



Parent Handbook

E-mail: ckainfo@ckakids.com

Web: www.ckakids.com

This center does not discriminate on the basis of race, sex, religion, creed, color, national origin, or handicap. We can provide an interpreter in alternate languages as needed. Please give advance notice if required to prepare. Our centers are licensed by the Minnesota Department of Human Services 651-431-6600.

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DAYS AND HOURS OF OPERATION

Hours

Monday – Friday 6:00 A.M. to 6:00 P.M.

Ages and Group Size

We follow the MNDHS for age categories and ratios as follows:

Age Category	Minimum Staff:Child Ratio	Maximum Group Size
Infants	1:4	8
Toddler	1:7	14
Preschool	1:10	20
School-age child	1:15	30

Holidays

We are closed the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Christmas Eve Day, & Christmas Day.

Should the above holiday fall on a weekend, the center will be closed on the Friday or Monday nearest the actual holiday. Full tuition must be paid on these days for children normally scheduled to attend. School Age children are billed at the current school day rate. Part time clients are required to pay holidays at their current daily rate if you are normally scheduled to attend that day. We do not allow a switch of days to avoid the holiday payment. You are welcome to add a day of care if available.

TUITION POLICIES

Tuition/Late Payment

Weekly tuition is due and payable by Friday for the upcoming week. Tuition is past due by 12:00 noon on Friday at which time a late charge of \$20.00 will be assessed. A child will be terminated if tuition is two [2] weeks late. To reinstate a child requires full payment of the outstanding tuition, a new registration fee, and the next regular tuition payment. We reserve the right to turn your account over to a collection agency if you have left the center with an outstanding balance and have not responded to our attempts to resolve the balance promptly. Tuition is due for all days scheduled regardless of attendance. Refunds will not be given for absent days, illness, injury or weather closure.

Types of Payment

CKA's preferred method of payment is using Tuition Express for an ACH transfer of tuition payments. Other types of payment accepted are cashiers check, money order or personal check with a \$5 processing fee per check. No cash payments.

Registration

A registration fee is required at the time of enrollment and annually (on or around January 1st each year). This fee is nonrefundable and does not apply toward tuition. It is assessed each time the child is re-enrolled or for additional child(ren) registering at a later date.

Deposit

If a family would like to hold a spot in advance for enrollment, a deposit is required equal to the registration fee and the first week's tuition. Please note that this deposit is non-refundable.

Returned Checks and Electronic Funds Transfer

A fee of \$30.00 will be charged for a returned check or EFT and Creative Kids Academy will have the option to refuse any further payment by check or EFT.

Vacation

Each family is allowed up to 1 week per calendar year of vacation time for which no tuition is charged. A two-week written notice must be given to receive a vacation credit for all vacation time. Families using part time care receive vacation according to the number of days attended each week. Vacation days may not be used on Holidays that the Center is closed.

Special Events, Field Trips, and Guest Speakers

There are additional charges for special events, field trips, and guest speakers. Notification of such charges will be given in advance. These fees are non-refundable.

Family Discounts

Multi child discounts are offered to families with more than one child enrolled. The discount is applied to the oldest child and both children must attend full time. We do offer corporate discounts to various businesses in the area. Check with your Center Director to see if you would qualify. Military discounts are offered with proof of service. CKA is also a member of MERSC, Discounts are available to specific companies who participate in the MERSC program. Please note only one discount is allowed per family.

Schedules and Schedule Changes

Full time tuition covers up to 10 hours of care per day. Extra charges may be assessed if you need care for more than 10 hours per day. Half-time schedules cover less than 5 hours per day. To change your schedules please contact the director at least 2 weeks in advance. We cannot guarantee schedule changes since we must meet specific group size and staffing requirements. You will be asked to fill out a new contract if the change is permanent.

Absences

Full tuition will be charged for the first week that a child is ill and unable to attend Creative Kids Academy. For prolonged illnesses, considerations will be given for a reduction in tuition for additional weeks.

Withdrawal

A 2 weeks written notice is required for withdrawal for any reason, or you will be charged full rate for the 2 weeks following notice. A new registration fee and deposit will be required should the child re-enroll at a later date.

Late Pick-Up Penalty

Parents arriving after 6pm will be charged a late fee. If a parent arrives after 6:00pm, the fee will be as follows: \$15 for each for each partial or full 15 minute increment per child. A phone call should be made to the center if you will be arriving after 6:00pm. All attempts will be made in good faith to contact you and others on the authorized list. If no one can be reached by 6:30pm Social Services along with the local police department will be notified. DHS will take custody of the child while further attempts to reach you are made. Late fees are based per child not per family and are to be paid at the time of pickup. Families who are habitually late to pick up may have care terminated.

COMMUNICATION POLICIES

Parents Role and Communication

The role of the parent is very vital! Parental involvement will generate a unified, healthy experience for your child. Parents are encouraged to communicate directly with their child's teacher as appropriate. Questions regarding the program should be directed to the Center Director.

We have an "open door" policy at Creative Kids. At any time throughout the day parents are welcome to come into the center to spend time with their child in the classroom. At times we will also ask for volunteers to come in and participate in classroom activities. If someone else, such as a grandparent, wants to visit your child, we do require them to be listed as an authorized pick up and present their ID upon arrival.

We also ask for suggestions for program improvement to be made within the center. Please note that if any concerns arise we encourage you to communicate them with your child's teacher or the Center Director so that we can work together to find a mutually satisfying outcome.

