

## Creative Academics Learning Center

# Parent Handbook



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### Table of Contents

|                              |   |
|------------------------------|---|
| Introduction .....           | 3 |
| Parent Handbook Policy ..... | 3 |
| Philosophy .....             | 3 |

|                                                   |       |
|---------------------------------------------------|-------|
| Employee Screening Policy .....                   | 4     |
| Hours of Operation .....                          | 4     |
| BrightWheel Communication Policy .....            | 5     |
| Daily Routines & Schedules .....                  | 5     |
| Rest Procedures.....                              | 5     |
| Holiday Closings .....                            | 6     |
| Enrollment & Admissions Policy .....              | 6-8   |
| Tuition & Fees .....                              | 8-9   |
| Attendance Policy .....                           | 9     |
| Check In/Out Policy .....                         | 9-10  |
| Late Pick Up Fees .....                           | 10    |
| Food & Nutrition Policy .....                     | 10-11 |
| Uniform & Dress Code Policy .....                 | 11-12 |
| Classroom Supplies .....                          | 12    |
| Toilet Training Policy .....                      | 12    |
| Diapering Procedures .....                        | 12    |
| Cleaning & Sanitizing Procedures .....            | 13    |
| Discipline Policy .....                           | 13-14 |
| Medication Administration Policy .....            | 14    |
| Injury, Illness, & Medical Emergency Policy ..... | 14-15 |
| Emergency Evacuation Plan .....                   | 15    |
| Inclement Weather Policy .....                    | 16    |
| Licensing Book Notice .....                       | 16    |
| Language Assistance Services .....                | 17-19 |

### **Introduction**

Hello, and welcome to Creative Academics Learning Center! We are committed to providing high quality early childhood education services to the families we serve! We are so happy to welcome you and your children to our school family. We intentionally use the word family, because *we are* a family! We appreciate the trust you place in us to keep your child safe and happy. Please know that we strive for open communication and a strong partnership, so that we can truly be a village raising your children.

We are blessed to spend each moment with your children. We may spend up to 40 + hours per week with them, so in our eyes, your kids become our kids! We love them, and not even for a moment would we take for granted the trust you have placed in us.

Our office is always open if you need us, and we are here for you and your family! We are happy to welcome you into ours!

### **Parent Handbook Policy**

This Parent Handbook was designed to provide transparency about our school's policies and procedures, and to help develop and keep a positive relationship between our parents and the center's staff. We wish to provide the parents and guardians of our students with important information about our programs, our philosophy, and all the practical details that help our center function each day as happy and successfully as possible. In addition, we aim to highlight the importance of partnering with our educators to help support our children's academic growth and development successfully.

Creative Academics Learning Center reserves the right to make any changes and update the Parent Handbook as needed throughout the year. You will be notified of any policy changes via BrightWheel and will receive an updated version of the handbook each program year via email or by submitting a request to the Program Director for a hard copy.

**If you have any questions or concerns about anything listed in this handbook, please make sure you make your concerns known and get clarification from the Program Director before accepting our offer of enrollment.**

### **Philosophy**

At Creative Academics Learning Center, we use active learning curriculum to provide quality childcare and educational services for all students. We ensure a safe, respectful, caring environment where children can grow emotionally, socially, and academically. Our staff embraces the concept that children learn best if learning is combined with fun and play. We will design lesson plans that meet the child's maximum growth through physical, social, intellectual, and emotional development. Lessons will be individually tailored in various areas such as language arts, creative art, scientific experiments, math, reading, and world awareness. We will also provide lessons focusing on physical development and personal hygiene. Our goal is to meet the need of the whole child with the parents' involvement to ensure a safe, productive, and caring environment your child will look forward to learning in.

### **Employee Screening Policy**

Our staff is comprised of qualified individuals who are strongly involved in continuing education. Every staff member is required to attend mandatory workshops each year to earn credits and to receive training on current health, safety, and curriculum guidelines. At Creative Academics Learning Center, our staff is CDA-credentialed as well as CPR and First Aid certified. Upon hiring, all employees must have the following documents current and on file in their employee records:

- Completed employment application

- Clean background clearance, including satisfactory Child/Adult Abuse and Neglect and Sex Offender Registry check
- Satisfactory State of MI LARA Fingerprint Screening
- Satisfactory Tuberculosis test result (Negative)
- Proof of education and job certifications (Must have at minimum a high school diploma or GED)
- Proof of completion of required mandatory childcare training
- State of MI Mandated Reporter Statement

