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**CREATIVE VILLAGE FAMILY HANDBOOK 2024**

Welcome to Creative Village Child Care! We’re delighted you’ve chosen Creative Village to be a part of your family & we look forward to a great partnership as we provide your child with the best early education experience possible. We’re excited to have this opportunity & want you to know that we’ll provide love, guidance and learning for your child with the highest level of professionalism, quality, and dedication.

This family handbook provides you with important information, including: our hours/days of operation, the age range of children we serve, pre-enrollment visitation procedures, admission requirements/enrollment procedures, parent fees/payment options, services provided by our center, items parents should supply, procedure for reporting suspected child abuse/neglect, our center’s discipline policy for behavior management, nutrition policies, and opportunities for parent meetings with staff.



“Have a Creative Day!”

Dear Parent(s),

Welcome to our program; we’re excited to have you here! Creative Village is a state licensed facility that meets and exceeds enhanced standards set forth by the NC Division of Child Development. This parent handbook provides important information about our policies and procedures; please contact us if you have any questions or concerns. You can reach us by calling our **center phone #828-581-0070**, but if you reach the voicemail recording just know it means we’re very busy taking care of children at that moment. We do our best to answer the phone quickly, and we also return calls promptly throughout the day (however, our first priority is ensuring that the children are receiving the proper care and attention needed). You can also email the director, Liz Dohy, or the assistant director, Tonya Davis, at creativevillage20@yahoo.com. **PLEASE NOTE OUR CENTER PHONE NUMBER IS NOT LISTED UNDER the school name with Directory Assistance, which is important should you have a need to find us via 411. You can also look at our website creativevillagechildcare.net.**

## **Hours/Days of Operation**

**Creative Village is open Monday through Friday from 6:30 AM to 5:30 PM** and we provide care for children ages 6 weeks to 5 years old. If you will be late for pick up, please call the center so we can notify your child’s teacher and make any necessary arrangements. **Any pickups after 5:30 pm will be charged a late fee of $1.00 per minute, per child. Please note licensing allows Creative Village to operate only within certain hours.**  Also, make sure your child is dropped off by 10:00 AM (unless it is an unusual circumstance, i.e. doctor’s appointment) other wise your child will not be able to stay. If you know your child will need to arrive after 10:00 am please let the teachers know in advance as soon as possible.

\* Any pickups after 5:30 pm must pay a late fee of $1.00 per minute, per child, per occurrence, directly to the teacher on duty.

If you are unable to pick up your child and will be sending someone else, please inform the teacher or director ahead of time stating that this person has your permission to pick up your child. Please let the people picking up your child know that we do request ID before allowing the child to leave. Also, please be sure to list all people you approve to pick up your child on your child’s enrollment papers and update as needed. If you need to call and verbally add an approved pick up person on a specific day we will verify that with the approved pick up person on your list. We want to keep everyone safe in our care.

## **Pre-Enrollment Procedures**

Families and children should visit Creative Village prior to enrollment and we have an “open door” policy. However, to be sure we can offer you the most amount of time for a full tour of the center and outdoor learning environments please call ahead and schedule a tour. To set up a scheduled tour please call the center phone and ask for the director or assistant director: #828-581-0070 or email us at creativevillage20@yahoo.com.

During a scheduled tour we like to include a visit of all indoor and outdoor learning areas, an introduction to appropriate teachers and other staff members, time to review policies and paperwork, along with time for a Question/Answer session. It’s best to schedule tours between either 10:00 -11:00 a.m. or between 3:30-4:30 p.m. any day of the week.

We can also accommodate drop-in tours, but please understand if we don’t have an extra staff member available to leave the classroom/group at that time. For unscheduled tours we will still do our best to show you around and answer questions about our program.

## **Enrollment Procedures**

We encourage parents to visit Creative Village often before enrollment to make for an easier transition.

The following forms must be complete before or by the first day of care (unless otherwise stated), and must be updated regularly when applicable:

* Children’s Medical Report – top half must be completed by parent/guardian and the bottom half and Immunization history must be completed by child’s physician (must be received within two weeks of enrollment)
* Application for Child Care
* Child’s Identifying and Emergency Information
* Emergency Medical Care Authorization
* Discipline and Behavior Management Policy Form
* Nutrition form/Feeding Schedule (children up to 15 months old)
* Documentation of Safe Sleep Policy Receipt (if applicable)
* Documentation of Receipt of Parent Handbook
* NC Child Care Summary Law Statement –Signature indicating you’ve read and received
* Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policy Statement- Signature indicating you’ve read and received

## **Emergency Information Request**

**Important – please provide adequate information on the “Child’s Identifying and Emergency Information” form where parents can be reached in case of an emergency. Also, please specify who else can be called in case a parent can not be reached at that time. It is recommended that as many people as possible be put down on this list.**

If you are going to be unavailable, or at a different phone number, please let us know where you can be reached or provide us with an alternate person that should be contacted during such time.

