



**Creative Kids  
Learning Center  
Moses Lake**



***Parent/Guardian Policy and Communication Handbook***

Revised May 2021



## PARENT/GUARDIAN INTRODUCTION

Dear Families,

Welcome to Creative Kids Learning Center Moses Lake,

We are excited to have you as part of our learning center. We believe you and your family will have a healthy, safe, and happy learning atmosphere at our center.

Creative Kids Learning Center Moses Lake is committed to providing our children, parents and community members with a quality, safe, and happy learning environment. This handbook contains the key policies, goals, benefits, and expectations of Creative Kids Learning Center Moses Lake.

Our mission statement:

*Creative Kids Learning Center Moses Lake* pledges to provide our children, parents, and community members with a quality, safe, and happy learning environment as we strive to gain the respect and trust of our community, children, and their families. The success of Creative Kids Learning Center Moses Lake is determined by our success in operating as a unified team. We provide a service and the service is provided by people who love children.

Our success is guaranteed by creative, productive, enthusiastic, and passionate employees who are empowered to grow and learn with your child. The primary goal at CREATIVE KIDS LEARNING CENTER MOSES LAKE, is to follow our mission statement. We achieve this through dedication, hard work and a commitment to you and your family. You should use this handbook as a ready reference as you enjoy your experiences with CREATIVE KIDS LEARNING CENTER MOSES LAKE. We look forward to the many adventures ahead, and working together with you and your family to provide your child/ren with the most rewarding education experience possible.

We believe that early childhood education is the foundation for a child and their life long journey of education. Within a child's first 5 years of life they obtain many lifetime skills that are essential to the success of their future. We believe that every child is different and learns in different ways. Creative Kids Learning Center Moses Lake will accommodate to every child's individual needs. Everyday your child will be read to, develop their fine, small, large, gross, and cognitive motor skills, along with a daily emphasis of the development of their social skills. We will be doing age appropriate learning activities with your child everyday (including but not limited to, cognitive development, mathematics, language, art projects, science exploration, music, physical education, etc.). Please know that education is our main focus with all the children at Creative Kids Learning Center Moses Lake. You can find your child's classrooms weekly lesson plans on the parent board outside their classroom.

Sincerely,

Mechelle Moran & the Creative Kids team

# VALUES

## **OUR MISSION IS TO PROVIDE THE HIGHEST QUALITY LEARNING CENTER.**

By "the highest", we mean a child care center that provides quality child care and education services. In addition, we are committed to being outstanding citizens and creating a positive environment for everyone so that Creative Kids Learning Center Moses Lake is an exceptional place to attend. We will conduct our business with the highest ethical standards and believe the following values are fundamental to our success.

## **PEOPLE MAKE THE DIFFERENCE**

It is important that we:

Attract, motivate, and retain the most talented people in our industry; promote mutual trust and respect for each other; practice open and timely two-way communication with the expectation and confidence that well-informed people will do the right thing; keep an open mind to new ideas and encourage innovation; and provide opportunity for all employees to develop their potential and make the best use of their abilities.

## **QUALITY IS ESSENTIAL**

This requires that we:

Provide an excellent service that directly addresses each child's individual needs; maintain an open dialogue with our children and their families and incorporate their suggestions and desires into our program; remain on the cutting edge of education and continue to provide new and innovative solutions to our children and families' present and future needs; make the child's education and experience the responsibility of Creative Kids Learning Center Moses Lake, and the child's family, and take pride in all the services we provide.

**WE BELIEVE THAT IF WE LIVE BY THESE VALUES, WE WILL ESTABLISH Creative Kids Learning Center Moses Lake and PROVIDE A SUPERIOR SERVICE TO OUR CHILDREN AND THEIR FAMILIES.**

## **PUBLIC NOTIFICATION SYSTEMS-CIVIL RIGHTS STATEMENT**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, officers, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on **race, color, natural origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity** in any program or activity conducted or funded by USDA.

