it becomes necessary to close the center, the families will be notified as soon as possible of the situation to make arrangements to pick up their child. If the family cannot be reached, the emergency contact will be called (this person should be local to the School).

## Child Conduct

### Basic Expectations

Our discipline policy at Creative Labs is built around our understanding of child development. Our goal is to allow each child to find and develop their own personal self-management skills. As teachers and staff, we offer children choices so they feel powerful in their ability to gain self-control. We use positive behavior management techniques such as positive phrasing and "I" statements as ways to further develop self-discipline. In situations where children are having a difficult time managing negative emotions, they may be removed from the over-stimulating environment to a quiet area where a teacher or member of the administrative staff can work one-on-one to resolve the situation. Families will always be informed if a situation such as this has occurred. If a child continues to have a difficult time, a team meeting with the family may be requested. This meeting will consist of the team developing a plan of action to best meet the needs of the child and the family.

### Discipline

Praise, positive reinforcement and redirection are effective methods for the behavior management of children. When children receive positive, non-violent and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy taken from the Creative Labs Parent Handbook and the NAEYC Code of Ethics.

At Creative Labs Schools of Quality Learning we use a method of 'redirection' to guide children toward appropriate behavior. If a child is engaged in behavior that is not conducive to a safe and happy learning environment, the teacher will "redirect" the child toward appropriate behavior.

Discipline must be:

- Individualized and consistent for each child
- Appropriate to the child's level of understanding
- Directed toward teaching the child acceptable behavior and self-control

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control and self-direction which include at least the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior
- Reminding a child of behavior expectations daily by using clear, positive statements
- Redirecting behavior using positive statements
- Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps or toilet training
- Pinching, shaking or biting a child
- Hitting a child with a hand or instrument
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting, or yelling at a child
- Subjecting a child to harsh, abusive, or profane language
- Placing a child in a locked or dark room, bathroom, or closet with the door closed
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age

## Child Behavior

Children will be subject to disciplinary action up to and including immediate dismissal for:

- Abuse or damage of School property
- Bullying/Harassment/Hazing
- Committing a serious breach of conduct inside or outside of the School
- Disrespect
- Disruption of School functions
- Fighting
- Lewd or obscene behavior
- Possession or use of a weapon, among other things
- Profanity or vulgarity
- Sexual or other misconduct
- Stealing
- Threatening behavior
- Verbal or physical assault
- Violation of School's

- Possession or sale of tobacco, alcohol, drugs, or drug related items
- “Computer/Network Policy”
- Inappropriate use of the Internet.
- Willful disobedience

### Biting

The School understands that occasional displays of aggression, like biting, are typical in young children and are part of normal early childhood development. Repeated incidents of biting will not be tolerated. Our objective is to ensure that our School maintains the highest level of safety within our environment and our staff members respond appropriately to aggressive behaviors.

### Harassment, Bullying or Hazing

Our School is dedicated to fostering an environment that promotes kindness, acceptance and embraces differences among individuals. Therefore, we will not tolerate any type of harassment, bullying or hazing.

Harassment includes, but is not limited to, slurs, jokes and other verbal, graphic, or offensive conduct relating to race, religion, color, sex, national origin, citizenship, or disability.

Bullying includes, but is not limited to, physical or verbal aggression (hitting, kicking, taunting, name-calling, teasing, threatening, ridiculing, etc.), relational aggression (harming or threatening to harm relationships or acceptance, friendship, or group inclusion) and emotional aggression (teasing, threatening and intimidating others). The School also prohibits cyber-bullying (creating websites, instant messaging, e-mails, text messaging, using camera phones or other forms of technology to engage in harassment or bullying).

Any of these types of offensive conduct can create an uncomfortable learning environment.

All concerns relating to harassment, bullying or hazing should be reported immediately to the Director or member of management. When the School administration becomes aware of harassment, bullying or hazing, the situation will be promptly investigated. Any child found to have violated this policy will be subject to disciplinary action, including immediate dismissal from School. No retaliation or adverse action will be taken against any person who makes a good faith report of harassment, bullying or hazing.