### **Hours of Operation**

**Creative Academics Learning Center facility** is licensed to open 24 hrs **Monday – Friday and Saturday**. We are closed **Sunday from 7am-6am Monday**. Our **Administrative Offices** are available **Monday-Friday from 9am-5pm**. Enrollment hours are Mon – Fri 10am-4pm. We offer 6 educational childcare programs that operate under the following schedule:

- **Morning Latchkey Services** Monday-Friday from **6am-8:30am**
- **CALC Infant-Toddler Program** Monday-Friday from **8am-6pm**
- **GSRP Pre-K Program** Monday-Friday from **8:30am-4:30pm**
- **Evening Latchkey Services** Monday-Friday from **3pm-12am**
- **Overnight Latchkey Services** Monday-Saturday from

**As mandated by the state, children shall not be in care for more than 12 hours per shift in a 24-hour period except in special circumstances** (e.g., acute illness or injury to parents, severe weather conditions, natural disaster, and unusual work hours). In such cases, every effort shall be made to minimize the amount of time spent in the childcare agency by exploring and documenting alternatives (i.e., part time care, care with a relative, etc.). **Individualized plans for the care of a child in excess of 12 hours due to special circumstances shall be signed by the parent and the Program Director and must be approved by the Michigan Department of Human Services before services are rendered. Plans shall be updated annually.**

### **BrightWheel Communication Policy**

In our efforts to help the environment by reserving natural resources, our facility's communications are predominantly paperless. We use a childcare software application called **BrightWheel** that allows parents, teachers, and administrators to communicate directly with one another via text messages on a free downloadable mobile app. Parents and families are also notified of event calendars, important announcements, classroom closings, and policy changes or updates, student daily activities, and billing and enrollment statements through this app. **As this is our main way to communicate with the families**

**of our students and track attendance, it is a requirement of your child's enrollment to use and check BrightWheel each day they are in attendance at the facility so that important information regarding your child or the school is not missed. In the event of an emergency, we will attempt to contact a parent or emergency contacts by phone first.**

As BrightWheel is our predominate resource for attendance tracking and emergency contacts, it is the responsibility of parents/guardians to notify Creative Academics of any updates to parent/emergency/approved release contact information or if there is any issue with the use of the mobile application for check in/out procedure. **Failure to utilize the BrightWheel app for check in/out procedures or failure to provide adequate or current parent, emergency, or release of child contact information will cause your child to be ineligible to be dropped off for care services.**

In the event that you have questions or concerns about your child's enrollment, schedule, tuition, or any other time sensitive issue, it is required that you call our administrative offices rather than send a BrightWheel message so that your issue may be addressed in a timely manner.

### **Daily Routines & Schedules**

Every classroom has their Daily Routines and Schedules posted in their classroom on the wall or in a hanging portfolio. Every week, individualized lesson plans are also created and posted on the wall of each classroom. Teachers of the TOFM EHS Program are required to have the Program Director and parents from their class review these lesson plans and sign them in acknowledgment. The Infant classrooms provide lesson plans and schedules as well, but do not have to adhere to a strict set schedule of activities, as infant care is based on individual needs.

### **Rest Procedures**

Creative Academics Learning Center will provide all children with cribs, cots, and sheets for Nap Time. **Parents must supply their child with a child-size blanket to cover themselves with.** No child will be allowed to sleep on an uncovered cot or crib mattress. In accordance with LARA MI State regulation **R 400.8176 (13) Soft objects, bumper pads, stuffed toys, blankets, quilts, comforters, and other objects that could smother a child must not be placed in, or within reach of, a crib or porta-crib with a resting or sleeping infant. In other words, any child that sleeps in a crib is not allowed to be covered with a blanket.** Our Infant rooms are temperature controlled, and teachers will ensure all children are able to rest in a warm, comfortable environment. Infants are allowed to sleep by demand.

Any school aged child who attends Evening Latchkey Services will only be provided a cot and sheet to sleep on if they express a desire to rest or attend the program past 8pm. Latchkey students must bring their own blankets to cover with if they intend to rest.

### **Holiday Closings**

The following days are observed holidays during which the center will be closed. **Creative Academics Learning Center will send out communications via BrightWheel to notify parents of exact closing dates in advance.**

- New Year's Day
- Martin Luther King Jr. Day

- Good Friday
- Easter Day
- Memorial Day
- Juneteenth
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day
- Professional Development Days

### **Enrollment & Admission Policy**

Applicants who express an interest in enrolling their child in Creative Academics Learning Center will be required to submit a complete enrollment application, in addition to proof of approval for any additional state or federally funded programs that may cover the cost of tuition for the child and complete an onsite interview/tour at the facility with the Program Director. Completed applications will be assessed by the Program Director(s) for final approval. Application approvals are processed on a first-complete-first-served basis, meaning an applicant who submits a complete enrollment application along with ALL required documentation may receive approval and classroom assignment before an applicant who has not submitted all required documentation.