Feel free to leave comments in the comment/tuition box located near the front entry.

Confidentiality

All information provided to the center is kept confidential and is limited to review by staff, parents, legal guardians, a child's legal representation, our public health nurse and DHS licensing. All files are kept in the center office in a locked filing cabinet.

Security

All CKA locations are a secure building. Access will be given to a limited amount of people. Once a family enrolls they will receive a code to enter the building. We ask that this code not be shared with anyone. For alternate pick up there is a doorbell that can be rang.

Arrivals and Departures

Parents are required to provide their own transportation to and from the center. Every child must be accompanied into the facility. Children must be signed in each day and escorted into the classroom by a parent. At that time our staff will assume responsibility for your child. Each family will be greeted by our staff upon entering their classroom. **Face to face contact is very important during drop off and pick up.** If your child will not attend on a scheduled enrollment day, please notify the center by 8:00am.

When you leave the center for the day, please inform a staff member in addition to signing out your child. Accurate attendance is very important, especially in case of an emergency. Pick up is a great time to chat with the teacher about the child's day and any important items. Only a parent or an authorized adult that you have identified for us either in person or in writing will be allowed to pick up. Please be sure to tell the authorized person that we will ask to see a photo identification card if we do not already know him/her.

Supervision is the most important part of CKA's job. Please help to ensure that this happens while you are in the building as well. Infants and toddlers will be supervised by both sight and sound at all times. Preschool children may have times in the classroom that they are not visible but can be heard. School age may go to the bathrooms themselves. At all other times they will be supervised by sight or sound.

Daily Sheets

Parents of infants and toddlers will receive a daily written report about the child's food intake, elimination, sleeping patterns, and general behavior. Parents of preschool children will receive daily

communication about their child's day through posted lesson plans, group notes, and verbal contact. A daily sheet is available by request for preschool age children. At this time Creative Kids Academy does not endorse or use an app program to document the children throughout the day. At this time we believe that the constant upkeep required by these apps takes away from the direct care of the children in our program.

Parent Newsletter

A monthly newsletter will be distributed to parents which will discuss upcoming events at the center, general information, reminders, etc... Parents are encouraged to submit ideas and/or articles to be added.

Developmental Assessments

We use ASQ-3 as a developmental tool upon enrollment. Each family is required to fill the questionnaire out at enrollment. The child's teachers will then score the questionnaire. The 21 age-appropriate questionnaires effectively screen five key developmental areas: communication, gross motor, fine motor, problem solving, and personal-social. This tool has been shown to be very successful in finding the benchmark for each child and developing a starting point. The developmental assessment can also be given to a family intermittently as teaching staff see fit.

Conferences

Twice a year you will have the opportunity to meet with your child's teacher and discuss your child's intellectual, physical, social, and emotional development. Their teacher performs these assessments in both an individual and group setting. Data is collected throughout the year. Notification of conference dates will be sent home or posted in the center. During conferences you will have the opportunity to discuss with your child's teacher a plan and goals for the next 6 months. Parents may request more frequent conferences and ask for particular items to be assessed. All assessment findings are kept confidential and are only available to the Center Director, teacher, and parents unless requested by licensing. All assessment pieces are used to make sure that our desired outcomes are met.

Program Improvement

Throughout each year we will send home surveys to gain family feedback regarding our program. Items that we will look for feedback on include policies and procedures, program quality, children's progress and learning, family involvement, satisfaction, and community awareness. Once the results of surveys are computed the results will be shared with our families and staff. Goals will then be set to make the required or suggested program improvements. We ask for staff and family input to align the goals with the suggested and required changes.

Custody Arrangements

Under the laws of the state of Minnesota, both parents have the right to pick up their child unless a court document restricts that right. The enrolling parent who chooses not to include the other parent's name on the authorized list for pickup must file an official court document such as the following: current restraining order, sole-custody decree, divorce decree stating sole custody, judgment of adoption, and /or foster parent documentation. Without this documentation, the program must release the child to either parent, provided the parent documents biological or adoptive parenthood of that child.

Grievance Procedures

Communication is very important between everyone at Creative Kids Academy. All members of our staff and leadership team are happy to receive comments from parents on aspects of our service at all times. There is space on daily sheets for parents to write comments. There are suggestion boxes in the entryway near the computer. Any negative feedback will be discussed with the parent making the comments, and we will devise an action plan to address the issues. Parents will be followed up with, after the action plan has been put in place and to see if the issue is resolved. If a grievance arises which cannot be resolved by the above method, the Executive Director or Owner will be advised. Parents are asked to fill out a Grievance Report. The Executive Director or Owner will discuss the issue with the parent, other relevant staff or other person/s involved. Meetings with relevant parties will be arranged, and all relevant information gathered. We will at all times aim for a satisfactory outcome for all parties. An external review process can be made available if requested. Leadership will document and track all complaints, grievances, and their outcomes, and analyze them to identify possible patterns. This information may then be used to inform future Policy and Procedure changes.

If at any time you feel that your concerns and/or issues are not being properly addressed by center staff your concern can be escalated to the Executive Director or Owner at info@ckakids.com. Families are asked to put their concern in writing, detailing the entire concern, and any suggestions on how to resolve the issue. It will be the goal of the Executive Director and Owner to correct the issue as soon as possible. Either the Executive Director or Owner will contact you within 48 hours after receiving the written concern. All matters will be conducted in the most professional matter. Once the Executive Director or Owner has the details from the family a meeting may be set up.

