



# PARENT HANDBOOK

## ANDOVER

(in Riverdale Church)  
3210 Bunker Lake Boulevard  
Andover, MN 55304  
Phone: 763.600.1335

Email: [riverdale@newcreationschildcare.com](mailto:riverdale@newcreationschildcare.com)

## HUGO

5448 140<sup>th</sup> Street North  
Hugo, MN 55038  
Phone: 651.429.3555

Email: [hugo@newcreationschildcare.com](mailto:hugo@newcreationschildcare.com)

## BIG LAKE

16547 Market Place Drive  
Big Lake, MN 55309  
Phone: 763.263.7529

Email: [biglake@newcreationschildcare.com](mailto:biglake@newcreationschildcare.com)

## LINO LAKES

620 Town Center Parkway  
Lino Lakes, MN 55014  
Phone: 651.808.3143

Email: [linolakes@newcreationschildcare.com](mailto:linolakes@newcreationschildcare.com)

## BLAINE

12267 Aberdeen Street Northwest  
Blaine, MN 55449  
Phone: 763.447.5659

Email: [blaine@newcreationschildcare.com](mailto:blaine@newcreationschildcare.com)

## MAPLE GROVE

9827 Maple Grove Parkway North  
Maple Grove, MN 55369  
Phone: 763.316.7101

Email: [maplegrove@newcreationschildcare.com](mailto:maplegrove@newcreationschildcare.com)

## BLAINE AT LEXINGTON

10301 Lexington Ave Northeast  
Blaine, MN 55014  
Phone: 763.657.0387

Email: [lexington@newcreationschildcare.com](mailto:lexington@newcreationschildcare.com)

## PRIOR LAKE

### COMING SOON

Off of Highway 13 and Five Hawks Ave SE

## BROOKLYN PARK

4500 Oak Grove Parkway North  
Brooklyn Park, MN 55443  
Phone: 763.227.1304

Email: [brooklynpark@newcreationschildcare.com](mailto:brooklynpark@newcreationschildcare.com)

## RAMSEY

4500 140th Avenue Northwest  
Ramsey, MN 55303  
Phone: 763.434.4868

Email: [ramsey@newcreationschildcare.com](mailto:ramsey@newcreationschildcare.com)

## CROCUS HILL

877 West Jefferson Avenue  
St. Paul, MN 55102  
Phone: 651.202.3046

Email: [crocushill@newcreationschildcare.com](mailto:crocushill@newcreationschildcare.com)

Dear Families,

New Creations is honored to have your child enrolled with us. This handbook contains useful information regarding the daily operations of our centers. If additional questions arise, please contact the director of your center. By enrolling your child in our care, you are agreeing to these policies.

## MISSION STATEMENT

New Creations exists to provide a safe, developmentally appropriate, and Christ-centered environment for infants through school age children. Our focus is to provide stimulating, educational, and service-learning experiences that promote each child's social/emotional, physical and cognitive development. Our goal is to support children's desire to be lifelong learners by preparing them for God's future purposes.

## CORE VALUES

**Faith:** All decisions are made based on our deeply-rooted faith including chapel, curriculum, activities for children, hiring staff, and community relationships and involvement.

**Family:** Family is the most important aspect of all of our lives. We value being deeply connected to the families in our care and want to maintain a family feel in each classroom.

**Fun:** We incorporate fun into our program every day by encouraging the children to explore, imagine, and create new things every day!

**Future:** The formative years of children from birth to five make the biggest impact on their future. Instilling in them the educational components of math, literacy, science and technology, as well as social and emotional skills, sets them on the path for being more than ready for kindergarten when they leave our program.

## CHRIST-CENTERED

New Creations is Christian-based, meaning staff bring elements of the Bible and the Christian faith to their classroom. This simply means children are prayed for, prayed with, and they learn to pray for themselves and others. We are the hands and feet of Jesus and our children learn how to focus on others in their lives, the community, and the world at large. Christian music is played, Christian songs are sung, and Biblical truths are taught. Children learn a weekly Bible verse along with hearing Bible stories throughout the week.

## AGE CATEGORIES SERVED

Infant rooms: 6 weeks - 15 months; ratio 1:4

Toddler rooms: 16 months - 32 months; ratio 1:7

Preschool rooms: 33 months - Pre-Kindergarten; ratio 1:10

School Age: 5-12 years; ratio 1:15 (Big Lake, Hugo, & Lexington locations only)

Centers that have multiple classrooms for the same age group are primarily based on social and cognitive development to determine room placement. Preschool move-ups are primarily based on the school-calendar year.