### Dismissals

The staff will work with each child to meet the needs of that child and every effort will be made to provide a positive learning experience.

However, this School reserves the right to ask families to make alternative arrangements for care if it is determined that a child’s needs cannot be met or the child has not adjusted to group care provided by the School. In the event behavior becomes disruptive to the program or poses an unsafe situation for the child or other children in the School, alternative arrangements will be required.

A dismissal will only be considered after careful consideration of the safety of the children, the staff and the center.

If you, the parent, are uncooperative in completing and returning forms, fail to pay your tuition on time, fail to follow any state or county regulations, or fail to follow any Creative Labs Policy or Procedure, it may be necessary to dismiss your child from our School.

## Consequences

In addition to determining the appropriate disciplinary action pursuant to the School's Discipline Procedures, the School reserves the right to impose additional or different requirements as appropriate for the circumstances in its sole discretion.

## Threats/Weapons

The School has a zero-tolerance policy in regard to threats and weapons. The possession of dangerous weapons, such as guns and knives, or the display of any item that may be perceived as threatening, whether on or off School property, may be cause for immediate dismissal. Similarly, threats will be addressed as a serious issue. The School will determine the appropriate consequences depending on the circumstances.

Pursuant to section 30.06, penal code (trespass by license holder with a concealed handgun), a person licensed under subchapter H, chapter 411, government code (handgun licensing law), may not enter this property with a concealed handgun.

Pursuant to section 30.07, penal code (trespass by license holder with an openly carried handgun), a person licensed under subchapter H chapter 411, Government code (handgun licensing law), may not enter this property with a handgun that is carried openly.

## Behavior Probation

Children who are placed on behavior probation may be required, at the School's discretion, to have their family sign a probationary agreement with the School as a condition of continued enrollment. Failure to comply with the stipulations in the disciplinary probation agreement may result in dismissal.

## Family Cooperation

A positive and constructive working relationship between the School and its families is essential to the fulfillment of the School's educational purpose. Thus, the School reserves the right not to extend the privilege of enrollment or re-enrollment to a child if the School reasonably concludes that the actions of the child's family make such a positive and constructive relationship impossible or otherwise seriously interferes with the School's accomplishment of its educational purpose. Moreover, the School reserves the right to expel a child at any time if, in the judgment of the Director or member of management, conduct of anyone directly associated with the child, including but not limited to the child's family, in or out of the School, is not in keeping with the School's accepted standards or principles. There will be no refund of tuition where such enforced withdrawal occurs and any unpaid balance is payable in full according to the terms of the child's enrollment contract.

## Other General Policies and Procedures

### Computer and Systems Usage Policy

All persons using the School's computers, the computer systems, or personal computers on School property or over the School's systems are required to abide by this policy. Failure to do so will result in appropriate disciplinary action determined by the School's Director. All computers should be used in a responsible, ethical and legal manner. Violations of the following guidelines may result in the revocation of access privileges and possible disciplinary actions, up to and including dismissal.

**Purpose:** The purpose of providing access to the Internet and the School's computer systems is to support research and provide unique educational opportunities. The use of such resources should be limited to those activities that support the School's educational objectives.

**Privilege:** The use of the School's systems is a privilege and not a right. Inappropriate or illegal use of the School's systems or of the Internet will result in loss of the privilege and disciplinary action up to and including dismissal.

**Filtering System:** The School uses a filtering system to block inappropriate content from all users of our network. No filtering system is foolproof; therefore, we expect users to act responsibly in their searches and to immediately disengage from any materials that are inappropriate. The child must report the situation to the teacher or administrator in charge of the activity. Although the School does filter content, some inappropriate content may still get through via the Internet. Obtaining material that is explicitly labeled as not intended for minors will be considered a violation of the School's rules. Furthermore, making public or passing on any material that is pornographic, violent in nature or is in any way harassing is unacceptable and will be dealt with immediately by the appropriate administrator. The School has the ability to monitor all Internet use including E-mail and instant messaging. Users should assume that ALL activity is not private and is being monitored for content and appropriateness.