GENERAL INFORMATION

Personal Belongings

We provide age appropriate toys and games for the children. Please refrain from sending toys on days not scheduled as "show and tell" days. Properly labeled books are always welcome. Creative Kids is not responsible for lost, damaged, or stolen items brought to the center. Please ask your school age

teacher if toys are allowed on non-school days and summers. No type of technology is allowed to be brought in at any time.

Clothing

Children must have closed toe shoes for outdoor play daily. Children need to be adequately dressed for indoor and outdoor activities. An extra set of indoor clothing is needed and will be kept in their cubby: underwear, socks, shirt, and pants. All clothing should be labeled with your child's first and last name.

Outdoor Play

Outdoor play is a very important part of your child's day. Fresh air and exercise are important to a child's health, and to our curriculum. We go outside every day that weather and air quality permit. Children who are well enough to be in school are well enough to go outdoors with the group each day. Please make sure your child is properly dressed for the weather conditions. In the winter we will go outside as long as it is at least 20 degrees with a positive wind chill. In the summer we will go out as long as the heat index is 89 degrees or less. Times outdoors will be limited when necessary.

Meals and Snacks

Breakfast, lunch, and pm snacks, are provided daily for each child able to eat our standard menu selections.

Rest Periods

Quiet time will be provided each afternoon for all children. Naps are to be peaceful and supervised. If a child does not sleep, s/he will not remain on a cot for more than 30 minutes after other children are asleep. If a child is close to falling asleep after the 30 minutes they may complete their rest time. One small labeled blanket is needed; blankets need to be taken home weekly to be washed. If a pillow is provided from home it must be able to fit inside each child's cubby box. Quiet activities will be offered to children not sleeping.

Birthdays

When your child has a birthday, you may provide a "treat" for each child in your child's group. We do ask you to please arrange the date and time with the teacher. Any food brought as a special treat must be commercially made and the Director or teacher must be notified in advance.

Please note we are a nut free center.

Pets

From time to time our center may have pets. We will inform you at each time pets are present. Please inform your Teacher or the Director if your child is allergic to any particular pet.

Field Trips

Field trips are an important and fun part of learning about the world around us. Your child will have many opportunities to join classmates for enjoyable field trips. Creative Kids requires your permission for your child to accompany us on a field trip. Occasionally there will be fees related to the trips. All off site field trips are for school age only.

Seat Belts, Transportation and Vehicles in the Parking lot

Parents and other adults who transport children in vehicles must maintain and use safety seats and seatbelts in compliance with state laws. Failure to follow these standards will result in our calling another person on the authorized pick up list to pick up the child. As mandated reporters, we will report anyone not using a safety seat to the Police and Department of Social Services.

A child who is under the age of 8 and shorter than 4 feet 9 inches is required to use a booster seat in a vehicle.

CKA discourages idling vehicles including buses and families' automobiles in our parking lots, except on extremely cold days. CKA will warm up vehicles that transport children in extreme weather conditions.

Snow Days

In the event of severe weather conditions, call the childcare center to listen to a closing announcement. The center may close if the local school district closes. Full tuition must be paid for days that the center is closed due to weather. The Director or other staff will call or email parents or other contacts as indicated on enrollment form if the center must close during our operating hours due to severe weather.

Research and Publicity

Periodically our center has been requested to participate in research projects directly related to children. Parents will have the option to have their child participate in these projects. You will be notified prior to the activity and the purpose of the project. Written permission will be needed for your child to participate in either experimental research or public relations activities.

Book Clubs

We do participate in Scholastic book clubs. Families have the opportunity to purchase good quality books at very reasonable prices. We accumulate points from each order, which allows us to obtain new books for the Center. Book club order forms are sent home about once a month. Families choosing to order should follow the instructions that accompany the forms. All orders are handled directly through the center. No family is under any obligation to place orders. Everything is paid for in advance and all companies offer complete customer satisfaction guarantees.

Insurance

CKA has liability insurance. This insurance is renewed automatically annually. A current certificate of coverage for insurance is available for inspection to all parents or guardians of children receiving services.

HEALTH POLICIES AND PROCEDURES

Infant Care

Infants must be at least 6 weeks old at the time of enrollment. Creative Kids will follow the parent's written diet plan for each infant until they have transitioned to our menu. The plan will need to be updated as the diet changes. Infant parents are responsible to provide the following: disposable diapers, baby wipes, bottles, baby formula & foods, 2 to 3 changes of clothing, immunization record & a physical examination report.

Infants will be held during bottle-feeding. When an infant or toddler shows evidence of wanting to feed themselves, they will be encouraged to do so. All staff working with infants is trained in SUIDS, risk reduction and abusive head trauma prevention strategies as required by DHS/Licensing. We practice BACK TO SLEEP and recommend all parents' do so as well. More information on SUIDS can be found at:

<http://www.health.state.mn.us/divs/cfh/program/infantmortality/suids.cfm>

We follow MHCCH diapering policies infants are required to sleep in their cribs at all times, and will be placed on their backs. For infants 6 weeks to 13 months we recommend bringing in a sleep sack, blankets will not be allowed in cribs. Also infants will not be allowed to wear necklaces, small hair clips, or use pacifier clips during any part of the day as they may pose a choking hazard.

