

# Welcome to Creative Kids!

## **Contact Information**

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## **Mission Statement**

Creative Kids LLC has developed the community-based "triangle approach" to caring for children. The three-sided triangle represents the importance of the continuous partnership between the parent, child and center.

Creative will achieve this through

- ultimate care
- exceptional learning, and
- a positive sense of community

Creative Kids LLC is designed to meet the specific needs of each individual child. We provide enriched experiences and environments that stimulate each child's cognitive, language, physical and social-emotional development. All children are given the opportunity to learn through "hands-on" activities, exploration and meaningful interactions.

Literacy Focus: At Creative Kids LLC we acknowledge that children achieve more and have higher success when they have a strong foundation in literacy. All Creative Kids LLC kids will be read to, exposed to and engaged in books and literacy activities at a minimum of 30 minutes everyday.

## **Nondiscrimination Policy**

Creative Kids, LLC will maintain and conduct all practices relating to enrollment, discipline and all other terms and benefits of child care services provided in a manner which does not discriminate against any child, parent or family on the basis of race, creed, color, religion, national origin, sex, handicap, height, weight, marital status, veteran's status, or any other legally protected status.

# Program Policies

## 1. Operations Manual Purpose

This manual was created with the intent to inform all parents of the policies and procedures of Creative Kids, LLC hereinafter referred to as "Program", "Provider" or "Center". It is meant to serve as a reference guide. It is not meant to cover every aspect of the program or every situation which may arise.

For the purpose of this manual, "Parent" means the parent(s) or guardian(s) of the child in care.

Parents should feel free to contact the program director with questions directly concerning the contents of this handbook.

## 2. Changes to Operations Manual

The center reserves the right to add, delete, amend or modify the policies and procedures provided in this manual upon thirty (30) days' written notice to the Parent. Written notification of changes will be placed in the family mailbox and on the parent bulletin board in the parent foyer in the main lobby.

Changes to the policies and/or procedures contained in the Manual are effective only if set forth in writing signed by the Provider.

## 3. Property of the Program

This Manual is exclusive property of Creative Kids, LLC and is intended for the exclusive use of the parents/guardians of children enrolled in the program. This Manual may not be copied, may not be distributed to any third party, nor may it be posted on the internet without the express written permission of Provider.

## 4. Registration

To reserve a space or enroll children at Creative Kids LLC there will be a \$30.00 per child or \$50.00 per family non-refundable registration fee. The enrollment fee is used to offset the administrative expenses incurred in processing enrollment applications. The registration fee may not be used to offset child care fees.

This fee is annual and will be due by September 1<sup>st</sup> of each calendar year. The annual registration is designated to the individual classrooms and used for consumable needs for the entire year. (This fee is not prorated and will be collected from all families.)

## 5. Admission Requirements

Creative Kids LLC is open to all children ages 6 weeks through 12 years of age.

Creative Kids accepts infants ages 6 weeks- 8 months full time only. Children older than 8 months are accepted full time and part time. All children must have a completed application and all required paperwork (licensing and medical) prior to first day of attendance.

## **6. Sibling Discounts**

When enrolling two or more children there will be a 10% discount for the oldest child enrolled that is paying full day tuition. When a school age child is the oldest child, the hourly rate is exempt and the next oldest child will qualify for the discount.

## **7. Tuition Schedule**

Weekly payments are expected no later than Wednesday at 10:00am of each week. A late fee of \$10.00 will be charged for each day there after that tuition is late.

Receipts for tuition will be distributed annually for tax purposes, unless otherwise requested.

Tuition includes all program components including transportation, breakfast and snacks. No adjustments will be made where the Parent elects to provide other alternatives.

## **8. Provider Reserves the Right to Change Fees**

Provider expressly reserves the right to change the above fee schedule upon thirty days' written notice to Parent.

## **9. No Fee Adjustment for Absences**

The full contracted rate as listed above is due regardless of absences, including sick days and personal days, with exception of the vacation policy and extended leave policy (item #15).

## **10. Types of Payment Accepted**

Parents may pay child care fees with a check or money order to the tuition box in the main lobby. When cash is paid, it MUST be in a sealed envelope with the name of the child and date on the envelope.

Visa and MasterCard are also accepted when an office assistant is available to run your card.