**All students are required to be enrolled full time to be approved for one of our programs, unless special approval for an alternative schedule is granted by the Program Director.** Full time enrollment requires a child to be in attendance at least 3 days out of the week, for a minimum of 6 hours per day of attendance. We do not accept enrollment for drop-in or daily rated care services.

**Applications are accepted regardless of race, creed, or ethnic background. The Program Director(s) reserves the right to cancel/deny the enrollment of a child at his/her discretion, or for the following possible reasons:**

- Inability to provide care services due to the parent/guardian's requested schedule (outside of normal operating hours)
- Non-payment or excessive late payments of tuition and fees
- Not signing or checking children in/out of facility accurately as outlined in the parent handbook
- Not observing the rules of the center as outlined in the parent handbook
- Submitting fraudulent/altered documentation
- Failure to maintain full time attendance without explanation or prior notice
- Child has special needs that have not been discussed with us by the parent/guardian or/and we cannot adequately meet their needs with our current staffing qualifications and resources
- Physical and/or verbal abuse or unacceptable behavior towards staff, students, or other parents/guardians at the facility
- Expired or lack of immunizations and/or health appraisal/physical.

**The following is required to complete an enrollment application:**

- Child's full name and DOB

- Full name of parent(s)/legal guardian
- Copy of parent/legal guardian's driver's license or ID
- Child and parents' home addresses and phone numbers
- Parents' business addresses and phone numbers
- Any special needs or relevant medical history of the child or the child's family
- Signed Emergency Information Form listing at least 2 current emergency contacts and a list of contacts we are approved to release the child to
- Name, address, and telephone number of child's physician
- Written consent of parent regarding emergency medical care
- Current record of immunizations signed by a physician
- Current complete physical exam or health appraisal complete and signed by a physician within 6 months of the application date
- Parent/guardian must complete and sign all necessary enrollment and authorization forms accurately and must be legible
- Parent/guardian and enrolling child(ren) must complete an onsite visit at the facility to meet with the Program Director and teachers prior to receiving a classroom assignment
- Proof of tuition and registration payment
  - **If tuition will be paid out of pocket by parent/guardian:** All registration and tuition fees must be paid IN FULL via BrightWheel before child will be assigned a classroom.
  - **If tuition will be covered by the Department of Human Services (DHS) Child Development and Care (CDC) subsidy benefits:** Parent/guardian must provide confirmation of CDC benefit that includes the benefit eligibility dates and approved hours total with Creative Academics Learning Center listed as the approved childcare provider. **If Creative Academics is not listed as the approved provider at the time of enrollment, the parent/guardian must pay the full regular tuition rate and registration fee until the authorizing paperwork is delivered to us for DHS billing.** Once we receive DHS confirmation to bill, we will refund any tuition payment previously made by the parent if the payment date falls within the dates of eligibility listed on the CDC approval. **Parent/guardians are responsible for paying tuition and fees out of pocket for services rendered that exceed any approved CDC benefit eligibility amount.**
  - **If tuition will be covered by Great Start to Readiness Pre-K Program (GSRP):** In addition to the requirements stated above, parent/legal guardian will also need to submit the following:
    - Verification of child's birth (birth certificate or certificate of live birth)
    - Proof of income (if using check stubs, please provide 3 of the most recent)

### Enrollment Restrictions

- Enrollment of children less than six (6) weeks of age or older than 12 years of age is prohibited.
- The agency shall not admit a child into care until the parent has supplied the agency with a completed application including all required enrollment documentation.
- All children physically present in the facility shall be included in the Adult: Child ratio and shall have all required records on file before care is provided.
- Parents/guardians are required to perform an on-site visit to the facility with the child(ren) being enrolled to review the agency's facility and childcare policies and practices prior to the child being enrolled into care.