Health Information and Records

All health forms are kept in the office and are confidential. Authorization must be granted on the enrollment forms for those allowed to view these records.

Immunization Record

A current immunization record is required on the first day of enrollment. If a child's immunization series is not complete, the form must be signed by the child's source of health care. The date of all immunizations administered after January 1, 1990 must include month, day, and year. Please also inform us of any immunizations your child receives after admission. We are required to keep our records up-to-date and submit annual reports to the Minnesota Department of Health. Parents who object to a medical examination or treatment for their child on grounds of their beliefs, shall complete the immunization form themselves and then sign and notarize Part II, SECTION C of the form. If a child is unimmunized we will exclude the child from care based on the incubation period.

Health Care Summary

A current health statement signed by your child's source of medical care is required within 30 days of enrollment and whenever your child reaches a new age category. This report is required annually for children under 24 months of age. All ages must update as needed.

Special Medical Conditions

It is the parent's responsibility to inform the center of any special medical conditions, needs, and or allergies so that we can provide for appropriate care. Please notify us if your child is on a medication that might cause diarrhea or other side effects. Parents are required by law and our center policies require us to be informed within 24 hours if your child has been diagnosed as having any type of a contagious disease. If your child is on an IEP or a similar plan we must have a copy upon enrollment. Failure to provide this documentation upfront could result in termination of care. Certain conditions require an Individual Child Care Plan must be filled out by the child's physician upon enrollment. Such conditions include: allergies, asthma, seizures, eczema and developmental disabilities or you must notify program if your child is receiving or eligible for Developmental Disability case management services. If a child has a special medical management procedure we will make sure an adult is trained and present at all times. This includes all classroom staff, an opener, closer and all management staff.

Child Abuse or Neglect

We are required by law to report any suspected cases of child abuse or neglect.

Incident Reports

If your child is involved in an accident that requires first aid, or an incident that you should be aware of, our staff will provide you with a written report. The report will need to be signed by a parent or legal guardian. A copy will be provided for you upon request.

Injury or Illness

Creative Kids is not responsible for any illness or injury involving a child while at the center. Our policies for handling illnesses and injury are listed below. Creative Kids Academy is not liable for any injuries or medical expenses that may occur while in our care. All staff is required to be trained in both first aid and CPR every two years. Creative Kids Academy has a health consultant from MHCCH who visits each month.

Emergency Treatment

In the event of an injury or illness, staff will administer appropriate first aid. In an emergency situation 911 will be called. A staff person will call to explain the situation to parents or the other authorized adults listed on the emergency forms. The decision to transport a child will be determined by the emergency medical staff responding. If your child needs to be transported to the nearest local

emergency hospital, it will be at the parent's expense. A staff person will accompany your child and will remain with your child until you arrive. Staff will not transport children in their own cars. All staff members are required to maintain current CPR and First Aid certification.

Medications

Medications can be given to your child if the center has written permission from the parents and it is a current prescription labeled bottle with complete instructions. The label should have the following information: directions for dispensing date of the medication, health care providers name, and date of the prescription as well as the child's name. Medication must be in the original container.

Over the counter medication can be given with written permission from the parent and by following the manufacturer's label. If the bottle states to consult a physician we would need a physician's signature in order to dispense.

Sunscreen lotion, insect repellent, and other topical ointments and creams may be administered to your child based on manufacturer's instructions, with your written consent. If your child is under the age of 2 a doctor's note will most likely be required. All medications will be stored in a locked cabinet. All emergency medication will be kept in the classroom and taken with during an emergency or offsite activities.

Sick Child

To prevent illness from spreading, sick children need to be excluded from the center. If your child should become ill at the center we will contact you immediately. If you cannot be reached we will contact the authorized adults listed on the child's emergency card. Once either the parent or an authorized adult has been contacted arrangements must be made for the prompt pick up of the child from the center. Children should be picked up from the center within one hour. While waiting for the parent, the child will be removed from the other children and offered a cot to rest on. The child will be made as comfortable as possible and given any necessary care.

Children with any infectious or contagious illness or any of the following symptoms will not be allowed at the center. Children must remain at home for at least 24 hours after termination of the symptoms listed below. This helps maintain a healthy and safe childcare center.

- 100 degree or higher Temperature (axillary/armpit)
- Vomiting (1 episode)
- Diarrhea (2-3 episodes **if contained* for Infant and Toddler, one episode for others)
- Rash, other than heat rash
- Persistent Hacking Cough or Severe Cold
- Communicable Disease
- Lethargy to the extent that a child cannot function normally
- Lice until there are no nits present & at least 24 hours after the treatment.

Please notify the center if your child is ill and won't be attending by 8:00am. All contagious illnesses must be reported to the center within 24 hours. When a child has been diagnosed with contagious illness information about the contagious illness will be posted in the center for parents to see.

Exclusion

We will follow the exclusion guidelines taken from the, *INFECTIOUS DISEASES IN CHILD CARE SETTINGS AND SCHOOLS: INFORMATION FOR DIRECTORS, CAREGIVERS, AND PARENTS OR GUARDIANS*, prepared by Hennepin County Community Health Department, Epidemiology Program. Please note CKA's policy is more stringent.