Creative Kids LLC also has a direct deposit program available onsite for bi-weekly payments made directly from a checking or savings account for a small fee of \$1.50 per transaction.

Where a check is returned to the provider for insufficient funds or for the reason that there is no account, the provider will issue a written demand to the parent for immediate payment of the check, plus the applicable processing fee, civil damages allowed by Michigan law, as outlined below.

The parent, in addition to possible criminal prosecution, will be responsible for the following, as provided by Michigan law:

- If the full amount of the check is paid within seven (7) days, excluding weekends and holidays, after the date of demand for payment was mailed, the parent will pay the full amount of the check-plus a processing fee of \$25.00 will be added.
- If the full amount of the check is paid more than seven (7) days after the demand was mailed, excluding weekends and holidays, but less than thirty (30) days, the parent will pay the full amount of the check plus a processing fee of \$35.00.

If the amount is not paid in either manner described above, the parent will be liable for all of the following:

- The full amount of the check.
- Civil damages of two times the amount of the check, or \$100.00, whichever is greater, and
- Costs of \$250.00

Following a dishonored check, all payments must be made by a certified check or money order.

### **11. Billing and Late Payment Notices**

At the end of each week, the Provider will notify any family who has not made a tuition payment and any acquired fees. These notifications will be delivered in the family mailboxes. If payment is not received on or before the first day of attendance, an additional late fee of \$10 will be added to the outstanding balance. If payment is not received on the day of care immediately following the due date, admission will be denied until full payment, including the late payment fee, is made. The child's space in the program will not be held and may be given to another family during this time.

### **12. Hours of Operation**

The facility operates:

Monday-Friday (Year Round Care) 6:00am-6:00pm

The center will be open on snow days. However in the event of severe weather, or building issues Creative Kids has the right to close. Any closing will be posted on Channel 8 and 13 news.

\*\*A late pick-up fee of \$15.00 will be charged for every 15 minutes a child is not retrieved after the center closes at 6:00pm. This fee is due immediately at the time of pick-up.

Holiday Schedule:

The center will be closed for the following eight observed holidays. Full (fixed) tuition is still due for these weeks, according to the signed tuition contract. Tuition will NOT be adjusted for snow days or holidays.

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Break (Thursday and Friday), Christmas Eve and Christmas Day

### **13. Vacation Time**

Each family will be given two weeks vacation credit each calendar year at  $\frac{1}{2}$  the regular weekly tuition rate. Families may use the first week immediately. The second week is to be earned and the family MUST be enrolled for 6 months before using the credit. Each family can earn a second week of discounted tuition rate (1/2 regular rate) by not accruing any late fees during the initial 6-month period. In order to use any vacation credits the family must give the office at least two weeks notice.

"Vacation Time" is meant for the purposes of pre-planned family vacations and should not be used for other reasons. For the purposes of this provision, "week" means the number of days per week which the child attends the program. The one week vacation time must be taken all at once and may not be broken into individual days. NO credit will be given for single days off.

The allotted vacation time is given from the time of enrollment until next contracted year. Thus, the allotted time does not carry over from year to year. Parents receive no fee adjustment for vacation time that is not taken.

#### **14. Absences**

With the exception of the vacation policy (item #13), the Parent is required to pay for all time which the child is regularly scheduled to attend the program, regardless of whether the child actually did attend. This policy includes days missed for illness, funerals, doctor appointments, or any other reasons.

#### **15. Extended Leave Policy**

Any time the child will be out of Creative Kids, LLC more than two consecutive weeks the center requires the Parent pay  $\frac{1}{2}$  the contracted tuition rate to hold the child's spot. For example, if you are typically a four-day per week family, you would be required to pay tuition for two-days per week for the entire leave. During this time however, your child is more than welcome to use these days for care, as long as they remain consistent in schedule. Anytime that you foresee type of leave occurring we ask that you give the center minimum of two-week notice, with an expected return date. Acceptable types of leave are maternity leave or summer vacation.

#### **16. Business Interruptions**

The Program reserves the right to close in event of loss of electricity, fire emergency, and communicable disease outbreaks, etc. Parents agree to arrange alternative emergency childcare for these types of situations. In the event Creative Kids LLC is closed for more than two consecutive business days, the Parent is relieved of any financial obligation to pay for those days in excess of two business days. The Parent further agrees to resume use of the child care program as soon as it resumes operation. Nothing in this provision alters the contractual provision relating to required length of notice for termination of the child care contract.