## HOURS AND DAYS OF OPERATION

Andover, Blaine & Ramsey: Monday through Friday from 7:00am to 5:30pm

Blaine at Lexington, Brooklyn Park, Crocus Hill, Lino Lakes and Maple Grove: Monday through Friday from 6:30am to 6:00pm

Big Lake & Hugo: Monday through Friday from 6:00am to 6:00pm

New Creations is closed on the following holidays:

New Year's Day	President's Day (Staff Training)	Memorial Day	Independence Day
Labor Day	Thanksgiving Day & The Day After	Christmas Eve Day	Christmas Day

These holidays are paid holidays to the center for all children whose scheduled day(s) fall on these holidays. If a holiday falls on a Saturday, the center will be closed on the prior Friday. If a holiday falls on Sunday, the center will be closed on that Monday.

## ENROLLMENT

To enroll, the following forms will be collected before a child's first day.

- Signed contract with \$100 registration fee per child. This plus the first week's tuition holds your child's spot. This is non-refundable and non-transferrable. Additional language is on the contract explaining start date policy, ACH information and a signature spot to agree to all terms.
- Registration Form (all fields completed)
- Non-prescription Medication Form
- Health Care Summary (required within 30 days of enrollment)
- Immunization Records
- Parent Permission Form
- ACH Tuition Form
- Key Fob Agreement (if applicable at your location)
- Allergy Action Plan (if applicable)

## SECURITY

In efforts to keep our buildings as secure as possible, all doors are locked between the hours of 9:30 to 3:00 at our Andover location and 9:00 to 3:30 at our Ramsey location. At our Blaine, Blaine at Lexington, Brooklyn Park, Crocus Hill, Hugo, Lino Lakes and Maple Grove locations, key fobs are used to access the centers. Big Lake families use a code to enter the premises. Upon enrollment, families receive a key fob agreement if applicable.

## PARENT RIGHTS

Parents and authorized adults can come visit the center at any time. We encourage parents to be a part of their child's day as much as possible.

## PARENT CODE OF CONDUCT

New Creations strives to be a leader in the field of Early Childhood Education and in our communities, we strive to be role models for the children we serve and care for. With that being said, we ask that all parents adhere to a Parent Code of Conduct while interacting with the New Creations staff, families, and the management team. We work hard to maintain your trust and simply ask that parents interact in a manner that shows integrity and good judgment. Yelling, screaming and cursing is strictly forbidden when interacting with New Creations' staff. Parents shall not, under any circumstances, threaten or curse at New Creations' staff members. New Creations is a bully-free zone and bullying of New Creations staff will not be tolerated.

## TUITION

Tuition covers 10 hours of care per day. Extra charges will be assessed if care is needed for more than 10 hours per day. Weekly tuition is collected through ACH; funds are withdrawn automatically from a provided checking account. Tuition is collected each Friday for the following week of care for full-time and part-time families. If a day is requested by a family and approved the director for part-time or drop-in schedules, the daily amount will be ACH'd that week at the drop-in rate. Should the ACH debit return due to insufficient funds, a fee of \$30 will be added and the payment will be retried. A child's care will be terminated if tuition is unable to be collected for two consecutive weeks. To reinstate a child immediately requires a full payment of the outstanding balance and the next regular tuition. New Creations cannot accept cash as payment.

Tuition rates are subject to change. Rate changes will be given a 30-day notice. The first week in January of each year, all tuition is subject to an increase, regardless of when enrollment began. Families will be asked to sign a new contract each December that reflects new tuition amount and possible policy changes.

## RATES

Please see site director for current rates.

## LATE PICK UP

A late fee of \$1.00 will be assessed for every one minute that a child is left beyond closing time. This is paid directly to the staff member required to stay with the child. If a child is not picked up by 6:00 p.m. at Andover, Blaine, & Ramsey, by 6:30 p.m. at Big Lake, Blaine at Lexington, Brooklyn Park, Crocus Hill, Hugo and Lino

Lakes, or by 30 minutes past your contracted time at Maple Grove, and no phone call is received, New Creations will call the police department for assistance after all other emergency contacts have been called.

## ABSENCE DUE TO ILLNESS AND VACATION

Full tuition will be charged if a child does not attend the center due to illness or vacation. It will also be charged for the first week a child is ill and unable to attend. Considerations will be given for a reduction in tuition for additional weeks of a prolonged illness.

## EXTENDED LEAVE

We are able to grant full-time families with a part-time contract of 3 days/week for teachers in the summer or those requesting an extended period of time off (i.e. maternity leave). Families in this situation provide New Creations with a two-week notice. This change of contract must be accompanied by a scheduled return date and may not exceed 12 weeks or 3 months.

## SCHEDULES AND SCHEDULE CHANGES

Families have the option to choose full-time, part-time or drop-in schedules. This schedule is selected on the Enrollment and Tuition Contract after the director confirms availability of the desired schedule.