When a child in our care has been medically diagnosed with a communicable disease, we will notify the appropriate health authorities and follow their recommendations to provide information to parents of all exposed children. The child care program will notify the parents of exposed children on the same day or within 24 hours by a written notice that will be sent home for parents to read. Parents are required by State laws and our center policies to inform the center within 24 hours, exclusive of weekends/ holidays, if your child is diagnosed with a communicable disease. **We must exclude a child with any of the following:**

Chicken pox	Until all the blisters have dried into scabs; usually about 6 days after rash onset.
Conjunctivitis (Pinkeye)	Until symptoms are no longer present: pink or red conjunctiva with white or yellow discharge that causes matting of the eyelids; pain or redness of eyelids. *If Bacterial, 24 hours after treatment begins.
Diarrhea (Infectious)	Until diarrhea has stopped. For some infections, the person must also be treated with antibiotics before returning to child care.
Diarrhea (Uncontrolled)	Until uncontrolled diarrhea stops, or until a medical exam indicates that it is not a communicable disease (uncontrolled diarrhea is an increased number of stools, compared with a person's normal pattern, along with watery stools, and/or decreased stool form that cannot be contained by the diaper or use of the toilet).
Fever	Until a medical exam indicates the child may return. Axillary armpit temperature: 100o F. or higher, before fever reducing medication is given, when accompanied by behavior changes, or other signs or symptoms of illness.
Impetigo	Until child has been treated with antibiotics for at least a full 24 hours.
Lice (head)	Until 24 hours after the first treatment and no live lice are seen and no nits are found.
Rash With or Without Fever or Behavior Change	Until a medical exam indicates these symptoms are not that of a communicable disease (i.e., chickenpox, fifth disease, measles, roseola, rubella, shingles, and strep throat).

Respiratory Infections (Viral)	Until child is without fever for 24 hours and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as child can participate comfortably.
Ringworm (skin & scalp)	Until 24 hours after treatment has been started.
Scabies	Until 24 hours after treatment has been started.
Signs/Symptoms of Possible Severe Illness	Until a medical exam indicates the child may return (unusually tired, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing).
Streptococcal Sore Throat	Until at least a full 24 hours after treatment begins and child is without fever for 24 hours.
Vomiting	Until vomiting stops (vomiting is defined as two or more episodes in the previous 24 hours).

Creative Kids Academy Program Plan

Creative Kids Academy is open 5 days a week – except for holidays.

Our hours are Monday – Friday 6:00am – 6:00pm. We are open 52 weeks a year.

Children are supervised at all times.

Creative Kids Academy uses *The Creative Curriculum and Early Learning Successes*. *The Creative Curriculum* helps plan and implement a developmentally appropriate program that promotes children’s social-emotional, cognitive, physical, and language development, and learning in the core areas of literacy, mathematics, social studies, science and technology, and the arts.

This curriculum is a comprehensive, rigorously researched program that honors children’s creativity. *The Creative Curriculum* is a play based program that balances both teacher-directed and child-initiated learning, with an emphasis on responding to children’s individual learning styles and building on their strengths and interests.

Children are invited to participate in a wide variety of activities, both quiet and active. Quiet activities may include, but are not limited to: rest time, table toys, group discussions, and story times. Active activities may include, but are not limited to: dancing, outdoor play, and large motor games. Teacher directed activities may include small group activities, group discussions, tape stories, flannel board stories, finger puppets, and Kindergarten readiness skills. Child initiated activities may include dramatic play, art, and all other learning centers during free play.

The Creative Curriculum has identified 38 learning objectives that develop the whole child. These well researched objectives identify the behaviors, skills, and knowledge that are most predictive of school success. As your child advances through these 38 learning objectives, the specific skills learned at each level serve as a foundation for learning at the next level, and ultimately prepare them for success in later years.

Teachers work as a team to move your child through each developmental stage of each objective. For example objective 4; demonstrates traveling skills. The infant teachers will encourage walking, and in later years your child will work on balancing on one foot in the preschool room.

The 38 learning objectives are as follows:

Social-Emotional

1. Regulates own emotions and behaviors
2. Establishes and sustains positive relationships
3. Participates cooperatively and constructively in group situations

Physical

4. Demonstrates traveling skills
5. Demonstrates balancing skills
6. Demonstrates gross-motor manipulative skills
7. Demonstrates fine-motor strength and coordination

Language

8. Listens to and understands increasingly complex language
9. Uses language to express thoughts and needs
10. Uses appropriate conversational and other communication skills

Cognitive

11. Demonstrates positive approaches to learning
12. Remembers and connects experiences
13. Uses classification skills
14. Uses symbols and images to represent something not present

Literacy

15. Demonstrates phonological awareness
16. Demonstrates knowledge of the alphabet
17. Demonstrates knowledge of print
18. Comprehends and responds to books and other texts

19. Demonstrates emergent writing skills

Mathematics

20. Uses number concepts and operations
21. Explores and describes spatial relationships and shapes
22. Compares and measures
23. Demonstrates knowledge of patterns

Science and Technology

24. Uses scientific inquiry skills
25. Demonstrates knowledge of the characteristics of living things
26. Demonstrates knowledge of the physical properties of objects and materials
27. Demonstrates knowledge of Earth's environment
28. Uses tools and other technology to perform tasks

Social Studies

29. Demonstrates knowledge about self
30. Shows basic understanding of people and how they live
31. Explores change related to familiar people or places
32. Demonstrates simple geographic knowledge

The Arts

33. Explores the visual arts
34. Explores musical concepts and expression
35. Explores dance and movement concepts
36. Explores drama through actions and language

English Language Acquisition

37. Demonstrates progress in listening to and understanding English
38. Demonstrates progress in speaking English

Infant Program Serves Ages 6 weeks – 12-15 Months

Your baby's first years will be filled with a dramatic transformation from a dependent newborn to an active and responsive infant. Our staff assists your child build a sense of security while developing your child's confidence and trust. We work closely with you to customize a daily routine that will fit your family's needs. In the infant rooms, teachers follow each infants schedule for eating, diapering and toileting, playing, and sleeping. There are

as many schedules as there are infants. *The Creative Curriculum* guides our teachers in exposing the infants to the following routines and experience.

