



**Kreative Kidz NC LLC
Drop In Center
Parent Handbook**

Our mission is to provide a lasting experience to children, while providing their parents a peace of mind. It is our ultimate goal is to offer a "Kreative" experience, when it comes to childcare. By implementing educational and fundamental activities, we work to enhance a child's development in a professional, interactive environment. It is our desire that our Kreative Kidz feel safe and comfortable in our care while having a Kreative Experience with our services!

Office of Operations

Office Hours:

Monday-Friday 10AM-4PM

Drop In (Reservation Required)

Monday-Friday 7:30AM-5:30PM

We service ages 3 months-12yo!

Programs

Drop In Childcare (Infants-Toddlers-School Aged)

Monday-Friday 7:30AM-5:30PM

Toddler Time @ KK (2yo -4yo)

Monday-Friday 9AM-1PM (various attendance options available)

Baby Buddies @ KK Program (12 months-2yo)

Monday-Friday 9AM-1PM | Various Attendance Options available

Summer Camp Program (Ages 5-12 Years Old)

Monday- Friday 8AM-4PM (Latest time to drop off is 10AM)

Drop In/Short Term Childcare Definition

According to the state of North Carolina, drop-in / short-term child care is defined by law in G.S. 110-86(2)(d)(d1) as a child care arrangement where care is provided while parents participate in activities that are not employment related, and where the parents are on the premises or otherwise easily accessible.

We provide pay-by-the-hour childcare to parents for their occasional and short term childcare needs.

Closures

Programs and Drop In Childcare will not be available on the following Holidays in 2022:

Memorial Day

Will be closed Monday, May 30th

4th of July

Will be closed Monday, July 4th

Labor Day

Will be closed Monday, September 5th

Thanksgiving

Will be closing Wednesday, November 23rd at 1PM,

Will be closed Thursday, November 24th,

Will be closed Friday, November 5th

Christmas Eve

Will be closing Friday, December 23rd at 1PM

Christmas

Will be closed Monday, December 26th

New Year's Eve

Will be closed Friday, December 31st

New Year's Day

Will be closed Monday, January 2, 2022

We will be closed for the following Deep Cleaning Days in 2022:

Friday, January 21st at 1PM

Friday, July 22nd at 1PM

Friday, February 4th

Friday, August 5th

Friday, February 18th at 1PM

Friday, August August 19th at 1PM

Friday, March 4th

Friday, September 2nd

Friday, March 18th at 1PM

Friday, September 16th at 1PM

Friday, April 1st

Friday, October 7th

Monday, April 18th

Friday, October 21st at 1PM

Friday, May 6th

Friday, November 4th

Friday, May 20th at 1PM

Friday, December 2nd

Friday, June 3rd

Friday, December 16th at 1PM

Friday, June 17th at 1PM

Friday, December 30th at 1PM

Friday, July 1st

Additional Policies

Childcare services are limited to 4 hours per day for the following programs:

Drop In Childcare

Toddler Time @ Kreative Kidz NC Program

Parent Night Out

Saturday Childcare

After School Coverage

Parents should supply:

- Diapers/Wipes. Detachable Pull ups are required for children who are potty training.
- Bottle/Sippy Cup/Water Bottle is required to ensure a comfortable stay.
- At least one pair of extra changing clothes available at all times.
- Any specialty meals or snacks for the child while in care, if the child requests meals and snacks other than what we provide.
- Blanket for Quiet Time (12:30PM-2:30PM each day)

Meals:

Meals and snacks will be provided by Kreative Kidz.

Meal times are:

Breakfast- Arrival- 9:30AM

AM Snack: 10:15AM

Lunch: 11:45AM

PM Snack: 2:30PM

Meals will be decided upon the child's stay and will include entree, vegetable, and fruit.

If the child has allergies or dietary restrictions, Kreative Kidz will need to be informed as soon as possible to ensure the safety of the child, parent's will need to provide an Allergy Emergency Care Plan completed by the doctor.

Kreative Kidz does not participate in a Food Program.

COVID-19 Policy & Procedures:

It is our priority to put the safety of your child, your family, and our team members first. In the event that your child or a team member has been exposed to COVID-19, we will provide an email to inform you of the exposure and the timeframe our facility will be closed.

Upon the return of all children, a negative COVID test will be required.

Payments for a child's spot in our program will not be waived or discounted, however, arrangements can vary by scenario basis and will need communication via email (kreativekidznc@gmail.com) with our Director.