### Tuition and Fees

**All tuition and registration fees are per child.**

**\* If a child is withdrawn then reenrolls at a later date, a second registration fee will be required.\***

- Registration Fee: \$65 (non-refundable)
  - Infants (6 weeks-23 months)                      \$200.00/week
  - Twaddlers (19months – 35 months)              \$200.00/week
  - Toddlers (3years – 4 years)                        \$180.00/week
  - **AFTER CARE HOURS OVER APPROVED DHS HOURS \$40/ week**
  - GSRP Pre-School (4 years - 5 years)              **FREE MON-FRI 8:30 AM – 4:30 PM**
  - GSRP Before/After School Latchkey              \$40.00 week
  - Latchkey (5 years-12 years)                        \$120.00/week
  - Late Fee                                                      \$1 per minute
- \*To be paid via debit/credit on Brightwheel before at time of pickup or before the child returns.**

**Tuition is due on Monday before your child is checked in. If the full tuition payment is not received by 5pm Monday for the current week, a late fee of \$20 will be added to the student's account, and \$5 for each additional day that tuition is not paid. Tuition is due regardless of attendance and for any days that our facility is closed for holiday. There is no reduction for absences or shorten weeks. Parents are given two weeks in a school year of tuition free as long as the parent notifies us at least one week in advance. (NOTE THERE WILL BE NO EXCEPTIONS)**

**Late Fees are due at the time of pick up or before the next drop off. If the full late fee payment is not received before the next drop off, an additional fee of \$20 will be added to the student's account, and \$5 for each additional day that the late fee is not paid.**

**Failure to complete full tuition and late fee payments within one week of its due date may result in your child being ineligible for drop off until all fees have been paid in full.**

The methods of payment accepted for tuition and fees at the time of enrollment are cash, money order or DHS CDC subsidy **(NO PERSONAL CHECKS ACCEPTED)**. Once an application is approved and a parent/guardian has been given BrightWheel access, **all future payments must be paid via debit or credit card directly to the BrightWheel app.**

**A two-week prior notice is required to terminate care.** Payment will still be required in full for two additional weeks past the last date of attendance if an applicant chooses to end enrollment or not return without prior notice. If an applicant chooses to end enrollment of a state or federally funded program without a 2 week notice, they will be required to pay these two additional weeks of tuition out of pocket at the rate applicable for their child's age. Please keep in mind that there are no credits for absentee hours.

**It is the responsibility of the parent/guardian to contact the Program Director in a timely manner if they anticipate an issue with making tuition or late fee payments to avoid interruption of their child's attendance and enrollment.** We will make every effort to work with you and provide assistance if you communicate your needs to us in a respectful, timely manner.



### Attendance Policy

**All students are required to be in attendance full time to be approved for one of our programs, unless special approval for an alternative schedule is granted by the Program Director.** Full time enrollment requires a child to be in attendance at least 40 hours per week, for a minimum of 8 hours each day of attendance. Students are not allowed to attend for drop-in or daily rated care services. Failure to maintain full time attendance may cause your child to lose their enrollment spot at the discretion of the Program Director.

**It is the responsibility of the parent/guardian to notify the center of any planned or unplanned absences. There is no reduction of tuition or fees for absences. A two-week prior notice is required to terminate care.**

### Vacation Policy

**A two-week tuition free vacation is granted to each child per calendar year. A prior written notice and approval from the Program Director is required to redeem the vacation. The child(ren) cannot be present in the center during vacation time.**

### Check In/ Check Out Policy

**In accordance with LARA MI State regulation R 400.8143 (11) A center shall maintain an accurate record of daily attendance at the center that includes each child's first and last name and each child's arrival and departure time.** All parents and guardians are responsible for ensuring their child is properly **signed in upon arrival and signed out when departing the center.** The full name of each child that is being dropped off must be written on the sign in sheet along with a time of arrival and the parent/guardian's initials. In addition, the parent/guardian is required to electronically sign the child in by scanning the posted QR code on their BrightWheel app. The same procedures should be followed at pick up. Children will not be admitted to or from their classrooms until their sign in/out process is complete. **Repeated failure to check your child in and out accurately could result in your child's removal from our programs.**

The individual who drops off and picks up your child must be listed on the authorized pick-up list in the child's file. Unrecognized individuals who attempt to pick up your child will be asked to show some form of identification, preferably their state issued driver's license or ID. You will also need to call and make the director knowledgeable of the situation ahead of time if someone not listed on the approved release list will be picking up your child.

**If there is any concern or suspicion of drug or alcohol influence, the staff of Creative Academics Learning Center reserves the right to deny a person's request to release a child.**

### Late Pick-Up Fees

In the event that you cannot make it to the center on time to pick up your child, you are required to call the center as soon as possible at (313) 855-6262 to make pick up arrangements with the teachers or director. **If a child is picked up later than their contracted scheduled time without prior approval, a late fee of \$1 per minute will be assessed and must be paid at the time of pick up or the following morning at drop off. If a child is not picked up after an hour of contracted time and all attempts have**

**been made to reach the parent or emergency contacts in the child's file, CPS and the Detroit Police Department may be contacted at the discretion of the Program Director.** You must adhere to your schedule that you submitted with your child/children's daily schedule.