Routines:

Hellos and Goodbyes
Diapering and Toileting
Eating and Mealtimes
Sleeping and Nap Time
Getting Dressed

Experiences:

Playing with Toy
Imitating and Pretending
Stories and Books, Music and Movement,
Creating with Art, Tasting/Preparing Food
Going Outside and Explore Sand/Water

Formula & Infant Food

Formula and infant food will need to be provided by parents unless the center participates in the Federal Food Program. Centers on the food program will provide Up & Up Formula. Bottles will need to be provided by parents and labeled with first and last names. We cannot use glass bottles. Use of breast milk or homemade infant food requires special care and preparation. Our program welcomes feeding requests of this kind and special procedures have been developed with and found satisfactory by our health consultant. Formula and infant food prepared and transported by parents shall follow the Minneapolis Department of Health and Family Support recommendations.

Breast Milk must come in ready to serve bottles with full name, time the milk was expressed and date. We cannot take frozen breast milk. We will send the bottles home each evening to be washed. If you would like uneaten milk saved please inform your child's teacher.

Special diet requests will require **written permission** from the child's parent/ legal guardian **and** the health care provider. The parent and the lead teacher will review written dietary instructions and feeding schedules monthly. A daily written report of food and fluid intake will be provided to the parent each day.

Commercially prepared infant food and formula brought from home must be unopened and labeled with the child's first and last name. Unopened formula and infant food will be stored in each child's box. Formula (except powder) or infant food once opened, must be refrigerated immediately (and maintained at 40o F. or less) and used the same day unless otherwise specified by manufacturer's directions. Formula cannot be out of the refrigerator beyond feeding time. Formula remaining in a bottle after the feeding will be thrown out (after one hour) and not used for another feeding. Heated formula will be tested before feeding it to the child. If you would like bottles warmed please let the infant staff know.

Food will be served on appropriate plates or bowls. Eating utensils will be offered when developmentally appropriate. If only a portion of a jar of infant food is to be used, the food will be put in a dish.

Water will be offered when developmentally appropriate and with parental consent from a bottle or sippy cup. We **do not allow** propping of bottles or infants being put into bed with bottles. Infants or toddlers are not allowed to crawl and or walk around with any type of bottle or sippy cup. Children are to be seated when drinking or eating a meal.

Emerging Toddler Program: 12 months -24 months (where applicable)

Our emerging toddler classroom is designed to focus on the individual growth of each child. We recognize that when children are 12 months old, they need to explore, be encouraged to communicate,

walk and engage in cooperative play. We have designed a curriculum to encourage your child's physical, intellectual, emotional and social development, while continuing to provide a safe, stimulating and nurturing environment. Our Emerging Toddler curriculum is based on each child's individual development and needs. Our goal is to allow your child to grow and develop in their own time until they are developmentally ready for our Toddler classroom.

Toddler Program Serves Ages 16- 33 Months

In the toddler classroom, the days become more consistent and group-oriented. Children begin to eat, sleep, and play together at the same times. This is a busy time for your toddler and they need a variety of activities from which to choose. Our toddler activities are designed to keep your child motivated, active, and inspired, while guiding them through the 38 learning objectives. All the toys and equipment are carefully selected for the combined needs of your child – safety and education. A stimulating environment is created to nurture curiosity and engage each child to explore, experiment, and problem solve.

Our teachers block out time and establish a sequence for the routines and experiences that are part of your toddler's day, while continually responding to each child's individual needs. Routines and experiences that your toddler will be a part of include:

Routines:

Hellos and Goodbyes
Diapering and Toileting
Eating and Mealtimes
Sleeping and Nap Time
Getting Dressed

Experiences:

Playing with Toys
Imitating and Pretending
Stories and Books, Music and Movement,
Creating with Art, Tasting/Preparing Food
Going Outside and Explore Sand/Water

Preschool Program Serves Ages 33 months – 5 years

The preschool years are the imagination years. Our preschool program's goal is to promote a feeling of competence and confidence with your child, in addition to building on the skills learned in the younger programs.

Instead of using traditional themes, teachers base learning experiences on what the children are currently interested in. These interests are called *Studies*, and are explored over the period of several weeks. Studies are based on what the children would like to know about the topic.

Our preschool classroom environments are set up into **interest areas**. Throughout the day, teachers use these interest areas to promote learning through play:

Blocks
Dramatic Play
Toys & Games
Art

Library
Writing
Discovery
Sand & Water

Music
Movement
Cooking
Outdoors

Pre-Kindergarten Program Serves Ages 3 years - Kindergarten

The goal of our Pre-K program is to ensure that your child has the tools necessary to become a successful Kindergarten student. Building upon our Preschool Program your child will work on their pre-writing skills, early mathematics, geography, science, literacy, and social emotional skills. Choices are given to your child to promote a sense of importance and support the decision making process.