#### **17. Parent Responsibilities**

Parents are expected and required to record the time their child arrives and leaves the center each day.

Parents are responsible for providing all personal hygiene materials for their child such as diapers, ointments, creams, etc. Parents are responsible for providing napping items such as a blanket, small pillow and crib sheet. These items are to be taken home a minimum of once weekly to be laundered. Any child under the age of five is to have a spare change of clothes at the center at all times. All personal items are to be labeled, and the center will not be responsible for lost items.

Parents are required to sign the tuition agreement to reserve a space at Creative Kids and acknowledge that they are educated and aware of the policies of the center.

Parents are expected to keep their children home when they are ill. Illness includes such symptoms as: fever (100 degrees or greater), diarrhea, vomiting, head lice, pink eye, or any other communicable disease contracted within the last 24 hours.

Parents are responsible to inform Creative Kids of any changes in address, phone numbers, employment, emergency card information or any change in immediate family situations.

## **18. Food Program**

Creative Kids LLC will serve a breakfast, a mid-morning snack and an afternoon snack. The cost of food is included in the child care cost. Parents are expected to bring a lunch for their child. Refrigeration is available upon request.

Creative Kids LLC will provide a monthly menu to Parents. Where a Parent requests a food substitution, due to an allergy, Creative Kids LLC will try to accommodate the request but cannot promise that the program will be able to fulfill all special food requests.

Parents of infants and toddlers (whom do not eat table food) are expected to bring all necessary bottles and feedings for their children with proper labels (child's name) and dates.

## **19. No Private Duty by Employees**

Employees of the program are prohibited from accepting offers for private duty (i.e. "babysitting", "serving as a nanny", etc.) for any of the children enrolled in the program. Employees who violate this rule are subject to disciplinary action and/or termination.

The program asks that the Parent refrain from requesting any employee of the program engage in private child care duties for any of the children in the program. Creative Kids LLC reserves the right to terminate the child care contract where the Parent violates this policy.

## **20. No Transportation Services by Employees**

Creative Kids LLC asks that the Parent refrain from asking employees to transport children either before or after the child's attendance at the program, as employees are prohibited from doing so and may be subject to discipline up to and including termination if they do so. Creative Kids LLC reserves the right to terminate the child care contract in the event that the Parent arranges transportation of a child by a staff member either before or after the child's attendance at the program.

## **21. Termination Policy**

Either the Parent or Creative Kids LLC may terminate the child care agreement upon two weeks written notice to the other party. Where the Parent does not provide two weeks notice, tuition for the final two weeks of care is still required.

Creative Kids reserves the right to terminate this agreement immediately, without notice to the Parent, if the child's continued participation in the program creates a threat to the child, the other children or the staff.

The following are grounds for termination of agreement with Creative Kids LLC:

- Failure of payment of tuition
- Abuse of children, staff or property
- Violation of Creative Kids Policies
- Disruptive or dangerous behavior
- The inability to meet the specific needs of your child
- Inappropriate parent conduct

## **22. Inappropriate Parent Conduct:**

Parents must be aware that adults serve as role models for children. Additionally, Creative Kids LLC is responsible for protecting the children in our care and for providing a safe workplace for staff members. Therefore, it is critical that, while on program property, Parents conduct himself or herself in a professional and rational behavior at all times. Creative Kids LLC reserves the right to immediately terminate the child care agreement if the Parent behaves inappropriately.

The following actions are grounds for immediate dismissal (please note, however, this is not an exhaustive list of inappropriate behaviors):

- Acts of violence, including assault and battery
- Harassment of or threat against the staff, other parents or children
- Possession of illegal substances or firearms
- Verbal or physical abuse or any child
- Profanity
- Indecent exposure

## **23. Child Release Policy**

As a condition of providing child care services, the Parent must supply the names of at least one individual to whom Creative Kids LLC may release the child in the event of an emergency.

Creative Kids LLC will not release the child to any individual whose name is not on the list.

Before Creative Kids LLC releases the child, if the individual is unknown to Creative Kids LLC or anyone of the staff members, the center will require that the individual show positive identification in the form of a valid Driver's License. Other forms of identification, such as work identification, are not acceptable.