### **Food and Nutrition Policy**

Creative Academics serves breakfast, morning snack, lunch, afternoon snack, dinner, and evening snack to our students daily. Our meals are sponsored by the Child and Adult Care Food Program (CACFP). The CACFP is a federal program that provides nutritious meals and snacks to children and adults in day care and afterschool programs. Parent/guardians are required to complete a CACFP Participant Enrollment Form and/or a Household Income Eligibility Statement for each family at the time of enrollment. Our daily meal schedule is as follows:

- Breakfast: 8:00am -9:00am
- Morning Snack: 10:00am -10:30am
- Lunch: 11:30am - 12:30pm
- Afternoon Snack: 2:30pm - 3:00pm
- Dinner: 4:00pm - 5:00pm
- Evening Snack: 7:00pm -7:30 pm

Because our food program is sponsored and monitored by the CACFP for the health and wellness of our students, parents/guardians are not allowed to check students in with outside food or drink unless prior approval has been granted by the Program Director.

### **Infant Feeding Procedures**

Parents/guardians of infants under the age of 1 year old or those who are currently ingesting infant formula or breast milk are required to complete and sign a CACFP Formula/Food Sign-Off Statement at the time of enrollment to indicate food and formula preferences for their infant.

As a participant in the CACFP, we offer to supply all infant meal food components, as developmentally appropriate, to all infants in our care. This includes iron-fortified infant formula (Infamil or Similac), iron-fortified infant cereal, and infant foods and/or table foods in the appropriate texture for the age of your infant.

Parents/guardians may choose to accept our supplied infant formula and/or foods or provide their own. Mothers are always welcome to breast feed on-site and/or provide expressed breast milk in labeled bottles or containers.

Parents/guardians may provide a maximum of one food component towards their child's daily meals and our center is required to provide all other meal components, as developmentally ready, as a rule of participation in the CACFP.

Parents must provide a clean, sanitized feeding bottle and pacifier (if needed) that can be labeled and left in the classroom for each enrolled infant on their first day of class, and Creative Academics will supply all feeding materials your child will need thereafter.

### **Special Dietary Needs, Allergies & Restrictions Policy**

**Please note that it is the responsibility of the parent/guardian to notify Creative Academics if their child has a Special Dietary Need, Allergy, or Restriction.** If a child has a special dietary need that is not covered by the CACFP, the parent is required to provide us with a Special Dietary Needs Statement that has been completed and signed by the child's physician. Only then will the indicated items on the statement be allowed to be brought into the center in a labeled and dated container. If a child has a known food allergy or restriction, the parent/guardian is required to indicate the restriction/allergy on the child's Emergency Information Card and submit a Special Dietary Statement that has been completed and signed by a physician before we can provide an altered meal/snack to fit their dietary needs.

### **Uniform & Dress Code Policy**

Creative Academics abides by a uniform dress code policy during the active school year to help prepare our children's expectations for school and work in the future. All students, with the exception of those enrolled in an Infant classroom, are expected to wear their uniforms during school hours unless permission is given by the Program Director for Free Dress. We expect parents to support the school uniform dress policy by ensuring that their student(s) come to school dressed appropriately daily. The current school uniform is as follows:

- Polo shirt: Yellow or Navy Blue (short or long sleeved)
- Pants, Shorts, Skirt, Skort or Jumper: Navy Blue, Khaki or Tan, Black
- Closed-toed shoes that are comfortable for outdoor play are required for all students that crawl or walk; an additional pair of slippers, Crocs, or footies should be provided to wear inside the classroom

On Free Dress days, students will need to wear comfortable, loose-fitting clothes, which are suitable for sitting on the floor, playing outdoors, and allowing plenty of room for movement throughout daily activities. All children crawling and walking must wear close toed shoes. All clothing and uniforms must be weather appropriate, as children may go outside throughout the year. **Failure to dress your child appropriately for daily classroom activities and outdoor play may prevent them from being eligible for check in.**

**Soiled clothes are not allowed to be washed in the center, so it is imperative that your child has an extra set of clothes to change into at all times.** All soiled clothes will be placed in a labeled plastic bag and sent home to be washed. Parents are responsible for supplying another set of clothes at check in if a soiled set was sent home. **Failure to provide an extra change of clothes for your child may prevent them from being eligible for check in.**