**Full-time** schedule means the child attends five days per week. If the schedule changes, submit a schedule change form or request via email at least 2 weeks in advance. New Creations cannot guarantee schedule changes since there are specific group sizes and staffing requirements.

**Part-time** schedules mean the child attends less than five days. In order to change the child's schedule, a form must be submitted, or a request must be made via email or phone to *add* a day if extra care is required. Days cannot be shifted on a temporary basis. Once the director has confirmed there is availability for the child to add a day, tuition will be charged regardless of attendance. The tuition for the added day is the drop-in rate. For instance, if a family who attends 3 days per week wants to add one day, the rate is not the 4-day rate but instead the drop-in rate is paid for that 4<sup>th</sup> added day. Tuition for this added day will be collected via ACH the week the added day occurs.

**Drop-in** schedules mean the family requests days in advance at the drop-in rate. The directors will immediately inform the family if there is space available. Drop-in schedules can only be requested in 30-day increments. Availability is not guaranteed. Full time and Part time schedules are guaranteed and drop in schedules are granted based upon availability for the requested day. If a family drops in for 2 or more days during the week of a holiday, tuition will also be collected for that holiday. Drop-in families are also required to give a two week notice for withdrawal and/or be billed for the equivalent hours for the average weekly attendance.

## WITHDRAWAL

A two weeks written notice is required for withdrawal for any reason, including full-time, part-time, and drop-in contracted families. Parents will be liable for the weekly tuition until 2 weeks after the date of the written notice.

## COMMUNICATION

Communication is a priority at New Creations, and therefore there will be two conferences each year, as well as weekly curriculum documents sent home that highlight upcoming events and themed activities planned. Information about the child's day that highlights food intake and elimination, sleeping patterns, general behavior, and concepts learned/taught is given through a smartphone app called Daily Connect. To avoid using the app, parents can still register online through [dailyconnect.com](http://dailyconnect.com) and it is a free service. Upon enrollment, parents will get registered through this communication tool as it is the main source of communication during the day to parents.

The center director is your point of contact for all questions, concerns, or inquiries. Please feel free to send an email to the center, message on Daily Connect, call the center phone, or discuss in person. The directors are more than happy to help and answer any questions or concerns. Please refrain from using social media or other modes of communication other than those listed above; this will ensure a timely response and resolution.

Like us on Facebook  or on Instagram  to see fun posts as well!

## **CLOTHING**

Children need to be adequately dressed for indoor and outdoor play. All clothing needs to be labeled with the child's name. An extra set of indoor clothing is needed: underwear, socks, shirts, and pants. *For the winter months:* two pairs of mittens, a hat, warm jacket, snow pants, and boots are necessary. Snow boots cannot be worn inside during the day. Shoes must be worn in the facility at all times. When it is over 20 degrees (including wind chill), the children go outside, or up to the directors' discretion. *For the summer months:* Sunscreen will be applied according to the medication procedures. New Creations will provide the sunscreen, and if parents prefer their own, it should be labeled with child's name.

## **PERSONAL BELONGINGS**

Toys and personal belongings should not be brought to the center unless it is for an announced "Show and Tell." An exception is a small, non-noise making item and blanket for nap time. New Creations is not responsible for lost items or clothing/belongings that become soiled during the day.

## **PETS**

Pets are not routinely admitted; however, visits can be arranged. In the event that a pet is added to the center, parent permission will be obtained before any children will be allowed to handle the pet. There occasionally is fish or small reptiles in the classrooms for care and study by children.

## **SEAT BELTS AND TRANSPORTATION**

There is no transportation provided for regular attendance for children while enrolled in our program. When planned activities at our program (i.e. field trips) require transportation, the methods used will be in accordance with the Department of Human Services regulations and Minnesota law. Minnesota law requires federally approved age appropriate car seats and seat belts to be used to transport children. Staff of New Creations will not transport children to or from the center in their vehicles.

## **FIELD TRIPS**

In the event that an off-site field trip is planned, New Creations will send out permission slips for each particular trip. A fee may or may not be associated with the trip in order to cover transportation. Outside speakers are brought in and in-house field trips are taken whenever possible to supplement our themed curriculum.

## **CHECK-IN AND CHECK-OUT**

Upon arrival to New Creations, the child must be personally/physically brought inside and signed in on the sign-in sheet, along with the time (some sites have an electronic sign-in). Also, when picking up the child, inform the teacher he/she is leaving, sign out and include the time. If someone not listed on file will be picking the child up, fill out a release form and picture identification must be presented by that person.

## **INTOXICATED ADULTS**

If an obviously intoxicated person comes to pick up your child, we will intervene for the safety of your child. We will offer to call a cab, other parent, or authorized person to come for the child. If the intoxicated adult is uncooperative and is driving a vehicle, we will alert the police.