## **Parent/Guardian Handbook: Acknowledgement Form**

*It is YOUR responsibility to read and understand this parent/guardian handbook. Please know that Creative Kids Learning Center Moses Lake will hold you accountable for being knowledgeable of all issues addressed in this handbook. Below is a copy of the Parent/Guardian Handbook Acknowledgement form. This is for your records, please **do not** sign and return the box below; a separate form is placed in the registration packet and will need to be signed and completed.*

## TABLE OF CONTENTS

- SECTION 1 - All About Me & My Philosophy**
- SECTION 2 - Enrollment/Admission Requirements**
- SECTION 3 - Fee and Payment Plan**
  - 3.1 Rates
  - 3.2 Extra Fee's include
  - 3.3 Billing
  - 3.4 Holidays
  - 3.5 Late Pick-Up
  - 3.6 NSF Checks & Non-Payment
  - 3.7 Termination Policy
- SECTION 4 - Typical Activity Schedule**
- SECTION 5 - Meals and Snacks Served**
- SECTION 6 - Permission for Free Access**
- SECTION 7 - Child Abuse & Neglect Reporting**
- SECTION 8 - Nondiscrimination Statement**
- SECTION 9 - Behavior Management & Discipline**
- SECTION 10 - Religious Activities**
- SECTION 11 - Medical Emergencies**
- SECTION 12: Practices Concerning Ill Child**
- SECTION 13: Medication Management**
- SECTION 14: Field Trips and Walks**
- SECTION 15: Disaster Response Plan**
- SECTION 16: Health Care Practices**
- SECTION 17: Pandemic Policy**
- SECTION 18: Diapering & Toileting**
- SECTION 18: Rest Periods**
- SECTION 19: Smoking Policy**
- SECTION 20: Brightwheel Application & Attendance**
- SECTION 21: Allergies**
- SECTION 22: Drop Off & Pick Up**
- SECTION 23: Access System Info**
- SECTION 24: Video/Audio & Surveillance**
- SECTION 25: Miscellaneous Information**
- SECTION 26: Disaster Plan**

## Section 1: All About Us & Our Philosophy

Hello, my name is Mechelle Moran and I am the Owner of Creative Kids Learning Center in Ellensburg and in Moses Lake. Although I own both sites, I am the Director of the Ellensburg site and have been so since 2004. I will occasionally visit CKML, however you will mostly be seeing and working with our Director Jessica Bridenback and the CKML teachers. A little background on me and my journey that has gotten me here... I have an extensive background and experience working with children. I started working in childcare centers in 1999 as a teacher's assistant. I then became a lead preschool teacher at a child care center in May, 2002. From December of 2003 to December 2004 I was the Program Supervisor at a local childcare center. From December 2004 until February 2007 I owned and operated a full-time in-home preschool. In February 2007 we expanded Creative Kids and opened Creative Kids Learning Center in Ellensburg. In 2020 with the help of Jessica we expanded our learning center and opened a site in Moses Lake. A bit about me personally, I married my husband Trevor in 2003 and we have 3 beautiful children, Tyler, Tegan & Maci.

Owning & operating our child care centers is a huge joy in my life. Teaching my staff and the children is my passion!! I love what I do for a living and hope that you will see that through your experiences at Creative Kids. Please know that once joining CKML, you & your children become forever family!! My hope is that CKML children always know and feel that they can count on us to help and support them no matter how old they are. It's one of my favorite joys when I get a knock on our doors and it's a previous preschooler of ours that is now a teenager and they stop by to ask for help or even better just to say "hi" and give a hug!! One of my greatest career accomplishments so far is that my very first Creative Kid that started with me when she was 3.5 years old, is now working for me as a full-time lead teacher along with many other now adult CKLC kiddos!! So please know that when I say that you are forever family, I mean it from the bottom of my heart. I hope that Creative Kids always feels like home to all our families and children. 😊

Now to introduce our amazing dedicated, passionate and hard-working Interim Director at CKML, Brandi Dixon: Brandi has been working in child care centers for 9+ years. She comes to us with direct experience and knowledge in the early learning field. Brandi worked in our Ellensburg site for over 3 years and was a Lead Teacher for our Toddler and Itty-Bitty Preschool Rooms for a majority of the time she was there, however she started working in our Preschool Room as an assistant until the lead positions became available. Brandi strives to ensure that we provide a structured learning environment for the children, teachers and families.

## Section 2: Enrollment/Admission Requirements

We take care of children ages 2+ years old. We provide each child and age group with different educational programs. Before your child/ren start at Creative Kids Learning Center Moses Lake you will need to complete and return the following forms:

- *Child Care Register, Child Care Agreement, Permission Authorization, Disaster Plan/Pesticide Notice, Emergency Medical Release, Immunization Record, Termination Policy & Parent/Guardian Handbook Acknowledgement Form, EIEA USDA Income Eligibility Form & a Media Permission form.*

It is important that we have current information on file at all times. Please let us know of any changes that may occur, such as a new work or home number. We will need written authorization from you if

someone other than a parent or legal guardian is picking up your child/ren otherwise we will not release your child to an unauthorized person. You can use Brightwheel to let your child's teachers know the details if someone else is picking up your child. If using Brightwheel messaging, you will not need to do the written permission form. Even with written authorization, we will be cautious and ask for proof of identity at the door when they come to pick up your child/ren if we are unfamiliar with the person picking up