Our Pre-Kindergarten classroom environments are set up into **interest areas**. Throughout the day, teachers use these interest areas to promote learning through play:

Blocks
Dramatic Play
Toys & Games
Art

Library
Writing
Discovery
Sand & Water

Music
Movement
Cooking
Outdoors

School Age Program Ages 1st Day of K to 5th grade (where Applicable)

Creative Kids Academy offers a safe, secure, and stimulating environment. Your child is given the opportunity to choose from a variety of individual or group activities including; art, science and discovery, dramatic play, blocks, books, writing, music & movement, cooking, and going outdoors. Children may also receive assistance with school assignments.

Summer Time Fun Program

The program's emphasis is on socialization, recreation, new experiences, and outdoor activities. Activities and field trips are planned that are both fun, and educational learning experiences. Teachers use these experiences as a base for learning during these times. There is an additional fee for summer each year.

Daily Schedule- Please note this is an example

6:00-8:00	Arrival and child's choice Bathroom & Diapering	9:00-10:30	Group time, Stories & Songs, Centers and Experiences, Enrichments
8:00-8:30	Breakfast	10:30-11:30	Bathroom & Diapering, Interest Areas
8:30-9:00	Books & Puzzles, Bathroom & Diapering	11:30-12:00	Large Muscle / Outside Time Lunch

12:00-12:15	Clean up, Bathroom & Diapering, Story	3:15-4:30	Group time, Stories & Songs, Child's Choice, Bathroom & Diapering
12:15-2:45	Rest Time, Quiet Activities, Bathroom & Diapering	4:30-6:00	Large Muscle / Outside Time Child's Choice
2:45-3:15	Snack		

A written program plan will be developed and evaluated annually by a qualified teacher. This program is available for parents to view at any time.

Assessment

The Teaching Strategies Gold System for Infant through Kindergarten is used to assess children infant through preschool in our care. This system's learning objectives are aligned with the Minnesota Early Childhood Indicators of Progress and has been researched thoroughly over the last 5 years. Our staff members work with parents to achieve a consensus about the assessment methods that will best meet their child's needs.

Staff is trained to use the assessment procedures and interpret the results as well as the conditions under which the children are being assessed. Through ongoing observations and assessment, teachers use the information gathered to tailor appropriate experiences meant to further and individualize each child's learning. Children's progress is then documented in their record and reported to the parents during conferences that are offered 2 times a year. Conferences can be scheduled to accommodate a family's needs.

Children's assessment records are confidential and kept in the child's file. Assessment records are available to the child's primary Teacher and the Center Director for use in curriculum planning. Information will be shared with parents upon request.

BEHAVIOR MANAGEMENT POLICIES

Close supervision, patience, and a positive approach are required to achieve effective behavior management. The goal of this policy is to limit the use of suspension, expulsion and other exclusionary measures.

"Positive Reinforcement" is the center's approach in making children's behavior easier and better to handle. This is done through modeling and group discussion. Children will be taught acceptable alternatives to inappropriate behavior. The behavior guidance must be tailored to the development level of the children in attendance at the program. The first approach in positive reinforcement is to redirect children & groups of children away from problems that may occur based on their developmental level.

Types of Discipline Used

Temporary "loss of privileges": If after discussion the unwanted behavior of the child continues by mistreating equipment and/or another child, he/she will temporarily lose the privilege to play with that piece of equipment or child and will be redirected towards other constructive activities to reduce conflict.

At times thoughtful and purposeful discipline becomes necessary for the good of the individual child and the other children. The safety of the children and the staff will be protected at all times. Consequences to inappropriate behavior will be immediate and directly related to the incident. These procedures will be tailored to the child's developmental level.

Prohibited Forms of Punishment

The following are prohibited by all staff, children and their parents. This includes anyone who would come and pick up your child.

1. "Physical Punishment": hitting, spanking, pulling of hair or ears, shaking, kicking, biting, rough handling, slapping, shoving, pinching, etc.
2. "Emotional Punishment": name calling, shaming, ostracism, making derogatory remarks about a child or child's family, or using language that threatens, humiliates or frightens the child; including psychological abuse or coercion.
3. "Punishment for lapses in toileting"
4. Withholding food, light, warmth, clothing or medical treatment as a punishment for unacceptable behavior.
5. Separation of a child from the group except within rule 3 guidelines.
6. The use of physical restraint other than to physically hold a child when containment is necessary to protect a child or others from harm.
7. The use of mechanical restraints, such as tying.

Even in the best of classroom situations there will be disagreements among children. In the situations, the following basic guidelines should be incorporated into all classrooms. These procedures do not act in isolation, but are part of the total classroom environment.

When Inappropriate Behavior does occur, clearly, and gently indicate that the behavior is inappropriate for children old enough to understand the rules.

If the unwanted behavior continues, redirect the child to another area of the classroom.

Be Positive and Friendly with Others

Be respectful when handling disagreements. Don't discuss issues with staff or children in front of the children. Children observe your relationships with other children, but especially with other staff and will be influenced by what they observe.

Model Appropriate Behaviors

Follow the same rules required by children.