## **INCLEMENT WEATHER**

New Creations will follow the school districts in regard to snow day closures, but not severe cold closures. (Andover, Blaine, and Ramsey follow Anoka-Hennepin ISD #11; Blaine at Lexington and Lino Lakes follows Centennial ISD #12; Brooklyn Park & Maple Grove follows Osseo ISD #279; Big Lake follows Big Lake ISD #727; Crocus Hill follows St. Paul ISD #625; Hugo follows White Bear Lake ISD #624). New Creations will remain OPEN if the district closes due to temperatures and will be CLOSED if the district closes due to snow. If the weather seems bad, please check New Creations Facebook page and WCCO for announcements or any news channel for closings. In the event of a school district being closed for non-snow related events (holiday or teacher in-service day), New Creations reserves the right to close if deemed necessary due to snow related hazardous driving conditions. The directors will not necessarily call each family to inform them the center has closed due to a snow day. If the weather becomes so severe that all children need to get picked up during the day, the director will call parents or other contacts to inform them that the center will close. Staff will stay at the center until all children are picked up. All children will be well cared for until arrangements are made for them to

return home. In the event of a Snow Day and New Creations is closed, tuition is still required so that staff can still be paid, whether full-time, part-time, or a scheduled drop-in day.

### **MN DHS RULE 3**

New Creations follows all DHS Rule 3 licensing regulations. Regarding infant care, infants under 12 months may not have anything in their crib, including blankets or toys. Infants may be swaddled when the proper form is submitted to the director. Once an infant can roll over independently, swaddling must be discontinued. All infants must sleep in a crib. If the infant falls asleep in a swing, staff will transfer the infant to his/her crib as soon as possible. All bottles, pacifiers, and extra clothing must be labeled. When an infant becomes 16 months and transitions into the toddler classroom, a new Health Care Summary form must be submitted to the director.

### **ENVIRONMENT**

New Creations has all of its classrooms self-contained. A daily schedule is in place, so a routine is developed. Each child is given positive encouragement and allowed to progress at his/her own pace. Curriculum will be adapted to meet the needs of all children in a classroom. Interest groups including creative arts and crafts, construction, dramatic play, manipulatives, math and science, auditory and visual language, music and large muscle activity are available for exploration each day. Children are able to choose their centers and are encouraged to rotate so that they have exposure to all interests each day.

Flexibility and spontaneity are important in lesson planning with children. Whenever possible, staff responds to individual inquiries and interests and makes an attempt to encourage further learning both for that child and others who might share in the discovery.

### **CURRICULUM**

Our curriculum is all-inclusive, meaning enrichment is provided at no additional cost during the regular day's schedule. Examples of possible enrichment are guest teachers who teach Bible stories; music, musical theory and instruments; a second language such as Spanish; and exercise revolving around the month's theme. Check with the site director for which enrichment programs are currently implemented at your location.

Planning for infants and toddlers does not necessarily involve lessons but rather opportunities for experiences that as individuals they can make the most out of. For infants, teachers will plan and organize their environment to provide experiences which enhance both motor development (reaching, grasping, crawling in and out, throwing, pulling) and cognitive development (object permanence, cause and effect experiences, language, listening and responding to sounds and interactions, and expressing emotions towards others).

For toddlers, teachers organize the room by taking into account the children's individual differences along with their knowledge of child development. Planning is based on observations of the children using their new skills and their reactions to materials. As the toddlers grow and change, teachers change the classroom environment.

For toddlers as well as preschoolers, New Creations uses a thematic-based curriculum that utilizes the cognitive, social/emotional, physical and creative developmental areas. By creating a classroom varied with interest centers, learning games, class projects and strong staff support, each area of development will be fostered, and discovery and learning will take place in an exciting way. The child-oriented educational program provides continuity, shape, and direction to individual interest and explorations. We believe respecting and encouraging a child's individuality promotes the development of the whole child.

New Creations objectives are that every child has an opportunity to:

- Participate in activities that are both quiet and active, teacher-directed and child-initiated and indoor and outdoor through the use of a variety of equipment and materials
- Work and play in a safe, loving atmosphere with children of the same age under direct supervision at all times
- Establish positive and caring relationships with both adults and other children
- Develop a curiosity for the world around them by asking questions, trying new ideas, providing input and feeling good about their efforts of response

- Develop a positive self-esteem which allows independence in the pursuit of learning through problem solving and the confidence to try things on their own
- Challenge their physical and intellectual abilities

A lesson plan will include some of the following:

Quiet	Active	Teacher-Directed	Child-Initiated
Share time	Tumbling	Counting	Trucks and dolls
Films	Cubes	Music	Books
Story time	Dance	Share time	Housekeeping play
Books	Slides	Calendar time	Puppets
Chalkboard	Trucks	Group games	Slide
Colors and paper	Dramatic play	Story time	Climber
Easels	Balls	Instruments	Sandbox
Puzzles	Blocks	Weather	Puzzles
Water/sand table	Climber	Craft projects	Balls
CDs/music/books on CD	Jump ropes	Snack time	Blocks

We will achieve our objectives by including all of the following:

### Infants

#### Physical Development

- Adequate rest - sleep as necessary for each child
- Movement - encouraging crawling and walking
- Balance - supportive sitting, encouraging rolling over, swings, chairs, infant seats

#### Intellectual Development

- Language - talking and singing to child during all interactions
- Cognitive - showing cause/effect
- Creativity - stimulating the environment through sounds, music, textures, books

#### Emotional Development

- Security - responding to expressed needs
- Love - touching, caressing, holding during feeding, changing, and play

#### Social Development

- Behavioral skills - separating children during disagreements and over activity. They cannot yet mediate themselves.

### Toddlers

#### Physical Development

- Large muscle - encouraging movement, climbing, sliding, ball play, riding toys, swings
- Balance - providing obstacles, creative movements, and all of the above-mentioned objects
- Small muscle - hand/eye coordination activities, cutting, pasting, large block play, bead stringing

#### Intellectual Development

- Language - encouraging speech, conversations, show and tell, storytelling, reading
- Cognitive - exploration, nature studies, matching through storytime, shapes and colors, books, puzzles
- Creative - dramatic play, art activities, music activities

#### Emotional Development

- Self-esteem - positive reinforcement and encouraging self-exploration, discussion of feelings, storytime, dramatic play
- Independence - providing choices encouraging self-motivation, self-help skills

## Social Development

- Behavioral - separating children during disagreements and over activity. They cannot yet mediate themselves.
- Communication - providing conversation skill development, sharing, listening, and communicating.

## Preschool

### Physical Development

- Large muscle - climbing, riding, lifting, kicking, throwing balls, jump ropes, etc.
- Balance - games through the above methods and the balance beam
- Small muscle - manipulation of toys, craft projects, puppets

### Intellectual Development

- Language - encouraging speech, conversations, reading books, storytelling
- Cognitive - problem solving, use of the alphabet, counting, colors, weights and measures, activities which use letters and numbers, calendar, time, nature and science activities, water and sand play, art and block play
- Creativity - exploration of art mediums, art activities, music and dance

### Emotional Development

- Self-esteem - positive feedback and supportive environment, dramatic play, self-expression activities, body awareness, and staff helpers
- Independence - participation in class planning, making choices and self help

### Social Development

- Behavioral - discussion of rules, limits, and expectations through appropriate behavior in all aspects of the daily activities
- Interaction skills - small and large group activities, understanding the rights and responsibilities of others, diplomatic mediation, music, dance

## SCHEDULE

The following is a general guideline to how your child will spend his/her day. Obviously, the child's needs (diaper changes or bathroom breaks, for example) are taken into consideration. The infant schedule is modified on an individual basis.

Open to 8:30 a.m.	Arrival: Children participate in child-initiated activities and eat breakfast. Breakfast is served from 7:00-8:30. As children finish breakfast, they can visit learning centers or participate in individual or small-group activities until most children have arrived or are finished eating.
8:30 a.m. to 9:25 a.m.	Group Time: Teacher brings the group together for morning routines, calendar, sharing, featured activity, literacy-building, and discussion of the day's activities and themes.
9:25 a.m. to 10:00 a.m.	Learning Centers and Small-Group Activities: Children choose from activities in the creative arts, dramatic play, writing, library, blocks, manipulatives, math, science and sensory learning centers. Teachers implement small-group activities, focusing on skill-building activities and observational assessment.
10:00 a.m. to 10:15 a.m.	Snack
10:15 a.m. to 10:45 a.m.	Group Time: Children come together to listen to a daily read-aloud and/or to finish or repeat activities from the early morning group time.
10:45 a.m. to 11:00 a.m.	Bible Story & Prayer Time



11:00 a.m. to 11:30 a.m.	Outdoor Play: Children select from a variety of outdoor activities.
11:45 a.m. to 12:15 p.m.	Lunch: Children wash hands, help set the tables, and prepare and eat lunch.
12:15 p.m. to 12:30 p.m.	Group Time: Teachers read aloud to the children as they settle down for naps.
12:45 p.m. to 2:30 p.m.	Rest Time and Quiet Work Time: Most children nap or rest quietly. As children wake from rest time, they can select from a variety of quiet choices, such as manipulatives, drawing and writing, books, or the listening center.
2:30 p.m. to 3 p.m.	Learning Centers: Children choose from activities in the learning centers.
3 p.m. to 3:15 p.m.	Snack
3:15 p.m. to 3:30 p.m.	Group Time: Children come together for an afternoon featured activity and closing routine.
3:30 p.m. to 4:15 p.m.	Outdoor Play: Children select from a variety of outdoor activities.
4:15 p.m. to Close	Learning Centers or Small-Group Activities: Children select from a variety of activities that are easy to clean up, such as books, listening center, and manipulatives.