### **Section 3: Fee and Payment plan**

CKLC hours are from 7:00am to 5:30pm, Monday through Friday. Our current child care rates are based on full time and part time 22 days monthly rate. The 22 days a month was acquired by using an annual averaging formula. The annual monthly average daycare days is 22 (Monday through Friday). I would be more than happy to sit down with you and show you how this formula works, if you are interested. These rates are based on a 5 day per week period, unless we are able to replace days not needed for any specific child. Please note, if minimum wage increases by .25 cents or more in any given year, we will raise tuition rates accordingly to cover the inflation increase.

#### **3.1 Rates**

##### **Full-time and part-time Rates:**

**Preschool/Kinder Prep: Full-time rate-\$775.00 per month**

**Part-time-\$41.00 per day (anything less than 5 days a week).**

\*A registration fee of \$100 will be applied on your first invoice & then on every September invoice each year.

**School Age Full Day Program: \$775.00 per month**

**Part-time-\$38.00 per day (anything less than 5 days a week).**

\*A registration fee of \$100 will be applied on your first invoice & then on every September invoice each year.

\*\* (please note we **do not** offer child care on public school emergency closures)

#### **3.2 Extra Fee's include:**

On your first invoice you will be charged an initial "Registration Fee" of \$100.00, as well as every September invoice each calendar year. The registration fee is non-refundable.

#### **3.3 Billing:**

Your monthly tuition will be billed 1 month ahead. You will be billed every month for the following month that we provide care. Families are allowed to pay for the month in full or split their monthly tuition into two payments. Payment due dates will be on the last business day of every month & the 15th of the month. If either falls on a weekend or holiday, you will be responsible to pay on the last business day prior. **IT IS YOUR RESPONSIBILITY TO PAY ON OR BEFORE THESE DATES, IF PAYMENT IS NOT RECEIVED ON THESE DATES YOU WILL BE SUBJECT TO A \$10 A DAY FEE, AND CHILDCARE WILL NOT BE PROVIDED FOR YOU UNTIL YOU MAKE YOUR PAYMENT.** Thank you. We use BrightWheel to send out tuitions invoices and accept payments via BrightWheel or Zelle.

### **3.4 Holidays & Closed Days:**

Major Holidays in which Creative Kids observes and will be **Closed**. Creative Kids Learning Center will be receiving paid holidays on all holidays specified below:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Memorial Day
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving (furlough day - this day is not a paid holiday and will be credited)
- Christmas Eve
- Christmas Day

\*If a major holiday falls on a Thursday Creative Kids Learning Center will be closed the following Friday, this will be an "un-paid/furlough" closed day. Or if a major holiday falls on a weekend Creative Kids Learning Center will be closed on the closest Friday or Monday to the holiday, this day is a paid holiday. The Friday after Thanksgiving we will be closed and it will be credited as an "un-paid closed day" on your tuition invoice. Please note that every December we charge for 2 closed holiday days. We will be open the Monday after Easter. If Christmas or New Years falls on a week day we may take the following day off un-paid, this day will be credited to you and you will have at least a month advance notice.

#### **Professional Training and Cleaning Closed Day:**

- Every year our center will be closed the Friday before Labor Day so that we can deep clean the center as a team. We may also use this day as a Professional Training Day for the staff to take required Early Childhood Education classes. This will be the only "paid" non holiday closure day each year.

### **3.5 Late Pick-Up:**

Your child must be picked up no later than 5:30pm. We understand "life" happens and there's a possibility you may be a few minutes late on occasion, however as long as you call and it is a one-time occurrence you will not be charged if you pick up before 5:35pm. If you are late to pick up your child and it is past 5:35pm or there are more than a couple occurrences within a 3-month period you are responsible to pay \$10 per every 15 minutes that you are late. If you are late and pick up your child after 5:30pm and do not call us prior to being late you will automatically get charged \$10 per every 15 min. late starting at 5:35pm. This amount will be charged on your next invoice.

### **3.6 NSF Checks & Non-Payment:**

- NSF checks will be charged a \$25 fee for every NSF check. After 2 NSF checks have been written within a six-month period, your child care will be terminated.
- If money owed is not paid by the due date a \$10 a day fee will be assessed for everyday the bill is past due. After 5 overdue days have occurred CKML director will try to contact the parent by phone. After a bill is 10 days overdue, we will attempt to send a letter to the last known address explaining the overdue balance and the consequences of that balance. After 30 days past due CKML will send the parent to a collection agency. A charge of \$10 per day will continue

to accumulate until the account is turned over to collections. Once the account is turned over to collections a \$500 collections fee will be added onto the total amount owed to CKML. The director is always willing to work with parents as long as there is constant communication and payments made on a regular basis.