### **Classroom Supplies**

For the health and safety of our staff and students, Creative Academics Learning Center currently supplies all classroom and feeding materials required to operate our programs on a daily basis, and **book bags are unnecessary and strongly prohibited.** Parents are welcome to donate classroom supplies, tissues, and hand sanitizers any time they like, but there is no obligation to do so. Parents are only asked to provide the following items for their students to be labeled and kept in their assigned drawers in the classrooms at all times:

#### **Infants**

- Diapers and wipes to be labeled and left in the classroom.
- 2 complete sets of seasonally appropriate change of clothes
- 1 or 2 bottles/ Sippy Cups to use for feeding times
- A pacifier with a leash or attachable clip
- If you choose to provide breast milk, it must be in a sealed, labeled container

**Toddlers/Pre-K**

- 1 child sized blanket for rest periods
- 1 complete set of seasonal change of clothes (include underwear if worn)
- Pull-Ups and wipes to be labeled and left in the classroom.
- 1 pair of footies, crocs, or slippers to be labeled and left in cubby (outside shoes are not allowed to be worn inside the classroom for health and safety purposes. Students will change into their slippers when they arrive to class.)

**Toilet Training Policy**

All students who are walking and physically and developmentally capable will be introduced to daily toilet training during restroom breaks once they transfer to the Twaddler class. Students that are potty training will be required to wear Pull Ups and tops without snaps during school hours to support an easy transition towards new potty practices. We strongly encourage parents to communicate with their student's teachers and collaborate on effective toilet training practices already being used in the home to encourage their children to maintain these practices at school as well. **While we are more than happy to assist our families with this integral part of their child's growth and development, we ask that you understand we are not responsible for fully potty training your child.**

**Diapering Procedures**

Diapering shall be done in designated areas only, using posted diapering procedures. Changing tables are sanitized before and after each use with water, soap, and bleach. Staff are required to wear gloves during all diapering or toilet procedures. Both children and staff's hands are washed after each diapering procedure.

Our caregivers will only use diapering supplies provided by Creative Academics unless prior approval has been granted by the Program Director to do otherwise. Infant diapers will be checked for soilage every 30 minutes. Toddler Pull Ups will be checked every hour. Diapers and Pull Ups will be changed immediately after knowledge of soilage. No child shall be left unattended on a changing table or in the rest rooms during diaper changes or potty usage.

**Cleansing & Sanitizing Procedures**

Teachers will clean and sanitize all classroom materials, tools, and surfaces daily. Crib sheets and bibs are washed daily. Pillow covers, blankets, and all other items that are machine washable are washed at least once a week every Friday, unless washing is needed sooner. Bibs and birth cloths are used once and discarded until washed and sanitized. Changing tables, highchairs, cribs, hard surfaces are sanitized daily and after each use. Toys and writing materials are also sanitized daily after use in a Zono machine sanitizer.

In the event of a known outbreak of communicable diseases, a professional cleaning team will be used to thoroughly clean and sanitize all classrooms each weekend until we have received notice that the outbreak is no longer a threat to the health and safety of our staff and students.

### **Discipline Policy**

We believe that setting limits and consistently following through allows children the greatest opportunity for success. Another mission of ours is to teach children acceptable behavior so that they may apply it to everyday life regardless of their surroundings. Discipline will be provided through a combination of positive reinforcement and redirection. It is important that parents and teachers work together to alter negative behavior seen in children.

#### **Communication with Parents about a Child's Behavior**

Communication with you as the parent is very important to us, and we believe it is best for the child also. Each caregiver will give a daily report to the parent whether it is verbal, through a Bright Wheel message, or through a telephone call. If a child's behavior becomes an excessive problem, a conference with parents will be scheduled through the Program Director to discuss further steps. Professional support and guidance for a behavioral or mental health specialist may be recommended or required for a child to remain in the center if their behavior is harmful or excessively disruptive towards others. If a child's behavior becomes harmful to the staff or other children, dismissal from the program will be the last option.