Scheduled and daily lesson plans in all areas ensure a balance of activities. Children are always allowed choices.

The directors have developed this childcare program and will annually evaluate it in writing. It is always available for parents to review.

## BEHAVIOR GUIDANCE

New Creations uses positive reinforcement and redirection as the primary discipline methods. Immediate and persistent behavior methods are applied. Expected and acceptable behavior is modeled at all times, and if negative behavior persists after redirection, a child may be offered a time away from the situation until he/she understands the choices that were made. If the child is hurt, it will be stated in an accident report which the parent must sign. In the event that a child's behavior becomes consistently unacceptable or uncontrollable, New Creations, along with parents, will develop a behavior guidance plan to try and solve the problem. If behavior does not change, the child could be dismissed. If a child is separated from the group 3 times or more in 1 day, the child's parents shall be notified. If a child is separated 5 times or more in 1 week or 8 times or more in 2 weeks, the procedures for dealing with persistent unacceptable behavior must be followed. Physically or mentally abusive forms of discipline are never used. Any adult in the center must adhere to this policy.

## REST PERIODS

Quiet time is built into the daily schedule for each child. Children are expected to rest quietly on cots or engage in quiet activities allowing those who need to sleep the opportunity to do so. One small, labeled blanket is needed for toddlers and preschoolers. Blankets need to be taken home on Fridays to be washed. Any accompanying items for rest time must be able to fit inside child's cubby.

## OUTDOOR PLAY

Using a child's large motor skills is a very important part of the day. Children go outside each day the weather permits, typically over 20 degrees. Children who are well enough to be in school are well enough to go outdoors with the group each day. Children should have proper clothes to accommodate the climate.

## NUTRITION

Parents must be aware of classroom/center schedules (i.e. meal times). If child is brought in *after* the scheduled meal time, please make sure he/she is fed at home. Breakfast, morning snack, lunch, and afternoon snack are provided daily. Water is available to all children at all times. The weekly menu will be provided to parents. Shared food cannot be brought into the center unless commercially purchased (birthday treats, etc.). Please inform the directors before bringing in a treat. Also, all children must drink from a single service cup. Families are not allowed to bring in a thermos or water bottle.

New Creations utilizes in-house catering provided out of our very own kitchen! The mission of our food program is to provide healthy alternatives to traditional kids' food in order to expand their palate at a young age. Milk is served at breakfast and lunch, and water is served at both snacks and available all day long. Below is a sample menu:

Monday	Tuesday	Wednesday	Thursday	Friday
B: Chex cereal and fresh tangerines w/ milk	B: Breakfast quinoa bites and bananas w/milk	B: English muffin or bagel w/ whipped raspberry cream cheese and pineapple w/milk	B: Apple cinnamon oatmeal and frozen peaches w/ milk	B: Blueberry oatmeal muffins and cantaloupe w/ milk
S: Honey cinnamon chickpeas and pea pods	S: Sugar-free jello w/ strawberries and Ritz crackers	S: Fresh broccoli florets and animal crackers	S: Fresh sweet peppers and pretzels	S: Cheese crackers and fresh carrots
L: Teriyaki meatballs w/ white rice, parmesan edamame, and frozen mangos w/ milk	L: Chicken and asparagus penne pasta, corn, and apple slices w/milk	L: Baked chicken tenders, butternut squash mac and cheese, grape tomatoes, and pear slices w/ milk	L: Beef stroganoff w/ egg noodles, green peas, and mandarin oranges w/milk	L: Turkey pepperoni pizza bake, whole green beans, and fresh blueberries w/ milk
S: Grapes, graham crackers, and Cinnamon brown sugar yogurt dip	S: Pita chips, hummus, and cauliflower	S: Salsa, Greek yogurt dip and tortilla chips	S: Popcorn snack mix w/ Craisins and granola	S: Celery sticks, saltine crackers and Dill yogurt dip

If the parents want the child to consume any alternate food (intolerances, allergies, etc.), they are responsible for bringing it in and informing staff. Parents will inform infant staff when their child can partake in the food provided as they receive the weekly menu as well. If the infant needs additional food that is not on the menu (baby food, etc.) then the parent will provide that food for infant staff to serve. Children with allergies need to have an Allergy Action Plan on file.