**Photographs of School and Students**

We may use photographs of children at Creative Village online for our website or blog, and for advertising purposes locally. We **WILL NOT** include any names of children or post these images to Facebook or other social network sites. If you DO NOT WANT your child’s photo online please select the appropriate box on the last page of this document and turn in to our staff.

## **Daily Activities**

At Creative Village we provide an environment that allows for learning through exploration and guidance. Daily activities include reading, writing, music, dance, art, outdoor play, play with manipulative toys/blocks & building items, physical exercise, and dramatic play.

(A copy of the daily schedule is posted in each classroom)

## **Discipline Policy**

Please see Discipline and Behavior Management Policy Form. (attached)

“Praise and positive reinforcement are effective methods of 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”.

Children at our center will not receive physical punishment. Children who have conflicts or problems with others while at our center will be encouraged to verbalize their feelings and concerns. Our staff members view discipline as guidance, not punishment.

We want children to value cooperation and teamwork. We help them to learn peaceful approaches as ways to get along. Our spaces are set up with preventative measures in mind. Multiples of toys are provided. Verbalizing feelings, redirection and explaining to children what they may do are some of the techniques we use.

Children who choose behavior that endangers others will be removed from play with others and given time out periods (as appropriate for their age). The child will then be provided with redirection and given a chance to process the problem with a staff member and any other concerned parties. Creative Village will use short supervised periods of “time out” for negative behavior if a child is emotionally out of control and needs private time to regain composure.

**The success of a positive discipline approach depends on children receiving similar guidance from both parents and teachers. If teachers have tried repeatedly to redirect a child using positive discipline and the child continues to make poor choices and/or is hurting other children and/or staff members then THE CHILD WILL BE SENT HOME. Our priority is to keep all children and teachers at our center in a safe environment so that positive learning experiences can be provided for all.**

## **Meals & Nutrition Policy**

Water is offered to each child at every snack and meal time.

Breakfast will be held from 7:30-8:30. The breakfast must be provided by the parent and the center will provide the milk. Suggestions for breakfast include dry cereal, muffins, bagels, fresh fruit, cereal bars, waffle bites, and French toast bites.

Lunch will be served from 11:15-11:45. Lunch must be provided by the parent and the center will provide the milk. Please make sure lunch is something that does not have to be heated up.

Afternoon snack will be served from 2:30-3:00. Snack is provided by parents. Please bring a cracker and/or juice or fruit.

**If your child arrives after 8:30, please make sure he/she has already eaten breakfast because the teachers are ready to start their activities for the day.**

We ask that all food is sent in a brown lunch bag or lunch box labeled with the child’s first and last name and that day’s date.

**The center will provide cups and water throughout the day so please do not bring water bottles.**

We ask that all of the infant’s bottles be premade and labeled with the child’s first and last name and that day’s date. Please make sure all bottles have lids.

We ask that any infants or one year olds that are drinking from sippy cups, that each parent sent 3 sippy cups each day. You will need to take these home everyday and wash them.

Lunch must be brought from home every day and labeled with your child’s name and the date. Lunch brought from home should include a variety of healthy items for your child; if you would like to review the nutritional guidelines set forth the by the state please see the Meal Guidelines for children in Child Care document (we will happily provide a copy for you). Morning meal items should also be healthy; try to avoid items that are high in saturated fats, fructose or corn syrup sugars, and hydrogenated oils.

Healthy eating habits last a lifetime, so it’s important to start from the beginning! Please don’t be discouraged if your child doesn’t try all the healthy foods we offer on the snack menu, or those packed by you in a home lunch. Often children must be exposed to new foods several times before they’re willing to try.