**Internet Safety:** Children should never give out personal information (address, telephone number, name of School, address of School, date of birth, social security number, credit card number, etc.) over the Internet. Also, children should not meet with someone that they have contacted on-line without prior family approval. Safety is the responsibility of the family and child. The School is not liable in any way for irresponsible acts on the part of the child.

**Pirated/Personal Software:** The term "pirated software" refers to the use and transfer of stolen software. Commercial software is copyrighted and each purchaser must abide by the licensing agreement published with the software. There is no justification for the use of illegally obtained software. The School will not in any way be held responsible for any software brought to School by a student.

**Network Access:** Accessing the accounts and files of others is prohibited. Attempting to impair the network, to bypass restrictions set by the network administrator, or to create links to the School's web page is prohibited. Obtaining another's password or rights to another's directory or E-mail on the network is a violation of School rules as well as a form of theft. Taking advantage of a child who inadvertently leaves a computer without logging out is not appropriate. Using someone else's password or posting a message using another's log-in name is a form of dishonesty and will be treated as a violation.

**School's Right to Inspect:** The School reserves the right to inspect user directories for inappropriate files, to remove them if found and to take other appropriate action if deemed necessary, including notification of families. Do not assume that any messages or materials on your computer or the School's systems are private.

**E-mail, Chat Rooms, Instant Messaging and Social Networking Sites:** E-mail is one of the various systems that transmit some form of electronic representation of a page or message from one location to another. It should be clear that E-mail mail cannot be used to harass or threaten others. The School reserves the right to randomly check E-mail. E-mail messages must not include personal attacks and should follow the normal rules of appropriate public language. They should not contain any language or content that would be inconsistent with the mission and philosophy of the School or inappropriate in an educational institution. Children should be aware that deleted E-mails can be undeleted.

Participation in "chat rooms," instant messaging, posting messages, blogs, or browsing social networking sites (such as Facebook, You-Tube, Instagram, Snapchat or any other similar sites) using School equipment is prohibited. In addition, any person who believes that they have been harassed or threatened by any of these methods of communication should immediately report the concern in

accordance with the School's No Harassment/No Bullying/No Hazing policy. Children should also be aware that teachers and administrators may periodically check such sites and may determine that off-School-property behavior violates the Disciplinary Procedures by making disparaging or negative comments about the School, administration, or faculty members in a manner that is disruptive to the School's educational mission or activities.

**Viruses:** Every effort is made by the School to keep our system virus-free. Even with the best techniques, however, computer viruses can be transmitted to and from any computer, including those in the computer lab. The School is not responsible for the transmission of any virus or for damage suffered from a virus.

**Computer Care:** Members of the School community will not abuse, tamper with, or willfully damage any computer equipment, use the computer for other than appropriate work, or bring food or drink into any computer area. Any intentional acts of vandalism will result in discipline and children will be held responsible for replacement or repairs.

**Reporting Requirements/Discipline:** Any child who accesses inappropriate material on the Internet or receives harassing, threatening, or inappropriate materials via E-mail or on the Internet must immediately report the concern to the teacher who is supervising the activity or to the Director or member of management so that the situation can be investigated and addressed appropriately. Children who violate any aspect of this Computer/Network Policy will be subject to appropriate discipline, loss of computer or Internet privileges and possibly dismissal.

## Confidentiality

Information pertaining to the children enrolled at the School and the staff employed at the School is considered confidential.

To set up play dates or send party invitations, etc., families often ask for the phone numbers and/or addresses of other children in the School. We will happily pass notes or messages from you, but we cannot release confidential contact information.

## Diapering

Children are checked at scheduled intervals throughout the day and changed at the first sign of wetness or soiling. No child is knowingly left in wet or soiled clothing. For children who wear diapers or toilet training pants, each family must provide an ample supply for each day/week. We do not supply these items and families will be notified if a child is running low on supplies. We also encourage families to drop off their child in a clean diaper for their comfort.

## Field Trips

Classes may plan field trips during the year to acquaint children with community resources and to provide educational experiences that will enhance classroom-learning activities. A signed participation and release form is mandatory for field trips. A child will be unable to attend a field trip unless a signed field trip form is received from a designated family member or guardian. An information sheet and participation and release form will be sent home for each field trip the child is scheduled to attend. Families are encouraged to contact their child's teacher to see if additional chaperones are needed.