## FOOD PREPARATION AND HANDLING

Prior to serving food, staff will disinfect tables, wash children and adult hands, and serve with proper utensils and gloves. Single use products will be used for all food service. The person responsible for the preparation of food will not be allowed to change diapers. Since we are not licensed by the health department as a full-service kitchen, we cannot allow shared food and snacks to be brought in, unless purchased from a store.

## HEALTH RECORD

Parents are required to provide a *Health Care Summary* form within 30 days of enrollment and every time a child reaches a new age category. This report is required annually for children under 24 months of age. Tuition is charged for the age category that matches the Health Care Summary on file (i.e. a toddler rate will be applied until the HCS is on file for the preschool classroom).

Immunizations must be up to date; if they are not, evidence of a plan to bring them up to date must be on file within two weeks of receiving the health care summary form. Because it is required that these forms be kept up to date, a new medical examination or an updated immunization record may be necessary. Parents who object on the grounds of their beliefs must complete the summary form, sign and notarize the appropriate statement. Failure to supply this documentation will be cause for being excluded from New Creations.

### SPECIAL MEDICAL CONDITIONS

It is the parent's responsibility to inform New Creations of any special medical conditions, needs, or allergies, so appropriate care can be given. Once an allergy is noted, an Allergy Action Plan must be submitted and on file, so all staff can be trained on the protocol for the allergy.

### ILLNESS

In an effort to protect children from the spread of illness, sick children will be excluded from New Creations for 24 hours after the last occurrence of symptoms. If your child becomes sick at New Creations, the parent / authorized adult(s) will be immediately notified and will have one hour to pick up the sick child. Children with any infectious or contagious illness or any of the following symptoms must be excluded:

Chicken pox	Until all the blisters have dried into scabs; usually about 6 days after rash onset.
Diarrhea (3 or more)	Until diarrhea stops, or a medical exam indicates that it is not due to a communicable disease. Diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and or watery, bloody, or mucous containing stools.
Eye drainage	Until 24 hours after treatment begins, if thick mucus or pus drainage is present. (Conjunctivitis or Pink Eye)
Fever	Axillary (armpit) temperature: 100° F or Oral temperature: 101° F or higher, before fever reducing medication is given, when accompanied by behavior changes, or other signs or symptoms of illness.
Hand Foot and Mouth Disease (HFMD)	Until the sores are scabbed over and no longer open AND the child has been fever-free for 24 hours
Impetigo	Until child has been treated with antibiotics for at least a full 24 hours.
Lice (head)	Until after the first treatment and no live lice or any nits (eggs) are seen.
Mouth Sores with Drooling	Until a medical exam indicates the child may return.
Rash with or without Fever or Behavior Change	Until a medical exam indicates these symptoms are not that of a communicable disease (i.e. chickenpox, fifth disease, measles, roseola, rubella, shingles, strep throat).
Respiratory Infections (Viral)	Until child is without fever for 24 hours and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as child can participate comfortably.
Ringworm (skin & scalp)	Until 24 hours after treatment has been started.
Scabies	Until 24 hours after treatment has been started.
Signs/Symptoms of Possible Severe Illness	Unusually tired, uncontrolled coughing, irritability, persistent crying, difficult breathing or wheezing should be evaluated by the child's health care provider to rule out severe illness.
Streptococcal Sore Throat	Until at least a full 24 hours after treatment begins and child is without fever for 24 hours.
Vomiting (2 or more)	Until vomiting stops. Vomiting is defined as two or more episodes in the previous 24 hours.

A parent must inform New Creations if any of these occur, as required by law. A note will be posted and/or uploaded to Daily Connect each time a contagious illness is reported.

If an expected child does not come to New Creations *without prior notice of absence*, a director will call to check on child/family in the morning.

Should a child become ill while at New Creations, the following steps will be taken:

1. The child will be isolated in a comfortable, supervised location until his or her parent arrives.

2. A parent or alternative person specified on enrollment form will be notified.
3. The child's doctor will be contacted, and treatment sought if deemed necessary.

New Creations will also notify the health authority of any suspected case of reportable disease within 24 hours of receiving the parents report. The phone number is 651-201-5000.

## **CLEANING AND DISINFECTING**

Germs are most effectively controlled by frequent, thorough cleaning and disinfecting of objects which come in contact with children and through good hand washing.