### **3.7 Termination Policy:**

If you decide to no longer have your children attend Creative Kids Learning Center Moses Lake for any reason, you are required to give at least a 2 weeks notice. This means whether you have pre-paid for those days or still owe for days equaling your two-week notification. If a two-week notice is not given you will be billed for the following two weeks starting the first day that your child is not in attendance. If this bill is not paid, it will get sent to the Washington State Collections Agency which will include any late charges that may apply, and all fee's listed in Section 3.

If your child has any belongings left behind at CKML, we will hold them for 2 weeks beginning the first day your child is not in attendance. If they are not picked up by the end of the two weeks, any belongings left will be donated to CKML or a local charity.

### **Section 4: Typical Activity Schedule**

Your child needs to wear everyday clothing that is appropriate for outdoor play daily. If the weather keeps us inside, we will do active physical games that help develop their gross motor skills, and activities that can be safely performed inside the classroom. Any child who is well enough to come to childcare will go outside to play. Our daily schedule may vary depending on the classroom and age group. There are daily schedules posted inside every classroom.

### **Section 5: Meals and Snacks Served**

Creative Kids Learning Center Moses Lake will provide nutritious breakfast, snacks and lunches at no extra cost to you, meals are provided for children in the toddler, preschool & school-age programs. Creative Kids Learning Center Moses Lake will provide breakfast, lunch and an afternoon snack Monday through Friday to those children in programs that are eligible. If your child requires a special diet or has food allergies please notify the program Director IMMIDIATLY. We will give you the menu and ask you to highlight foods that your child is to not have and we ask that you provide the supplement equivalent to that food group that is highlighted (ie: protein, fruit, vegetable, grain, etc.).

An example of a typical day menu is:

- Breakfast: Waffles, Mandarin Oranges, & Milk
- Lunch: Spaghetti w/beef, tomato sauce, Green beans, Applesauce & Milk
- PM Snack: Fruit Cocktail, Carrot Bread, & Water
- Late PM Snack (between 4:30-4:45pm): Chex Mix

### **Section 6: Permission for Free Access**

Creative Kids Learning Center Moses Lake encourages you to drop in or call at any time to check on your child. You may inspect any areas of the center that are used for child care during child care hours.

## **Section 7: Child Abuse & Neglect Reporting**

Every employee at Creative Kids Learning Center Moses Lake is a mandated reporter. Employees are required by law to report to CPS any suspected child abuse, neglect, or exploration.

## **Section 8: Nondiscrimination Statement**

We will not discriminate because of race, creed, color, national origin, sex, marital status, age, or the presence of any sensory, mental or physical disability or use of a trained guide dog or service animal by a disabled person.

## **Section 9: Behavior Management & Discipline**

Corporal punishment by any person at Creative Kids Learning Center premises is prohibited. Corporal punishment includes hitting, biting, jerking, shaking, spanking, slapping, striking, verbal or emotional abuse, kicking a child or other means of inflicting physical pain or causing bodily harm.

We will be using redirection, emotion regulation & positive reinforcement as our behavior management plan. Our goal is to ignore negative behavior and reward/give attention to positive behavior. Classrooms have designated areas where children at their own free will can go into the area and "calm down" or "escape" from a situation or setting. There is no time set for the child to calm down their body, we teach the children self-control and regulation in regards to their emotions & behavior management. We work with the children to teach them to recognize and understand their emotions and how to effectively and successfully deal with and control their emotions. If a child is endangering themselves or others, they will be excluded from being in close proximity of the other children until they have calmed down and are ready to keep their hands and body to themselves. In extreme cases a trained staff member may need to use a "body blocking" method to block the child from hurting any other children or staff. When doing this they will seclude the child into an area where they do not have much area to run away from the staff member or significantly hurt them. Once the child stops being violent the staff member will gradually move away from the child giving them more personal space. Once the child is able to keep their hands/body to themselves and complete the current task they are free to join the other children. If the behavior seems to be an ongoing action, then the director, teacher, and parent/guardian will have a conference to work out a Behavior Intervention Plan (BIP) to support and help correct the behavioral issue/s. Our job is to help all children to be in a safe and positive environment. Children that are violent and have not been successful with stopping this behavior will be sent home. It is the parent's responsibility to insure their child is picked up immediately if needed.