Children scheduled to go on a field trip will wear a Creative Labs t-shirt identifying the child as a student of Creative Labs . A child may be checked out from a field trip as long as the family has signed a release form. This policy is to help the staff keep an accurate count of the children.

Classes will use the School's bus for trips unless another means of transportation is authorized by the Director or member of management.

Children not attending field trips are required to attend the School unless otherwise advised. If there is a financial cost associated with the trip, that financial obligation will be billed to the family account.

### Lost and Found

All items turned in to the Lost and Found will be held for 30 days. If not claimed, they will be discarded or donated to a charitable organization.

### Meals and/or Snacks

Our School will provide a nutritious breakfast and lunch every day along with a snack in the morning and afternoon. Meals and snacks served at our School comply with the Meal Patterns for Children in Child Care Standards which are based on the recommended nutrient intake judged by the National Research Council to be adequate for maintaining good nutrition.

We are a nut-free School. Absolutely no peanut products may be brought into our School. This includes food products that are cooked with or near nut oil.

### Infants

A written feeding plan for children under twelve months of age must be completed and submitted by the families. This plan should be updated regularly as new foods are added or other dietary changes are made.

All baby bottles (including the cap) must be clearly labeled with the child's name and current date. Formula or expressed milk must be brought in appropriate amounts for feeding. Any milk warmed must be used within an hour or it will be discarded. Accommodations will be made for mothers who are breast-feeding.

Dry Cereal and unopened jar food may be left at the School until consumed. Infant food must be commercially prepared and unopened. These jars must be labeled with your child's first name and last name. We are unable to accept any food jars which have already been opened. Please bring in foods that have been tried at least two times at home in order to protect against food allergies.

### Pre School

Meals and snacks are provided by the School and are according to the schedule posted in the Café. Mealtime is seen as a part of the learning process. Children are served in the classroom and are encouraged to display proper table etiquette. They are also encouraged to taste all the food that is served but are not forced to eat anything. At no time the food will be withheld as punishment.

### School-Age

Children enrolled in our Before- and After-School program will be served breakfast and an afternoon snack while in our care. Lunch is also provided if the school-age child is present during lunch time (summer and school holidays, etc.).

## Allergies and Special Diets

A weekly menu is posted on the bulletin including all food that will be served for snacks and meals. Any special diets for food allergies, not available by the School, must be provided by the family. This includes children who prefer water or juice instead of milk during meals. No tuition discount is given for food brought in by families. No food shall be brought in for your child or the class without prior approval from the administration.

Families are responsible for any special diet required for their child with no adjustment to tuition given (refer to Meals and Snacks).

## Naptime

All younger children are required to have a quiet time following lunch and are encouraged to sleep during this time. Children who are five years of age and older are not expected to nap (unless required under state regulations) but are provided with quiet time. Children who fall asleep will be allowed to sleep until the end of the rest period, as designated by the daily schedule. Children may bring a small item to comfort them and help them rest. The item, including pillows, must be small enough to fit into their school box.

## Personal Belongings

Upon enrollment in our program you should bring the following for your child:

- At least two complete changes of clothing appropriate for the weather with each item labeled with the child's name or initials, including socks and underwear
- A supply of disposable diapers for children who are not yet toilet-trained
- You may bring a lightweight blanket or soft toy for rest time that is labeled with the child's full name.
- Any prepared food for infants or toddlers who are not yet able to eat items listed on the weekly menu.
- All children will be outside during the day, weather permitting. Please make sure your child has adequate clothing for outside play. This includes closed-toe shoes only. No open-toe shoes – flip flops or sandals – will be allowed at School.
- If your child is too sick to go outside, a physician's note explaining the reason should accompany the child before the exclusion is accepted.