If you prefer that your child NOT be served certain food items while at school (like dairy, meat, gluten, corn, wheat, or other) then please sign the statement in the registration packet stating that you “opt out” for us to supplement your child. For any child who does not opt out, then we must abide by the document titled Meal Patterns for Children in Child Care Programs, which was developed by the Child Care Commission based on USDA guidelines. If you don’t opt out then we MUST offer your child 1% milk or whole milk during morning snack and lunch, along with meeting the required amounts/types of food listed in the chart on the document referred to above (even if we have to provide food to supplement your child’s meals from home).

If you’d like to send organic milk, skim milk, rice/soy/coconut/almond milk (or any other beverage instead of cow’s milk) that is acceptable, but we need to have the Opt Out statement on file for your child. Opting out means we will not supplement your child’s meals with items, if you’re not sending foods from all of the groups listed in the meal guidelines/recommendations document. If you have any questions about this please speak with the director and your child’s teachers; our goal is to be sure each child is receiving a healthy meal at school… no matter what your dietary preferences are ☺ We realize this can be accomplished in many ways!

## **Medication**

Creative Village does not administer medication unless absolutely necessary. In this case the Permission to Administer Medication form must be completed with specific times and dosages. Any medication prescribed by a doctor, must have a doctor’s signature. Sunscreen and diaper rash ointment may be used daily after a blanket permission slip is on file. When possible, please arrange to have your child receive medications at home (if the required doses/times can be met with a schedule that allows such).

## **Injury Reporting Procedures**

In the event that an injury occurs while at Creative Village which requires medical attention, an incident report form must be completed by a staff member and signed by a parent/guardian. When the form is complete a copy will be forwarded to the Child Care Consultant at the Division of Child Development.

## **Vacation/Holidays**

**2023 Dates Creative Village will be closed to students:**

**Monday, January 2nd New Year’s Day**

**Monday, January 16th Martin Luther King**

**Friday, February 10th Staff Development Day**

**Friday, March 3rd Staff Development Day**

**Friday, April 7th Good Friday**

**Monday, April 10th Easter Monday**

**Monday, May 29th Memorial Day**

**Tuesday, July 4th Closed for Independence Day**

**Friday, August 18th Staff Development DAy**

**Monday, September 4th Labor Day**

**Friday, October 20th Staff Development Day**

**Wednesday-Friday, November 22nd-24th Thanksgiving**

**Friday, December 22nd -Wednesday, December 27th Christmas**

**For inclement weather related closings\* please check for postings on WLOS (**[**http://www.wlos.com/shared/newsroom/closings/**](http://www.wlos.com/shared/newsroom/closings/)**).** On the WLOS web site you may elect to receive text message announcements relaying any delays or closings for our school.

**\*Holidays and school closings related to inclement weather are not exempt from your child’s regularly scheduled tuition.**

**\*If we open at 9:00, the cut off time is still 10:00.**

\***When the center opens at 10:00, we will extend the cut off time to 10:30. If you bring your child after 10:30, your child will not be able to stay.**

## **Tuition & Student Fees Policy**

**Tuition rates are based on a monthly fee and are dependent on the age of the child. Tuition is based on enrollment, not attendance. We require an annual $75 registration fee per child. That is due every year on your child’s enrollment date. One month’s tuition is due on the 1st of every month, unless you have arranged to make weekly or bi-monthly payments. If you make weekly or bi-weekly payments they are due the Monday of that week.**

**There is the option to pay online. There is a $3 fee if you choose this option. You can also pay by check or cash.**

**If fees are unpaid one week after the due date, Creative Village reserves the right to put a hold on your child’s attendance at the center until full payment is made. Your child’s space will not be saved at this time.** Please speak with us if there’s a reason you’re unable to make timely tuition payments. We do understand that at times there will be circumstances out of your control. Please contact us at the earliest time possible so we can work together to set up a payment plan. Checks that do not clear the bank will receive a $30 charge, in addition to any other charges that may occur. Continual delinquency may result in withdrawal from our program. Creative Village reserves the right to change its tuition policy as deemed necessary. **If you decide to withdraw your child we ask that you give a 2 week notice. If a 2 week notice is not given then you will be charged for those 2 weeks.**

**2024 Tuition Rates**

**Infant-** $200/ weekly, $867/ monthly

**Ones-** $200/ weekly, $867/ monthly

**Two’s/ Three’s -** $200/ weekly, $867/ monthly

**Four’s/ Five’s-** $200/ weekly, $867/monthly

\*Starting 2/1/2024. the price will be changing for the Infants and Ones. Starting 2/1/2024 it will be $210/ weekly, $910/ monthly.