\*Creative Kids Learning Center reserve the right to immediately terminate your child from childcare if at any time the child's presence here puts your child, other children or employees at imminent risk of harm. We also reserve the right for trained & certified staff to properly restrain a child by using the "safety hold" if the child portrays immediate behaviors that have the potential to harm themselves (child), other children or an adult. If this is done, the parent/guardian is notified and given a copy of the incident report describing the situation and the director will discuss with the parent ways to help the child improve this explosive behavior and will complete a BIP.

## **Section 10: Religious Activities**

Creative Kids Learning Center Moses Lake will celebrate Christian & commercialized holidays; however, we do not teach religion. We also try to teach the children about different cultural traditions. Teaching any religious beliefs is not a part of our curriculum. If celebrating holiday's is a problem due to your family religious beliefs, please let the director know and we will try accommodating to your needs, however this is not a guarantee.

## **Section 11: Medical Emergencies**

For minor medical emergencies, a staff member will administer first aid and help ensure that the child is comfortable. In the event of a major medical emergency, a staff member will administer first aid, call 911 and notify you as soon as possible.

## **Section 12: Practices Concerning Ill Child**

For communicable disease prevention, Creative Kids Learning Center Moses Lake will not accept children for care with any of the following conditions:

- A fever of 100.4 degrees Fahrenheit and has one or more of the following, earache, headache, sore throat, rash or fatigue that prevents participation in regular activities
- Suspected communicable skin infections such as impetigo, pinkeye that is leaking and scabies: the child may return 24 hours after starting antibiotic treatment
- Vomiting 2 or more times within 24 hours
- Diarrhea of 2 or more watery bowel movements in the past 24 hours
- Draining rash
- Open or oozing sores on their body including eyes, unless properly covered with cloths or with bandages
- Lice or nits (active or inactive)

If your child becomes ill while in childcare, a staff member will notify you. Your child will be isolated from the other children until you arrive. Your child will not be able to return back to childcare until the medical problem has passed, and 24 hours has elapsed from the last symptom **without** medication (ie: they have a fever at CKML of 101\* and they leave at 3pm however their fever doesn't break **WITHOUT** medication until 3pm the following day, they will need to be out of care until 3pm two days after they were sent home). If applicable a doctor's note that includes the date of which the child is able to return to childcare. **If these symptoms occur at home, please keep your child home as if they occurred here. This helps us prevent the spread of illness.**

## **Section 13: Medication Management**

**Creative Kids Learning Center Moses Lake only administers medications (prescription or nonprescription) only for chronic conditions such as asthma or allergies.** The medication must be in the original container and labeled with instructions appropriate for your child. Medication will be stored in a locked container located in the classroom or kitchen if it needs refrigeration. You will need to fill out a medication management form. Every time medication is administered, it will be recorded on a medication record log. If your child needs medication for a "non" chronic condition or illness and they require medication during the hours of attendance at CKML, the child's parent/guardian will need to come to the center and administer the medication and then take the medication with them off CKML premises.

## **Section 14: Field Trips and Walks**

Creative Kids Learning Center Moses Lake strongly encourages and embarks on field trips to age-appropriate places and activities such as public parks, nature walks, and the public library. Written authorization from parents/guardians is mandatory before embarking on any trip (even walks) outside the child care facility. Your child will be wearing their Creative Kids t-shirt on all field trips.

If a child has behavioral challenges and their class as a whole is going on a fieldtrip and the teachers and administration conclude that it is un-safe to have the child go without an adult specifically there for the child then we will only be able to include the child in the fieldtrip if they have an adult volunteer with them during the fieldtrip. If there is not an adult representative available to go with the child, and CKML does not have extra room in another similar aged classroom we will be unable to care for the child that day. If we have to exclude the child from the fieldtrip & from childcare that day we will refund/credit that day.

## **Section 15: Disaster Response Plan**

In the event of an emergency/evacuation and you are unable to get in contact with CKML staff, you may contact Annette or Kent Rasmussen at (360)434-4600 or 360-981-1022. The director or staff member in charge will let them know our status in an emergency situation as soon as possible. A serving emergency kit is on site at the center for a list of all items in the disaster kit please refer to the CKML Disaster Policy located in the preschool cupboard. The emergency kit will be used if you are unable to pick up your child because of a disaster. The items that are supplied are enough for at least 3 days. Also, please remember to bring a complete change of clothes (to be kept in your child's cubby) for your child in the case of a disaster. You may see this plan in detail on the last page of this policy. A full detailed Disaster Plan is available for your viewing upon request.

