



THE CREATIVE CLUBHOUSE LLC

# PARENT HANDBOOK QUICK GUIDE

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### PARENT / GUARDIAN POLICY ACKNOWLEDGMENT

I received and reviewed the Parent Handbook and agree to follow the policies in this handbook and enrollment packet. I understand that a more specific signed form controls when applicable.

PARENT / GUARDIAN PRINTED NAME

SIGNATURE

DATE

MONDAY-FRIDAY 5:00 AM-5:00 PM | QUIET TIME GENERALLY 1:00 PM-3:00 PM

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# POLICIES 1 & 2

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## POLICY 1 ENROLLMENT, RECORDS & FAMILY COMMUNICATION

### 1.1 ENROLLMENT AND ACCEPTANCE

Enrollment is complete only after required forms, permissions, records, fees, and program approval are received. A requested start date, schedule, or space is not guaranteed until the program confirms acceptance.

### 1.2 KEEPING RECORDS CURRENT

Parents and guardians must promptly update addresses, telephone numbers, employers, emergency contacts, authorized pickup persons, custody restrictions, schedules, allergies, medications, health needs, and payment information.

### 1.3 COMMUNICATION METHODS

Program notices may be delivered through Brightwheel, telephone, text, email, paper notice, or another approved method. Families are responsible for reviewing messages and responding when action or confirmation is requested.

### 1.4 QUESTIONS AND CONCERNS

Questions should be raised promptly with the owner or director. Families and staff are expected to communicate respectfully and focus on the child's safety, care, development, and successful participation.

## POLICY 2 ATTENDANCE, SCHEDULING, CLOSURES & PICKUP

### 2.1 CONTRACTED SCHEDULE AND ATTENDANCE

Care is available during the child's approved schedule and the program's Monday-Friday operating hours of 5:00 AM-5:00 PM. Children must arrive no later than 9:30 AM unless a later arrival is approved in advance, and children must be fed before drop-off. Regular attendance supports relationships, learning, routines, and responsible staffing.

### 2.2 ABSENCE, LATE ARRIVAL, OR SCHEDULE CHANGE

Notify The Creative Clubhouse at least two hours before the scheduled drop-off when a child will be absent, late, or have a schedule change. Requested schedule changes require approval and are not effective until confirmed.

### 2.3 ARRIVAL AND SIGN-IN

A parent, guardian, or approved adult must sign the child in and release the child directly to staff. Share any change in sleep, health, medication, mood, behavior, transportation, or pickup plans at arrival.

### 2.4 AUTHORIZED RELEASE AND IDENTIFICATION

Children are released only to a parent, legal guardian, or authorized adult whose identity can be verified. Photo identification may be required. Pickup-list changes must be communicated and verified before release.

### 2.5 CONTRACTED PICKUP AND LATE PICKUP

Children must be picked up by their contracted pickup time and no later than 5:00 PM. A \$1-per-minute late fee applies after the contracted pickup time. Repeated late pickup may lead to a conference, schedule review, suspension, or termination of care.

### 2.6 WEATHER, EMERGENCY, AND OTHER CLOSURES

Weather, utility failure, public-health conditions, staffing limitations, building conditions, or another emergency may require delayed opening, early closing, relocation, or closure. Families will be notified as soon as practical and must arrange prompt pickup when an early closing is announced.



## POLICIES 3 & 4

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### POLICY 3 QUIET TIME, REST & QUIET-TIME PICKUP

#### 3.1 DAILY QUIET-TIME PERIOD

Quiet or rest time is generally observed from 1:00 PM to 3:00 PM. Children are offered an age-appropriate opportunity to sleep, rest, or participate quietly according to their age, individual needs, and safe-care practices.

#### 3.2 COMFORT AND REST ITEMS

Families should provide requested comfort or personal-care items that can be used safely. All items must be labeled. Infant sleep spaces remain free of loose bedding, pillows, toys, and other soft objects.

#### 3.3 ARRIVAL DURING QUIET TIME

Whenever possible, schedule arrival before 1:00 PM or after 3:00 PM. If arrival during quiet time is unavoidable, notify the program in advance and enter quietly so sleeping and resting children are not unnecessarily disturbed.

#### 3.4 PICKUP DURING QUIET TIME

Whenever possible, schedule pickup outside 1:00-3:00 PM. For an unavoidable quiet-time pickup, give advance notice so staff can prepare the child and belongings when supervision and the group routine allow. Adults must keep voices, devices, and hallway activity quiet.

#### 3.5 SAFE RELEASE STILL APPLIES

Quiet-time pickup does not change sign-out, identification, custody, or authorized-release requirements. Staff may ask the pickup adult to wait briefly while the child is safely transitioned without disrupting supervision.

### POLICY 4 TUITION, PAYMENTS, FEES & ACCOUNT STATUS

#### 4.1 REGISTRATION AND RESERVED SPACE

The registration fee is \$50. Tuition reserves the child's approved days, hours, and placement; it is based on enrollment and must be paid regardless of actual daily attendance.

#### 4.2 PAYMENT SCHEDULE

Weekly tuition is paid in advance. Cash is due Friday. Brightwheel payments are due no later than Sunday. A monthly or different payment arrangement must be approved in writing.

#### 4.3 ATTENDANCE, HOLIDAYS, AND CLOSURES

Absences, vacations, holidays, illness, school closures, and program closures do not create a tuition credit or refund unless a separate written policy or written program notice specifically provides one.

#### 4.4 PAST-DUE AND RETURNED-PAYMENT FEES

A \$25 fee applies for each day a payment remains past due. A \$35 fee applies to each returned or declined payment. The balance and applicable fee must be paid within 24 hours or according to an approved written arrangement.