Interact with Children During Activities

Use this to maximize the educational value of the activity as well as to stay in constant touch with children's reactions to what is happening. Knowing when it is time to move on or to add something new to an activity in progress will minimize boredom and inappropriate behaviors. In addition, being close at hand allows staff to intercede in disagreements between children before it gets out of hand.

Teach Acceptable Behavior and Rules to the Children as Part of Group Time

The consequences of not following rules will be discussed and acceptable ways to resolve disagreements or conflicts should be discussed so children will know what to do if the need arises.

Should the behavior continue, as a last resort the child may be given a “time out”

The separation from the other children and activities will be for a short period of time. The child will need to agree to quit the inappropriate behavior. “Time outs” are not used in infants or toddlers to control behavior. Parents will be notified in writing with a separation report every time their child is given a timeout. Time outs will be logged in the separation log.

Separation from the Group

No child may be separated from the group unless the following has occurred:

1. Less intrusive methods of guiding the child’s behavior were tried and were ineffective.
2. The child’s behavior threatens the well-being of the child or other children in the program.
3. A child who requires separation from the group must:
 - a. Remain within an unenclosed area within the classroom where a staff member can continuously see and hear the child.
 - b. The child’s return to the group must be based on the child stopping or being under control of the behavior that precipitated the separation.
 - c. The child must be returned to the group as soon as the behavior stops.

All will be documented on an incident report and a separation log.

Separations are not allowed for infants and toddlers.

Separations Reports

All separation from the group must be noted in a separation log daily which must include:

1. The child’s name
2. The staff person’s name
3. Time
4. Date
5. Information on how the situation was handled prior to the separation to guide the child’s behavior.
6. How the child’s behavior continued to threaten the wellbeing of themselves and other children in your care.
7. If the child has been separated 3 or more time in one day, the child’s parents shall be notified and the parent notification shall be noted in daily log.
8. If a child is separated 5 or more times in one week, eight or more times in two weeks staff observation must take place and then a consultation with the parents must be set up to come up with a plan to address the behavior.

When there is persistent unacceptable behavior that is requiring an increased amount of staff time the following procedures will be followed and a behavior plan will be created.

1. Teachers will spend at least a week or more observing the child's behavior, the environment at the time of the behavior, and teacher and classmate reaction to the behavior.
2. A conference will be held with the parents, director, and the child's teacher to plan a course of action.
3. Outside professionals will be brought in when appropriate and with the parents' consent to help develop a plan to deal with the child's behavior.
4. Suspension may be used based on age, severity of behavior and individualized behavior plan. Example: a toddler who bit multiple times in a day may be sent home for the day.
5. Termination of the child's enrollment if no improvement is shown in the child's behavior.

Biting

We understand that biting can be troublesome and worrisome for the parents of both the bitee and the biter. We do our best to prevent these instances from happening. Please note biting is a normal behavior for young children and is typically associated with frustration, teething, lack of communication skills, and being unable to express feelings. If a child is bitten we will provide first aid and provide plenty of TLC. If warranted a call to the parents will be made. If biting becomes excessive a plan will be created between the director, teaching staff and parents. If a biting plan is created these steps will be followed to try to curb the behavior:

- Remove the child from the classroom [to the office]; to have quiet time until ready to participate in class again.
- Parent may need to pick up the child after three bites in one day or 6 attempts.
- Parent may need to pick up the child if a bite breaks the skin.
- Termination from childcare for repetitive acts.

Children with Developmental Disabilities or Related Conditions

For children with developmental disabilities or related condition or children under the age of five as specified in MN Rules. MN Rules encourage the use of positive approaches as an alternative to aversive or deprivation procedures and require documentation that positive approaches have been tried and have been unsuccessful as a condition of implementing an aversive or deprivation procedure.

Termination of Care

If the aforementioned steps do not have desired outcomes, a child may need to be excluded from Creative Kids Academy. Depending on severity and resources available a child may have care suspended or discontinued permanently, this will be determined when all possible interventions have been exhausted. Program staff and families will meet to determine if exclusion is in the best interest of the child. If exclusion is determined to be what is best for the child, the program will assist in finding alternative placement. This complies with federal and state civil rights laws.

MALTREATMENT OF MINORS

MANDATED REPORTING POLICY FOR DHS LICENSED PROGRAMS

Who Should Report Child Abuse and Neglect?

- Any person may voluntarily report abuse or neglect.

- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

Where to Report?

- If you know or suspect that a child is in immediate danger, call 911.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.
- Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency or local law enforcement.
- If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at (651) 431-6500.

What to Report?

- Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.
- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
- An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs

licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations

Retaliation Prohibited

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review and take corrective action, if necessary, to protect the health and safety of children in care. The review will be completed within 30 calendar days. The internal review must include an evaluation of whether:

- (i) related policies and procedures were followed;
- (ii) the policies and procedures were adequate;
- (iii) there is a need for additional staff training;
- (iv) the reported event is similar to past events with the children or the services involved; and
- (v) there is a need for corrective action by the license holder to protect the health and safety of children in care.

Primary and Secondary Person or Position to Ensure Internal Reviews are Completed

The internal review will be completed by the Director. If this individual is involved in the alleged or suspected maltreatment, the Executive Director will be responsible for completing the internal review.

Documentation of the Internal Review

The facility must document completion of the internal review and provide documentation of the review to the commissioner upon the commissioner's request.

Corrective Action Plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any. This procedure protects both the rights of the accused staff and the children in the program.

Staff Training

The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