## **Section 16: Health Care Practices**

All toys, and equipment used by the children will be disinfected daily for toddlers and preschoolers and every Friday for all other classrooms for sanitary reasons. Tables and counter tops will be cleaned & wiped down with disinfectant daily, and after every use. The bathroom equipment will be cleaned and disinfected as needed throughout the day and every evening. Every evening the floors will also be swept and vacuumed. Children & staff members will wash their hands upon arrival of the classroom/center, when handling any food preparation, before and after meals, after outdoor play, toiletry, and whenever needed. All outlets that are exposed to the children are tamper resistant outlets. Any toys or equipment that poses as a hazard to the children will be removed or discarded. A full detailed Health Plan is available for your viewing on our website.

Sunscreen Policy: We require parents to put sunscreen on their children in the mornings and we will apply it in the afternoons (weather permitted).

We follow and support the OSPI Health and Safety guidelines. Please visit [www.k12.wa.us](http://www.k12.wa.us) for details regarding their policies.

Prior to entering the childcare center and touching the door knob you are asked to get a squirt of hand sanitizer that is provided on the wall next to the door. Only people who are healthy and not experiencing any illness or symptoms are allowed inside the building. Upon entry of child care, you are required to have your child/ren wash their hands. Please help us maintain a healthy environment by

teaching your children to use correct hand washing methods. These methods include but are not limited to; lathering hands with soap for 26 sec. (Singing ABC's is a great way to teach them washing time), rinsing hands with warm water, and turning off faucets and opening doors with a paper towel. We will continue to teach this process daily while the children are in our care. Correct hand washing signs are located above every hand washing sink.

If your child has a food allergy or intolerance, we require a doctor note within 90 days of your child starting at CKML. We have specific forms they can fill out if your child requires special dietary needs.

## **Section 17: Pandemic Policy**

In accordance with the American Pediatrics guidelines, the following precautions will be strictly the case of that a county, state or national pandemic has been deemed the following policies and protocol will be followed:

- CKML may alter the regular policies to follow the local, state or national recommendations or mandates that pertain to the health, safety and wellbeing of children families and staff at CKML.
- If a child or family is required to quarantine or stay home for any reason payment for child care will still be required, as day to day operations at CKML will still be active.
- If CKML has to close due to a stay-at-home order or a local, state or national mandate which then significantly changes the enrollment numbers at CKML, we will not refund any paid tuition, however for families that return once we open back up after the closure, we will issue a credit to their following months invoice to reflect a credit for each day we were closed.
- If CKML does not close then there will be no refunds or credits given to paid tuition.
- If a family decides to remove their child from childcare at CKML for any period of time while CKML is open and operating, we cannot guarantee their readmittance into our program when needed, however will do our best to accommodate the needs of these families.

## **Section 18: Diapering & Toileting**

- Diapering
- Parents are required to provide all diapering supplies for diapered children. This includes diapers, wipes, and any ointments needed. If your child runs out of diapers, due to extensive cost, CKML will be charging .25 cents per daycare diaper used. Please make sure to look at the daily report on your child's Brightwheel account for any information regarding items that your child is in need of. If it is indicated/communicated that an item needed, please make sure to bring the item the next day your child attends childcare. Your next bill will reflect any extra charges that may occur. Children will be changed on a sanitary approved changing table surface. Teachers may wear gloves while changing child's diaper as well as wash their hands before and after changing the diaper. There are informational posters located next to every changing table that describes our step-by-step diaper changing procedure. This procedure along with more details is also in our center Health Policy located in the itty-bitty and preschool room cupboard.
- Toilet Training  
Successful toilet training begins when the child is showing appropriate signs:
  - \* Removing or complaining about a wet diaper

- \* Long periods of time between wet diapers
- \* Showing interest in the toilet

When potty training, your child will be on a strict potty-training schedule with frequent potty breaks. Cooperation and consistency between home and childcare is essential to successful toilet training. When your child is potty training, you will be required to provide thick training pants and at least 4 full changes of clothing in case of accidents.

- All children in the Preschool/Kinder Prep room must be fully potty trained (or in the process of potty training and in underwear full time excluding sleeping times).
- \*\* This is because we do not have a changing facility to diaper children in that room.

## **Section 18: Rest Periods**

In accordance to WAC 388-295-2050 we must do the following in regards to rest/nap periods:

- Offer a supervised rest period to any child that is 5 years of age or younger and in care for more than six hours; or showing the need for rest.
- Allow a child twenty-nine months of age or younger to follow an individual sleep schedule, and plan alternative quiet activities for the child who does not need rest.
- Please note that we cannot force children to sleep, stay awake or wake them up. However, we can encourage them to sleep or wake up by rubbing their backs.