## Photo Release Policy

Upon enrollment, you will receive a copy of our Photo Release Policy to read and sign. Many pictures will be taken in your child's class and throughout the School during the time that your child is our School. Other families and teachers may take snapshots of parties and special events within the program. These pictures may be printed and posted in a variety of ways or sent out to parents in the form of an email. By enrolling your child in the center you consent that other parents whose children attend Creative Labs may see your child's image. No names will be used on any photographs leaving the center. You will be required to sign a release as a condition of enrollment. If for any reason you do not want your child photographed, please let the Director or member of management know as soon as possible. Also, be sure you make the classroom teachers aware of your wishes.

## Prohibited Items

The following items should not be brought to the School by children:

- Cell phones
- CDs, DVDs, iPods, PS2s and similar items
- Cameras and video cameras
- Skateboards
- Electronic games
- Beepers
- Inappropriate reading material
- Any other items that would distract from learning.
- Chewing gum or candy

## Safeguarding Valuables

Children should not bring excessive amounts of money (over \$5.00 is considered excessive) or other valuables to the School. Valuables such as expensive clothing, blankets, toys, electronics, jewelry (necklaces, bracelets, earrings, etc.) should not be brought or worn to School. The School will not be responsible for lost, stolen or damaged valuables.

## Special Events

Arrangements should be made with the Director or a member of management regarding a birthday or holiday party. If you are bringing a cake or special snacks to the class, they will be served in addition to snack/meals required by the general nutrition policy and they must be purchased from the store and have an ingredient label. No home-made food will be accepted for School parties due to possible food allergies present in the classroom. If any children in your child's classroom have an egg allergy, cake cannot be served. **NO PEANUT PRODUCTS PLEASE.**

Holiday parties will take place in the classroom throughout the year. Generally a note is posted to notify families of an upcoming party and many times families are asked to volunteer to bring food or drink. If at any time you object to a party for religious or other reasons, please notify your child's teacher as soon as possible so we can make arrangements to otherwise care for your child during that time. We will assume that all children can participate unless notified to the contrary.

### YES to...

- Planning a party at our School and coordinating with the classroom teacher
- Commercially purchased food may be brought in, but remember, the food:
  - Must be commercially made
  - Must have an ingredient label
  - Must NOT contain nuts
  - Must NOT be processed near nut oil
  - Must NOT contain raw eggs

### NO to...

- Pizza deliveries (as they do not come with an ingredient list)
- Small trinkets or items as party favors
- Ceramic plates or glass in classrooms

- Goodie bags in the classroom - these must be delivered to the front office and can be collected at home time

## Telephones

Children are allowed to use the office phones for an emergency with a note from a teacher. There is no pay phone at the School. Cell phones may only be used with the permission of administration.

## Toilet Training

When you believe that your child is ready to begin toilet training, please discuss this with your child's teacher. We will assist by encouraging your child to visit the toilet between diaper changes. With the first signs of success, we will recommend that you send your child to school in training pants. Because toilet training can result in many soiled clothing items at school, please be sure your child comes to school with several (two to three) changes of clothing. Be sure extra clothes are appropriate to the present season and are labeled with your child's full name. All soiled clothing will be sent home the same day for laundering. We introduce potty training in our Toddler Room.

## Toys

The School provides many toys for the children's learning centers. Therefore, we request that toys not be brought from home. Please note this does not include special transition objects such as blankets or other security items to which your child is significantly attached.

## Transportation

Please see the front desk if you need transportation services.

## Visitors and Volunteers

Families and visitors are welcome at the School during school hours while their child is present. Families and visitors must first report to the staff at the front desk before visiting any class or any other location on School property during School hours. Families who want to help in the classroom or during field trips are asked not to bring siblings or other children with them.

Children have a dress code that stresses attractiveness, cleanliness and modesty. Families are requested to be an example of these ideals when visiting Creative Labs and attending field trips.

Former families, children or guests of children are not permitted to visit during School hours.

Exception: Prospective children who would like to “shadow” a child at the School may do so by contacting the administrative staff in advance to set up an appointment.

### **Pest Control**

Our school is treated monthly. Extenuating circumstances may require unplanned treatments. To confirm treatment dates or methods, please speak to the front desk.

### **Final Statement**

We at Creative Labs want to provide you with the highest quality care for your child. We believe that nurturing children in a loving, wholesome environment is a community need that we do best, because we commit ourselves to providing superior child care and early education services.