Parents must be aware that Creative Kids LLC and staff are not properly trained to make assessments relating to intoxication or other impairment and therefore assume no responsibility to assess the competency or condition of any individual appearing to pick up the child.

Creative Kids LLC and staff will respect the family's privacy. However, where other questionable child release situations occur, the provider has a duty to maintain its role as the child's advocate.

With respect to child custody disputes, until custody has been established by a court order, neither parent may limit the other parent from picking up the child, and Creative Kids LLC will release the child to a known identifiable parent.

An alternate care program should be sought if Creative Kids LLC release protocol places child at risk.

## **24. Building Policies**

Creative Kids is non-smoking premises. Smoking will not be permitted in the building or on the grounds.

For the safety of all children at Creative Kids there will only be one entrance. Please use the main entrance of the building at all times.

## **25. Health and Safety**

The health and safety of the children at Creative Kids LLC is very important. That is why we have our own Health and Safety Manual. Please be sure to read through it carefully as it covers important items such as the Well-Child Policy, Emergency Procedures and more.

## **26. When to Keep Children Home**

Creative Kids LLC requires that the Parent keep the child home when he or she is ill for a number of reasons listed in the Well-Child Policy of the Health and Safety Manual. A sick child may rest more comfortably in his or her own home. More importantly, keeping a sick child home will help to prevent the spread of contagious illnesses to other children and staff in the program. If your child exhibits any of the following symptoms, please keep the child home:

- Fever of 100 degrees or more
- Diarrhea (2x or more)
- Vomiting (2x or more)
- Chronic cough, wheezing, or irregular breathing
- Pink eye (conjunctivitis)
- Lice or other parasites
- Any communicable disease (chicken pox MUST be reported)

## **27. When A Child Becomes Sick At Creative Kids**

Creative Kids LLC will report to a Parent any accidents, suspected illnesses or other changes observed in the health of a child. The center will notify the Parent where the child has been exposed to a communicable disease while in care so that the Parent may monitor the child for symptoms. Where a child becomes ill while at the program, Creative Kids LLC will comfortably isolate the child in an area where the child can be supervised and will immediately contact the Parent, who will be required to pick the child up within one hour of notification.

\*\*\*Bedding, toys, utensils, toilet and lavatory used by an ill individual shall be appropriately cleaned before being used by another child.

## **28. Disclaimer**

Creative Kids LLC will take the necessary precautions to contain and prevent the spread of contagious illness or diseases. However, the program cannot guarantee that contagious illnesses or diseases will be completely contained or will not be spread to other children. Parent must recognize that while in care it is possible that the child may be exposed to a contagious illness or disease.

## **29. Medication Distribution**

When the Parent requests that the center administer medication, the following provisions shall apply:

(a) Medication, including prescription drugs, over the counter drugs or individual special medication procedures, will be given or applied ONLY with prior written permission from the Parent and with written doctor's instructions. Prescription medication shall have the pharmacy label indicating the physician's name, child's name, instructions, and name and strength of the medication and shall be given in accordance with those instructions. Creative Kids LLC will not honor any instruction from a parent which contradict the instructions of the physician (for prescription drugs) or the instructions on the label (for over the counter drugs).

(b) Caregiver will maintain a record as to the time and amount of any medication given or applied.

(c) The medication shall be in the original container, stored according to the instructions, and clearly labeled for the specific child. Creative Kids LLC will store medication out of the reach of children and will return the medication to the Parent or destroy it when no longer needed or when it has expired.

### **30. Emergency Medical Care**

The Parents give permission to Creative Kids LLC to call 911 in the event of a serious emergency. Any costs or charges incurred for 911 emergencies are the sole responsibility of the Parent.

### **31. Field Trips**

Anytime children leave the Creative Kids LLC property it is considered a field trip. We anticipate taking "walking" field trips to places such as the library. When this occurs, parents are notified in advanced of the specific date, time destination of the individual trip. Children will not be allowed to go without written permission from their parent. Parental consent for field trips is signed at the time of registration.



*Thank You!*

Thank you for choosing Creative Kids.  
We feel honored to have the privilege of watching  
over your precious child when you cannot.  
We promise to do our very best...please let us know if  
you find ways that we can improve our service to  
your family!

*Thanks for becoming part of our Creative Kids Family!*