## **Section 19: Smoking Policy**

(WAC 388-296-0790) Smoking is prohibited in/at Creative Kids Learning Center Moses Lake. You may not smoke within 100 feet of Creative Kids Learning Center Moses Lake. Children must not have any cigarette residue or aroma on any clothes, bags, blankets, toys, etc. CKML has the responsibility to assure that every child in the center is in a safe, healthy, and smoke free environment. If your child has anything that is soiled with cigarette presence it will be bagged and sent home.

## **Section 20: Brightwheel Application & Attendance**

Our center uses an online portal system called Brightwheel. We use Brightwheel for attendance, communication with teachers, families & administration, logged child information such as allergies, approved pickups, meals, daily activities, photos and videos, illness, observations, medication management, etc. Each family will be asked to sign up for a Brightwheel account. Once your child is enrolled at CKML, you will receive an email or text inviting you to sign up with Brightwheel. Each parent/legal guardian and approved pick-up will be given a code, this code will be used to sign your child in/out of care. You must sign your child in/out on the iPad located in your child's classroom. Each child will need to be brought into their classroom and signed into their classrooms iPad. DO NOT give your code out to others to use, each authorized pick-up person needs to have their own code. You are required to sign your child in and out everyday, using your full legal signature. Please let Brandi know if you have any questions regarding Brightwheel.

## **Section 21: Allergies**

IT IS VERY IMPORTANT TO INFORM THE DIRECTOR AND STAFF MEMBERS OF CREATIVE KIDS LEARNING CENTER MOSES LAKE OF ANY ALLERGIES YOUR CHILD MAY HAVE. Food allergies will be posted in the kitchen and classroom. If allergies are severe the parent/guardian will be required to fill out a Food Allergy form with their child's doctors' signature. Please add your child's allergy to their Brightwheel profile.

## **Section 22: Drop Off & Pick Up**

When children are dropped off at CKML parents must bring your child/ren into the appropriate classroom and verbally and or physically give your child/ren to one of the CKML teachers. It is the parent's responsibility to make sure that a staff member of CKML knows that your child/ren are in attendance that day. Teachers will use BrightWheel to keep track of number of kiddos During transitions. It is the teacher's responsibility to make sure that the child is taken to the correct classroom and that the classroom teacher is aware of that child's attendance that day. Please make sure to sign-in your child at the time in which you drop them off.

## **Section 23: Access System Information**

To help with the protect and safety of your children CKML has an "access" system that uses a key pad to allow legal parents, guardians and CKML staff to gain access to the building. All doors are locked from the outside but are egress doors (people are able to exit the building at any time). In order to have free access to the building (during specified hours below) parents/legal guardians must use their key code when entering the building. Please call the center if you are unable to get in.

## **Section 24: Video Surveillance & Audio**

*The following procedures will be used to regulate video surveillance at Creative Kids Learning Center Moses Lake:*

### **PURPOSE AND SCOPE OF CKML's VIDEO & AUDIO SURVEILLANCE POLICY**

For the safety and security of its buildings, assets, students, staff and visitors, Creative Kids Learning Center Moses Lake operates video & surveillance systems. This video & audio surveillance policy describes the center's video & audio surveillance system and the safeguards that Creative Kids Learning Center Moses Lake must take to protect the personal data, privacy and other fundamental rights of employees and students.

### **PURPOSE OF THE SURVEILLANCE**

Creative Kids Learning Center Moses Lake uses video system primarily for the purposes of security, liability, environmental & individual studies and access control. The video surveillance system helps to control access to buildings and ensure the security of our buildings, the safety of staff, students and visitors, as well as property and information located or stored on the premises. It complements other physical security systems such as access control systems (key fob system).

### **WHAT AREAS ARE UNDER SURVEILLANCE**

The video surveillance system is a conventional static system. It records digital images and is equipped with motion detection. It records any movement detected by the cameras in the area under surveillance, together with time, date and location. All cameras operate 24 hours a day, seven days a week. The image quality in most cases allows identification of those in the camera's areas of coverage. Cameras are in all the classrooms, kitchen, hallways & play yard areas.

Creative Kids Learning Center Moses Lake does not allow monitoring any areas with heightened expectations of privacy such as the office or toilet facilities/changing areas.