#### 4.5 LATE-PICKUP FEES

A \$1-per-minute fee is charged for every minute after the child's contracted pickup time. Late-pickup charges are due at pickup unless another written arrangement is approved.

#### 4.6 NONPAYMENT, SUBSIDY, AND THIRD-PARTY PAYMENTS

Continued nonpayment may lead to an account review, required payment arrangement, suspension, or termination. Families remain responsible for copayments, uncovered balances, fees, days, or hours not paid by another payer.

#### 4.7 WITHDRAWAL AND RATE CHANGES

A two-week written notice is required to withdraw, and tuition remains due through the notice period. Families will receive at least 30 days' written notice of an approved tuition increase.



## POLICIES 5 & 6

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### POLICY 5 HEALTH, ILLNESS, ALLERGIES & MEDICATION

#### 5.1 HEALTHY PARTICIPATION

Children must be well enough to participate in group care. The program may exclude a child whose symptoms prevent safe participation or may expose other children and staff to illness.

#### 5.2 RETURN AFTER ILLNESS

Unless current written health guidance requires a longer period, children should be fever-free for 24 hours without fever-reducing medicine and free from vomiting or diarrhea for 24 hours before returning.

#### 5.3 ILLNESS OR EMERGENCY DURING CARE

Families will be contacted when a child becomes ill and must arrange prompt pickup. Staff will call 911 for urgent or life-threatening symptoms and follow the child's emergency instructions and available action plans.

#### 5.4 ALLERGIES AND SPECIALIZED HEALTH NEEDS

Disclose allergies, medical conditions, emergency medicines, dietary restrictions, and special care needs before attendance and whenever information changes. Provider instructions or an individual care plan may be required.

#### 5.5 MEDICATION REQUIREMENTS

Medication requires written authorization and must arrive in its original, properly labeled container with matching directions. Medication may be refused when expired, improperly labeled, missing authorization, or unsafe to administer.

### POLICY 6 DAILY CARE, MEALS, BELONGINGS & INFANT CARE

#### 6.1 MEALS AND NUTRITION

Meals and snacks are provided according to the current schedule and menu. Report food allergies, dietary restrictions, and medically necessary accommodations. Outside food or drinks require advance approval and must be labeled.

#### 6.2 CLOTHING AND BELONGINGS

Children should wear comfortable, weather-appropriate clothing suitable for active play. Label extra clothing, coats, cups, bottles, diapers, wipes, and comfort items. The program is not responsible for lost or damaged personal items.

#### 6.3 TOILETING AND PERSONAL CARE

Families and staff will communicate about toileting routines, supplies, progress, and support strategies. Care will be respectful, developmentally appropriate, and consistent with sanitation and supervision requirements.

#### 6.4 INFANT AND TODDLER CARE

Families complete and update a feeding and care plan. Daily communication may include bottles, meals, diapering, sleep, mood, health, and developmental information.

#### 6.5 INFANT SAFE SLEEP

Infants younger than one year are placed on their backs in an approved sleep space with a firm mattress and fitted sheet. Alternative positioning requires current written instructions from a licensed health-care provider.



## POLICIES 7 & 8

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### POLICY 7 LEARNING, GUIDANCE, INCLUSION & SAFETY

#### 7.1 LEARNING THROUGH PLAY

Activities support creativity, language, movement, social-emotional growth, curiosity, independence, and school readiness through play, hands-on learning, consistent routines, and positive relationships.

#### 7.2 POSITIVE GUIDANCE

Staff use redirection, clear expectations, choices, routines, problem solving, and age-appropriate consequences. Corporal punishment, humiliation, threats, and unsafe discipline are not used.

#### 7.3 UNSAFE OR PERSISTENT BEHAVIOR

Aggressive, dangerous, or repeated behavior may require immediate safety action, family communication, a conference, a written support plan, adjusted services, or termination when safe care cannot be maintained.

#### 7.4 INCLUSION AND ACCOMMODATION

The program will discuss reasonable supports with families. Medical instructions, emergency plans, specialized equipment, or an individual plan may be required before care begins or continues.

#### 7.5 SUPERVISION AND SECURITY

Children are actively supervised. Families must follow sign-in, sign-out, door-security, identification, custody, and release procedures and may not allow another person to enter a secured area without staff approval.

### POLICY 8 PERMISSIONS, PRIVACY, EMERGENCIES & POLICY CHANGES

#### 8.1 TRANSPORTATION AND OFF-SITE ACTIVITIES

Transportation, field trips, neighborhood walks, and off-site activities require the appropriate family permission and apply only when offered. Required restraints, attendance checks, and supervision procedures will be used.

#### 8.2 PHOTOS, VIDEO, AND MEDIA

Families make separate choices for internal program use, family communication platforms, website, social media, marketing, grants, news, and other public uses. The signed media-release selections control.

#### 8.3 PRIVACY AND RECORDS

Child and family information is shared only as reasonably needed for care, safety, administration, payment, legal requirements, or a service specifically authorized by the family.

#### 8.4 EMERGENCY PROCEDURES

Staff follow written emergency procedures and practice required drills. Families will be notified of significant accidents, injuries, emergency medical care, evacuation, relocation, or closure according to program procedures.

#### 8.5 POLICY CHANGES AND TERMINATION

Policies may change with written notice. Either party may end care with the required notice. Immediate suspension or termination may occur when safety, serious misconduct, repeated violations, or nonpayment requires prompt action.

#### 8.6 RELATIONSHIP TO SIGNED FORMS

This handbook works with the enrollment application, attendance policy, tuition agreement, health forms, permissions, and other notices. When a more specific signed form applies, that signed form controls.