#### **Punishments Not Allowed in the Center**

The following behaviors are strictly prohibited in the center by staff, parents, or any other visitors due to licensure regulations and liability factors:

1. **Corporal Punishment:** includes hitting, shaking, pinching, biting, or any other measures that produce physical pain
2. **Withdrawal:** the threat of withdrawal of food, rest, play, or bathroom opportunities
3. **Abusive or profane language**
4. Any form of public or private humiliation, including threats of physical punishment
5. **Any form of emotional abuse:** rejecting, terrorizing, ignoring, isolating, or corrupting a child
6. **Using any food product or medication in any manner or for any purpose other than for which it is intended**
7. **Inappropriate methods of discipline:** any taboo or unusual method of discipline that results in the abuse or neglect of a child; includes, but is not limited to, putting soap or pepper in a child's mouth, etc.
8. **Isolation out of view of a caregiver**
9. **Inappropriate use of time-out**
10. **Forcing children to sit at a table or in a highchair for extended periods of time**
11. **Telling parents to punish children at home for misbehavior at the center**

#### **Staff Training on Discipline Issues**

All staff members are required by state regulations and Creative Academics Learning complete trainings on how to deal with difficult behaviors in children and alternative discipline measures. As new information or studies become available, our trainings will be updated. On-going trainings will be

conducted via workshops, professional literature, staff development meetings, videos, and role-playing activities each year.

**Note: Each child is different in his/her own way. We are happy to help support a child's behavioral issues in any way as long as it is beneficial and positive for the child. However, the Program Director reserves the right to make final decisions regarding a child's placement in one of our programs if their behavior is a recurrent issue.**

### **Medication Administration Policy**

If a student is current taking a medication or topical ointment that needs to be administered to them during school hours, their parent/guardian is required to provide us with a Medication Authorization form that has been completed and signed by the administering physician. As advised by state licensing rules and regulations, we are also strictly prohibited from administering any over the counter medications or ointments to a child without a Medication Authorization and physician instructions on file as well.

Upon the receipt of the signed Medication Authorization, the Program Director will store all approved medications in a locked cabinet in the Director's office when not in use for safety and security purposes. Medications will be returned directly to the parent/guardian or destroyed after instructed administration is complete, or parent/guardian submits a request in writing to return it.

#### **All medications must:**

- Be submitted to the center in its original container and stored according to instructions
- Must have the pharmacy label indicating the physician's name, appropriate child's first and last name, instructions, name and strength of the medication, and must be given according to those instructions
- Be accompanied by a doctor's written order, even if it is an over-the-counter medication such as diaper rash cream, repellant, cortisone, etc.

### **Injury, Illness, & Medical Emergency Policy**

#### **Injuries, Accidents, & Major Medical Emergencies**

Every consideration will be taken to ensure the safety of your child while in our care. Staff members trained to administer CPR and First Aid are on duty during center hours at all times. If a child arrives with a noticeable minor injury or incurs a minor injury/accident while in attendance, an electronic Incident Report will be sent to the parent/guardian immediately via Bright Wheel to notify them. In addition, a physical Incident Report will be completed and signed by the closest adult, then reviewed and signed by the Program Director or any active supervisor. A copy of this report will be provided to the parent/guardian at checkout for review and signature as well.

In the event of a major medical emergency or accident, the teacher or director will call 911 first. The child will be transported to the hospital noted on the child's Emergency Information Record (or the closest hospital). The parent/guardian will then be called by phone immediately.

#### **Illness**

Any child who is checked in and exhibits symptoms of injury or illness, including but not limited to complaining of not feeling well, inconsolable irritation or crying, high fever, rash, colored mucus, or an

excessive cough/sneeze, will be isolated from the general classroom and must be sent home. The child must remain home until all symptoms of illness has cleared and the parent/guardian must provide us with a written physician's clearance before the child will be allowed to return to class.

If a child contracts a communicable disease, such as chicken pox, pink eye, etc., or any illness that requires medication, he/she will not be allowed to return to class until all symptoms have cleared, all medications have been completely administered, and a written return notice from the child's physician is received as well.

If a child has been sent home due to vomiting or diarrhea, he/she must remain home until they are completely free of all symptoms for a period no less than 24 hours before returning back to the center.

#### **Parental Response to Notice of Illness/Injury**

**If a child is sick or injured enough to be sent home, it is the parents'/guardians' responsibility to ensure the child is checked out of the center within 1 hour of being notified, either by them or an approved Emergency Contact.** We will attempt to contact the parent/guardian first via phone and BrightWheel, but if we do not receive an answer, we will reach out to all Emergency Contacts listed on the Approved Emergency Contact List. **Failure to pick up a sick or injured child within 1 hour of initial contact will result in a Late Pick Up Fee of \$1 per minute. In addition, a negligence report may be submitted to CPS, and your child's placement in our program may be terminated at the discretion of the Program Director.**

#### **Spokesperson**

The legal spokesperson for Creative Academics Learning Center will be our attorney. He will address all legal and media issues regarding major incidents, accidents, or emergencies.