### **WHO HAS ACCESS TO THE INFORMATION AND TO WHOM IS IT DISCLOSED?**

Recorded video is accessible to administration, staff, parents/legal guardians & if necessary, law enforcement, state DEL licensor or CPS/DLR only. Real time video & is also accessible to Mechelle and Brandi on or off the premises. Parents/Legal Guardians can review real time & recorded footage by setting up an appointment with administrative staff.

## **CONFIDENTIALITY**

Each employee & parent/guardians will sign Parent Policy and Communication Handbook Acknowledgement or the Employee Handbook Acknowledgement, which contains a section about video surveillance and abiding by this policy. Signing indicates that you understand and agree to this policy and the use of surveillance video cameras on Creative Kids Learning Center Moses Lake premises.

## **Section 25: Miscellaneous Information**

If your child needs to be at Creative Kids Learning Center Moses Lake more than 10 hours daily, we require that you provide documentation from your employer that you need more than ten hours to work and to commute.

Creative Kids Learning Center Moses Lake has liability insurance and commercial building insurance.

Provide each child with an extra set of clothing (shirt, underwear, socks, and pants) and put it in a gallon size zip lock with their name written on it.

**Please do not bring food for your children after 7:30am. We serve a full breakfast at 8:45/9:00am daily. If you do bring a snack for your child prior to 8am please make sure it is a nutritious snack, examples are fruit, toast, yogurt, cheese, etc. Please DO NOT bring high sugar snacks such as pastries, donuts, cookies, etc. We are a peanut free center, so please do not bring any food with peanut products.**

Doors will open at 7am. If a staff member is early to work and the lights are on please DO NOT expect the teacher to start watching your children before 7am. Sometimes staff need a few minutes before they start to prepare for the day. We will be happy to start watching your children from 7:00am on. Thank you for respecting this policy.

Every Friday is Show~n~Share day. Please have your child bring one item from home that they want to share and talk about. No weapon toys will be allowed.

As a safety precaution we ask that children keep shoes on while at CKML, in case of an emergency. However, if it is wet outside, we ask that the children wear soled slippers while inside.

Please label ALL items brought from home with your child's name.

**In case of extreme weather conditions, we will follow the lead of the Moses Lake School District regarding school delays and cancelations.**

We are a **PEANUT FREE** center. Please DO NOT allow your child to bring any peanut products into our center. If they consume a peanut product before entering our center, please make sure to help them thoroughly wash their hands, face and any other parts of their body that has been exposed to the peanut product.

If you have any questions or comments about any information in this Parent/Guardian Handbook please see the Interim Director: Brandi Dixon

## Section 26: Disaster Plan

The following section on the next page is a summary and quick reference guide to our Disaster Plan. Please feel free to make a copy and post as needed.



### Creative Kids Learning Center Moses Lake



## DISASTER PLAN for Creative Kids Learning Center

The childcare center located at 217 E. Nelson Rd. provides a DISASTER PLAN for your child. All items that are bulleted are part of our plan and preparations for a disaster situation.

### CONTACT:

- The in-state contact is Annette or Kent Rasmussen. Their contact phone number is (360) 434-4600 (Kent) or (360) 981-1022 (Annette).
- We have established an **OUT-OF-STATE contact**: Rachel Zaragoza. Her phone number is (707) 255-0791 or (707) 363-2294, in the event of a large-scale disaster incident, this person will be notified of the condition and location of your child as soon as possible.
- We have established the church North East corner of their parking lot or the lower level basement area inside the church building as the **OUT-OF-AREA meeting place** in the event we have to evacuate the center.

### EMERGENCY PROCEDURES:

- We have identified **SAFE PLACES** inside the building in the event of an earthquake, and a **MEETING PLACE** outside the building in the event of a fire.
- All staff members know how and when to use a fire extinguisher.
- We have a battery-powered radio for receiving emergency information.
- We have battery-powered flashlights in the event of power outage.
- We have an alternate heat source in the event of power failure.

### HAZARD MITIGATION:

This learning center has taken reasonable steps to **avoid additional HAZARDS** from the result of an earthquake by:

- Securing water heater.
- Securing high furniture to walls with metal brackets.
- Securing hanging plants, heavy picture frames, or mirrors.
- Placing heavy objects on lower shelves.

### PREPARED SURVIVAL:

This learning center has storage to supply of food, water and necessary supplies for your child in the event he/she must be housed here for an extended amount of time during a disaster situation.

We have a first aid & disaster kits available.

- All staff members have First Aid and CPR training.
- Creative Kids Learning Center Moses Lake has a book that describes emergency first aid procedures (provided by the American Red Cross).