For consistent safety, COVID-19 Questionnaire will need to be completed prior to each stay on our website, kreativekidznc.com/check.

What we do at Kreative Kidz NC to protect your Child:

- Daily Cleaning/Sanitizing by Team Members
- Deep Cleaning as needed and Biweekly by Team Members
- Temperature Checks at arrival and mid stay
- Consistent Hand Sanitizing and Hand Washing
- Face coverings/masks worn by Team Members and Children age 2+
- Provide communication via email, if child is exposed.

What do we expect from our families:

- Complete COVID-19 Questionnaire on our website prior to drop off, kreativekidznc.com/check
- Communicate with Kreative Kidz NC if anyone in the household has tested positive. We ask that you please also quarantine your child as well.
- Upon return of being exposed, a negative result will be required.

Payments

Payment is due before services are rendered. If the time used exceeds time paid the remaining balance is due at pick up. We do not extend credit for services for any reason.

Program Payments are for the child's spot in the program and are due by Monday's at 10AM, according to the parent's preferred payment schedule.

(Programs: Toddler Time @ KK, Baby Buddies, Summer Camp)

Payments are provided through Square Invoice, Payment through our website, or Cash App (\$KREATIVEKIDZNC)

Late Fees & Overtime Rates

Late Payment Fees:

Services will be terminated immediately for any balance that is unpaid. Services shall resume once payment has been made in full, including any additional fees incurred.

\$25 late fee will incur if any payment is untimely along with \$5/each additional day of late payment.

Overtime Rates:

Overtime rates occur at the expected program/reservation end time. If time exceeds the timeframe of the program agreement or reservation confirmation, an invoice will be sent via email. Payment will be expected within 24 hours or before the child's next stay.

If a child is picked up any minute after program/reservation end time, \$15 for the first 10 minutes, and \$1/minute after will be charged.

No grace periods of time are provided.

Refunds:

Refunds are provided as Kreative Kidz NC service credit only. For this reason, we ask that parents/guardians be mindful of your transactions in our online store and when completing reservations.

Guidance/ Discipline:

Our goal in this area is to encourage children to understand and be in the know with their emotions. This will increase their performance and overall mood when they can understand the shifts of their feelings.

At Kreative Kidz NC, our staff always provides praise or incentives to the children we care for. Kreative Kidz NC does believe in providing redirection and transition, in the event a child's behavior creates a space where it is necessary. Children will be encouraged to take time in our "Calm Down Area". If children proceed to exhibit behavioral issues and incur at least three additional occurrences of positive reinforcements, they will not be able to return to Kreative Kidz NC until their behavior positively progresses.

As we do encourage safe and age appropriate play between children in Kreative Kidz NC Drop In Childcare, we believe that each child should be also encouraged to understand the importance of structure, as it relates to being in a setting with other children. This includes, but not limited to, sharing, inappropriate touching (hitting, kicking, punching, etc.), tone/language, disruptive behavior.

Quiet Time

Quiet Time takes place at our center from 12:30PM-2:30PM. During this time children are settled into a relaxed environment where they can simply rest or take a nap.

Cots and Mats are provided. Blankets are requested for your child to be comfortable.

Personal Belongings:

Children are allowed to bring personal belongings from home to make them feel comfortable during their stay with us, however, if not able to share personal items with other Kreative Kidz, children will be asked to put belongings away until departure of their stay.

Kreative Kidz NC staff will not be responsible for personal belongings in any way.

Electronics:

Electronics are not permitted in our Drop In Center, as it takes away from the experience we work to provide. If children have electronic devices, they will need to remain in their chosen cubby. Kreative Kidz NC Staff will not be responsible for any electronic devices in any way.

Sickness/Medicine Administering

If a child is sick with vomiting, colored runny nose, feverish, pink eye, unexplained itchy scalp or lice, stomachache, diarrhea, sore throat/excessive coughing, or rash, child will not be allowed to stay, if symptoms occurs during the child's stay, parents will be called to pick up child, within 30 minutes, and child will not be able to return until symptoms are clear for a total of 24 hours.

Only the director and assistant will be allowed to administer medication to a child, if needed. All staff will be allowed and trained to use the Asthma Pump and Epipen. Authorization Form must be completed prior to performed.

Staff Background and Training:

Kreative Kidz NC staff are required to have an active CPR/First Aid Certification and to have a clean criminal background check on file. Kreative Kidz management also renders a reference check of three of the staff's professional references. Staff are trained through various forms of training, including Allergy Training and Autism training.

This handbook can be subject to change.