#### **Emergency Evacuation Plan**

Emergency Evacuation Procedures (EEP's) are posted by all exits in Creative Academics Learning Center, and a complete Emergency Preparedness Plan is available in our Licensing Notebook at the front desk. All classrooms are equipped with emergency exit doors and have access to fire extinguishers. All staff and students will complete monthly Fire and Emergency and Active Shooter/Stranger Danger Evacuation Drills to ensure everyone is well versed on what to do in the event of a real emergency. If the building is not safe, our current evacuation plan instructs us to evacuate to a designated meeting spot located on Littlefield St. and wait for help from emergency personnel. In the event of a real emergency, all parents will be notified at the time of the incident via telephone, radio, or local news broadcast, depending upon the extent of the emergency. **Parents/ guardians or Emergency Contacts will be expected to pick their children up as soon as possible if they are contacted for emergencies.**

#### **Inclement Weather Policy**

In the case of severe weather such as ice or snow, we will notify parents/guardians of classroom closings via BrightWheel. You can also verify our closing status by tuning in to your local weather channel or calling our offices at 313-855-6262. We will be on the same schedule as the Detroit Public School for school closings. If the weather becomes hazardous after opening, parents/guardians or Emergency Contacts will be contacted immediately to pick up their child.

**Licensing Book Notice**

Creative Academics Learning Center will keep a copy of all licensing inspections, special investigation reports and related corrective action plans on file as long as our license is valid. Creative Academics Learning Center's licensing book will be available for viewing during our regular business hours. Reports are **also** listed on the state website at [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare).

*Thank you for entrusting the care of your child to Creative Academics Learning Center. We believe that children need a loving, supportive, and safe environment in which to learn and grow. Your satisfaction is very important to us, and we are willing to work with you to meet the needs of your child. We respectfully ask if you find that our service meets your requirements, please tell others. If not, please let us know, and all concerns will be addressed immediately.*

**Creative Academics Learning Center**

**Owner:** Antonia Adams

**Owner:** Anthony Crawford

**Program Director:** Janquil Stewart

**Mailing Address:** 13144 W. 7 Mile Rd

Detroit, MI 48235

**Office Ph:** (313) 855-6262

**Office Fax:** (313) 855-6260

**Enrollment Email:** [creativeacademicslc2@gmail.com](mailto:creativeacademicslc2@gmail.com)

**Language Assistance Services**

**Michigan Department of Health and Human Services (MDHHS)**

Please note if needed, free language assistance services are available.

Call 517-241-2112 (TTY users call 711).



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The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability. Further, MDHHS:

- Provides free aids and services to people with disabilities to communicate with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats); and
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need the above services, contact the MDHHS Section 1557 Coordinator.

If you believe that MDHHS has failed to provide the above services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: MDHHS Section 1557 Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the MDHHS Section 1557 Coordinator is available to help you.

MDHHS Section 1557 Coordinator

Compliance Office, 4<sup>th</sup> Floor

P.O. Box 30195

Lansing, MI 48909

517-284-1018 (Main), TTY users call 711, 517-335-6146 (Fax),

[MDHHS-ComplianceOffice@michigan.gov](mailto:MDHHS-ComplianceOffice@michigan.gov)

You can also file a civil rights complaint with the responsible federal agency.

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| <p>If your grievance or complaint is about your Medicaid application, benefits or services you can file a civil rights complaint with the U.S. Department of Health and Human Services at <a href="https://bit.ly/2pBS4YG">https://bit.ly/2pBS4YG</a>, or by mail or phone at:</p> <p>U.S. Department of Health and Human Services<br/>200 Independence Avenue, SW<br/>Room 509F, HHH Building<br/>Washington, D.C. 20201<br/>800-368-1019, 800-537-7697 (TDD)</p> <p>Complaint forms are available at <a href="https://bit.ly/2IKsHMS">https://bit.ly/2IKsHMS</a>.</p> | <p>If your grievance or complaint is about your application for or current food assistance benefits, you can file a discrimination complaint with the U.S. Department of Agriculture (USDA) Program by:</p> <p>Completing a Complaint Form, (AD-3027) found online at: <a href="https://bit.ly/2g9zzpU">https://bit.ly/2g9zzpU</a> or at any USDA office, or write a letter addressed to USDA at the address below. In your letter, provide all information requested in the form.</p> <p>To request a copy of the complaint form, call 866-632-9992.</p> <p>Send your completed form or letter to USDA by mail:</p> <p>U.S. Department of Agriculture<br/>Office of the Assistant Secretary for Civil Rights<br/>1400 Independence Avenue, SW</p> |
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|  | Fax: 202-690-7442; or Email:<br>program.intake@usda.gov |
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MDHHS is an equal opportunity provider.