- Cleaning: scrubbing with soap and water
- Disinfecting: destroying germs with bleach solution or commercial disinfectant
- Sanitizing: destroying germs using hot water and/or commercial sanitizer

## **MEDICATION**

No medication will be given unless permission comes from the parents for one specific dose. If it is a prescription, it must be current and in the original container with complete instructions. The label must have the following information: directions for dispensing, name of medication, doctor's name, date of the prescription, and child's name. For both non-prescription and prescription medication, a permission form must be filled out prior to its administration. Return this to the child's teacher with the medication. The form will be then kept on file. There must be parental written permission or directed by the authorities at the Poison Control Center to administer Syrup of Ipecac. Non-prescription medications such as sunscreen, insect repellent, medicated powders, creams, fever reducers, cough syrup, etc. may be administered with a parent's written permission according to manufacturer's directions unless written directions are provided by a physician.

## **INJURY**

In the event a child is injured at New Creations, staff will administer first aid or CPR as necessary. Parents will receive written notice of incident at pick-up. A copy can be provided upon request. There is at least one CPR trained staff member who is on site at all times.

If an emergency situation is indicated, staff will call 911, a parent or other authorized adults listed on emergency form and explain the situation. If a child needs to be transported to the nearest hospital, it will be at the parent's expense. Staff will accompany the child and will remain with the child until a parent arrives. The child's health and consent forms will be sent with him/her.

## **ACCIDENT PREVENTION**

Daily walkthroughs are conducted by a director in order to identify and rectify situations or equipment which pose a risk for an accident or injury. Every four months, the directors will review the accident log to determine patterns apparent which would suggest the modification or implementation of procedures to eliminate hazards and reduce accidents.

## **MEDICAL EMERGENCIES**

A first aid kit is readily available onsite. Any first aid administered will be entered in the accident log. Completed emergency forms are readily available by phone or with a staff member off site (field trip, etc.). When going on field trips, staff will have a cell phone, a first aid kit, and children's emergency forms.

## **ADMINISTRATION OF FIRST AID**

All staff will be trained in first aid and know the location of first aid kits. A first aid manual is available in the files for consultation. First aid administered for any reason will be entered in the accident log.

## **EMERGENCY PREPAREDNESS PLAN**

Each center location has a specific Emergency Preparedness Plan in place. For the safety and security of your children this is available upon request from your site Director. Tornado and fire drills will be conducted on a regular basis as well.

## **PANDEMIC PLANNING**

New Creations will cooperate with the local and state government disaster planning agencies to prepare for and react to emergencies presented by a pandemic outbreak. Written procedures for emergencies and accidents are posted in a visible place. The procedures identify persons responsible for each area; identify primary and secondary exits; identify a tornado shelter area; identify building evacuation routes; describe how to use a fire extinguisher and close off the fire area; and list the phone numbers and sources of emergency medical and dental care, poison control center, fire department, health authority, and licensing division of the Department of Human Services.

## **SUSPECTED CHILD CARE ABUSE AND NEGLECT**

Staff is required to report suspected incidents of child abuse and neglect to the proper authorities.

## **MISSING PERSONS**

In the event of a missing child, all available staff will immediately search the premises. If this search does not discover the child, the police will immediately be notified and provided with detailed information. Parents will then be notified, and staff will continue to cooperate in search efforts when the safety of the remaining children is secure. Staff will stay until such time as their services are no longer needed.

## **NANNY CLAUSE**

New Creations strives to only employ extremely qualified, responsible and respectful staff. You have chosen our center because of our staff and our programs. In order to continue this excellent program, we cannot allow you to ask our staff to nanny. Our staff is fully aware of this policy and have signed a covenant stating such. To further clarify, we cannot allow you to use our staff members in the way you use the center. This would include staff nannying your child(ren) for the summer, staff nannying your child(ren) during the hours the center is open, and / or staff nannying your child(ren) in replacement of being cared for at the center. This clause is in effect for the duration and one year following the time at the center, both for staff and families.

## **GRIEVANCE PROCEDURE**

If at any time a family has concerns or unresolved issues regarding any aspect of New Creations and its staff, immediate action should be taken. If the issue is with a staff member, New Creations encourages parents to start there as employees are expected to act professionally and work out any differences. If the issue remains unresolved, contact a director either in writing or in person and it will be dealt with in a timely manner. Parents will be notified of the resolution.

## **INSURANCE**

New Creations carries the required \$2,000,000 general liability insurance.

## **ADDITIONAL INFORMATION**

Research, experimental procedures, or public relations activities will not be allowed without parental consent. A child will not be discriminated against on the basis of race, religion, sex, creed, national origin, or financial status. Staff is required by law to report any suspected incidents of child abuse or neglect to authorities as they are mandated reporters. This is outlined in the Mandated Reporting Policy. All of the policies for New Creations will be reviewed and analyzed annually.

## **IN CONCLUSION**

New Creations is honored to have your child enrolled with us! Please feel free to use this handbook as a guide or contact the director of your center with any questions that may arise. We look forward to getting to know you and your child more as you entrust us with their care.