## **Ages accepted/Maximum capacity**

Creative Village is licensed to care for children from 6 weeks to 6 years old. Creative Village has a maximum capacity of 58, and we choose to meet enhanced space and teacher:child ratios.

**Child/Teacher Ratio (meeting enhanced standards)**

Child Staff Max. Group

Infant – 12 months 5 1 10

12 – 24 months 6 1 12

2 - 3 years 9 1 17

3-4 years 10 1 17

4-6 years 13 1 19

## **Clothing**

Please dress for fun indoors and outdoors. We will be outdoors every day, so please bring appropriate clothing for the weather. We welcome sun hats and other items that help keep skin safe in the sun. Days at Creative Village can be messy, so keep at least one extra change of clothes at the center for your child, and also a few items for layering for days that are both cool and warm (especially when changing seasons). A raincoat is optional, as are rain boots, and you may also choose to bring a spare pair of shoes/socks on wet days if your child doesn’t have rain boots.

**Flip flops will not be allowed at Creative Village, please be sure your child wears shoes that allow for movement and running while protecting their feet. The best shoes to keep little feet safe while playing will cover their toes and back of the heel, or at least have a strap around the back of the foot to keep the shoe in place.**

**Curriculum & Services Provided at Center**

Creative Village uses a variety of curriculum models. The Highscope curriculum is used for ages infants through preschoolers.

We invite a variety of visitors on a regular basis to expose children to a wider variety of educators than those on staff alone, including musicians/dance instructors/story tellers/ nutrition consultants/photographers/ dentists and more!

Creative Village will assist your family in accessing resources when requested to provide specific services for your child. Some of these services include speech evaluation, behavior management consultants, and inclusion consultants.

**Toilet Learning**

For successful toilet training teachers and parents should communicate frequently. Children will be taken to the potty when they show interest. Often times if one child is being potty trained; other children will be interested and follow along. Please be sure to practice washing hands after each visit to the bathroom.

Children will not be punished for not using the toilet (“accidents”), as body awareness and learning progress at different rates for different children. Your child may be ready around age 2, or not until 3 years old. If a child is in the preschool classroom and struggles with self-toileting we may recommend that parents seek advice from a developmental pediatrician or other qualified healthcare provider. Children in the preschool classroom should be making steady progress in this development to continue successfully in a group classroom environment.

When you are ready to start toilet learning with your child, please communicate with the teachers so that we can support you and your child in this step. Communication between teachers and parents are key! You will need to bring extra clothes (pants, socks, and underwear) in case the child has an accident. Please send your child in underwear. and ask any questions that you may have.

## **Personal Belongings**

Diaper bag – Due to sanitation department regulations we must allow only storage of essential items at the center for your child. Please check with teachers if you are unsure about what’s needed in your child’s cubbie. We prefer diaper bags to be left at home.

Please be sure to supply adequate personal items such as diapers, wipes, bottles, etc. Teachers will notify parents ahead of time verbally or by a note in the lunchbox when diapers and wipes are low. If your child does not have any diapers or wipes you will be notified immediately by Tonya or Liz. You will either need to bring the diapers and wipes immediately or pick up your child. At least one extra set of clothes is required on hand.

If your child is using a bottle or “sippy cup” of any type it must be labeled daily with your child’s name & date. If your child uses sippy cups, please bring 3 clean, labeled cups.

## **Fire Drills/Playground Safety**

Fire Drills and Playground safety checks are performed monthly. In case of fire, children will be taken out the nearest door and away from the center.

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## **Illness Policy**

The parent, legal guardian or another person the parent authorizes shall be notified immediately when a child has any sign or symptom that requires exclusion from the facility. Creative Village will ask the parents to consult with the child’s health care provider and then notify us of any advice received from the health care provider. If your child shows one or more of the following symptoms of poor health, he/she should stay home or will be sent home as soon as possible:

* Illness prevents child from participating comfortably in activities as determined by provider
* Illness results in a greater need for care than the provider can provide without compromising the health and safety of the other children as determined by the provider
* Suspicious rash that has not been seen by a doctor
* Any colored discharge from the eyes, nose, or ears
* Fever of 100.0 F; accompanied by behavior changes or other signs or symptoms of illness. Symptoms and signs include; lethargy that is more than expected tiredness; uncontrollable coughing; inexplicable irritability or persistent crying; difficulty breathing, wheezing, or other unusual signs for the child
* Diarrhea, defined by more watery stools, decreased form of stool that is not associated with changes of diet, and increased frequency of passing stool, that is not contained by the child’s ability to use the toilet;
* Blood in stools not explained by dietary change, medication, or hard stools
* Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines that the cause of the vomiting is not contagious and the child is not in danger of dehydration
* Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs or symptoms
* Mouth sores with drooling, unless a health care provider determines that he child is noninfectious
* Head lice, from the end of the day until after the first treatment & no nits visible
* Strep throat, until 24 hours after initial antibiotic treatment has been completed
* Chicken pox, until all sores have dried and crusted. (approximately 2 weeks)
* Covid- We follow the guidelines as stated by the CDC. Please ask Liz or Tonya any questions.

Please call ahead of time with questions on policy regarding any illness not listed. We also refer to the guidelines on exclusion related to illness that is provided by the NC Division of Child Development.

If your child has any of the above symptoms they cannot return the next day. They may return the following day as long as they are symptom free without the aid of medication. **Our policy overrides any doctor’s note we receive.**

## **Transportation**

Transportation is not provided.

## **Abuse and Neglect Reporting Procedures**

“Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned. **North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services.** In addition, any person can call the Division of Child Development at 919.662.4499 or 1.800.859.0829 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith” (North Carolina Child Care Law and Rules; November 2000).

## **Staff Training and First Aid/ CPR Certification**

All staff are required to receive child care training hours per year, as set by the NC Division of Child Development (DCD). In addition to this, all staff will maintain current education on SIDS and be certified in Infant/Child CPR, First Aid, and other required DCD training.

## P**arent Participation**

Parents are encouraged to be involved as much as possible with the care of their children. We encourage prospective parents to come for tours and to meet your child’s teachers and ask any questions you may have. Once an enrollment date is set, you may set up a play date with Tonya or Liz. This helps to have a smoother transition on the day your child starts.

Drop-in visits by parents are permitted and encouraged anytime your child is in care. Also, feel free to make any suggestions you feel may improve your child’s care. We welcome any feedback you have!

Teachers recognize that parents are the primary educators but will help families understand the daily routines of the Village. Parental involvement is critical to the success of every family’s partnership with Creative Village. We include our families and keep them in the know by sending out general center news and updates. Updates may be sent by notes or emails. If you would like to receive emails please make sure Liz and Tonya have it on file.

Teachers will share information daily with parents to provide specific information about your child’s day (let us know if certain topics interest you most, like eating habits for example). Any time you have any questions or concerns, please feel free to contact your child’s teacher to schedule a meeting. When appropriate, parent conferences for children will be held and may be scheduled by parents directly with their child’s primary teachers or with the director or assistant director.

We care about what you have to say. Please come to the teachers/administrators with any concerns you may have and we will be happy to work together to find a solution. However, if you feel your concerns are not being addressed, you may contact Buncombe County Child Care Resources or the Division of Child Development to place an anonymous complaint. Please know that we value our partnership with each of you and want to do our best to provide each child at Creative Village with an excellent early childhood education experience.

Please keep this parent handbook for your reference. Please sign the last page of this handbook and return to your child’s teachers for storage in your child’s file at Creative Village.

Thank you! Elizabeth Dohy (Director/co-owner), Tonya Davis (Assistant Director/co-owner)

**This completed signature page must stay in CHILD’S FILE AT CREATIVE VILLAGE**:

I have read and agree to the policies and terms in the Creative Village family handbook, including the policy regarding late pick up for my child and policies related to tuition and fees, and I’ve read the Positive Discipline Policy for Creative Village. I have also discussed the parent participation and involvement as outlined in the family handbook:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name and Signature of Parent Date

Name of Child/Children

You do have the option to do credit/debit card payments on our website. There is a $3.00 charge for using that option.

Name and Signature of Parent Date

I have read and received a copy of the North Carolina Child Care Summary Law.

Name and Signature of Parent Date

**\_\_\_\_\_ I DO -or- \_\_\_\_\_I DO NOT** give permission for Creative Village to use photos of my child online on their website or blog, or in publications used locally for advertising purposes. I understand that **Creative Village will not publish children’s names with images**, nor will they post these images on Facebook or other social networking sites.

Name and Signature of Parent Date

Name of Child/Children:

I understand that no smoking is allowed on the premises of the childcare center. This is a state law that the center follows.

Name and Signature of Parent Date