

# Table of Contents

## **PAGE 3**

- **Welcome to Creative Clubhouse**
- **Our Mission**
- **Goals of the Program**
- **Administration and Staffing**

## **PAGE 4**

- **Description of the Program**
- **Programs**
- **Program Overview**
  - Before School

## **PAGE 5**

- After School
- Release Days
- Summer Program

## **PAGE 6**

**Enrollment into the Programs**

## **PAGE 7**

- **Annual Registration Fee**
- **Fees**
- **Tuition Assistance**
- Field Trips**

## **PAGE 8**

- **Definition of Attendance Status**
  - Full-time Status
  - Part-time Status
  - Drop-In Attendance

## **PAGE 9**

- **Payments**
- **Late Payment Charges**

## **PAGE 10**

- **Change of Schedule**
- **Withdrawing From the Program**
- **Required Sign In and Out Procedures**

## **PAGE 11**

- **Continuous of Required Sign In and Out Procedures**
- **Late Pick-up Fees**

**PAGE 12**

- **Persons Authorized to Pick Up Your Child**
- **Emergency Contacts**

**PAGE 13**

- **Absences and Illness**
- **Medication**

**PAGE 14**

- **Continuous of Medication**
- **Accidents and Injuries**
- **Sunscreen and Insect Repellant Precautions**

**PAGE 15**

- **Dress Appropriately**
- **Personal Property**
- **School Closing and Early Dismissal**

**PAGE 16**

- **Communication**
- **Grievance Procedure**
- **Respect**
- **Behavior Management and Discipline**

**PAGE 17**

- **Continuous of Behavior Management and Discipline**
- **Treats**
- **Pets**

## **WELCOME TO CREATIVE CLUBHOUSE!**

Thank you for enrolling your child into the Creative Clubhouse School Age programs. The staff members of Creative Clubhouse would like to welcome you to our program. Each of us hopes your child's experience with us is a positive one.

Creative Clubhouse is a service that provides a well-supervised, nurturing environment where children can develop friendships, grow in self-confidence, independence and respect for themselves and one another. We provide a variety of activities and experiences for children to pursue their own interest.

This handbook will outline our goals and procedures for the Creative Clubhouse Program. We hope you and your child(ren) find this program a rewarding and enriching experience.

## **OUR MISSION**

Nativity of Mary's daycare program is designed to service the needs of the children in conjunction with the needs of parents or guardians who need care for their children during the day. We provide safe, quality, and enriching care for the children. Our programs offer every child opportunities for intellectual, physical, and social development.

## **GOALS OF THE PROGRAM**

- To deliver the program in a safe, fun, supportive, caring and positive environment;
- Meet the social, physical, and emotional needs of each child;
- Help each child develop relationships with other and learn to work together in a cooperative manner;
- Create an environment that is friendly and happy;
- Offer a variety of experiences and activities that enable children to learn to make appropriate choices and have a sense of self-worth.

## **ADMINISTRATION AND STAFFING**

The school principal, administrator and the Creative Clubhouse director are responsible for the administration and staffing of Creative Clubhouse.

All staff is selected based on their education and experience working with children. Staff is expected to demonstrate sound judgment, dependability, responsibility, and the ability to create an environment that reflects care, respect, and safety for children.

All Creative Clubhouse staff must complete a background check and attend a Virtue Training Program before working in the program.

Our goal is to maintain a ratio of one staff person to 15 children.

## **DESCRIPTION OF THE PROGRAM**

Creative Clubhouse meets the needs of school-age children by providing daycare in an active and learning environment.

Creative Clubhouse is located in the Parish Center on Nativity of Mary Campus, next to the church and school. The Parish Center is a secure building with the doors locked at all times. Creative Clubhouse issues smartcards to registered families for access into and out of the building.

Children participate in a wide variety of activities for group and individual play, including crafts, music, art, recreation, storytelling and large muscle activities. Our facilities are cheerful, well-equipped spaces that take advantage of our school environment, and include access to the gym, playground, library, and computer lab. We also provide quiet time and snacks.

While we offer a quality program that includes planned activities to complement the school experience, our primary goal is to provide a warm, caring, Christian atmosphere for your children.

## **PROGRAMS**

Creative Clubhouse offers two daycare programs. You must enroll in each program to use it.

**School Year Program:** This program runs from the first day of school through the second to last day of the school year. There are two sessions available during the school year. When Nativity of Mary School is closed, Creative Clubhouse often schedules a Release Day.

**Summer Program:** This program operates from the first Monday after school ends until three or four days before the first day of school. During the three or four days that the program is closed, Creative Clubhouse staff are preparing for the upcoming school year program.

## **PROGRAM OVERVIEW**

### **\*\*\*Before School (6:45 a.m. – school start)**

Our before school program is for children who need care in the morning prior to the school start time. The morning program is a balance of self-directed and staff directed activities, which could include arts and crafts, dramatic play, gym and outdoor activities, games and children's literature. We go to the school gym or computer room once a week if those facilities are available.

The Creative Clubhouse staff walks the children from the Parish Center to Nativity of Mary School for the start of school.

Creative Clubhouse offers complimentary breakfast: however, we ask that the parents help their children with their breakfast selections. If time does not permit you to assist your children, we would be happy to help, just let us know your breakfast preferences. Creative Clubhouse offers many breakfast options from microwaved waffles and eggs to three different cereals. We also offer juices and milk. Our intention in offering this service is to give everyone the opportunity and freedom to make the selection of their choice. Granted some of our choices are more nutritious than others, but we want to give every family the right to choose what's best for them. Breakfast is available from 6:45 a.m. to 8:15 a.m..

### **\*\*\*After School (school end – 6:00 p.m.)**

The Creative Clubhouse staff meets the children by the school gym doors to take attendance and walk the children over to Creative Clubhouse.

Children choose to participate in outdoor activities, gym games, board games or special activities. An after school snack and beverage is provided.

Children may do their homework at any time throughout the afternoon. Some children prefer to do their homework right away, while others find they need to move and release built up energy before being able to focus. Homework is encouraged, but self-directed. Staff is available to answer questions; however, they will be facilitating activities for other children at the same time.

### **\*\*\*Release Days (non-school days)**

Creative Clubhouse is open full days (7:00 a.m. – 6:00 p.m.) when school is closed due to conferences, workshops, winter and spring break (see school calendar). Breakfast and snack are provided on these days. Children need to bring a bag lunch on release days. The Creative Clubhouse t-shirt must be worn for all field trips when scheduled on a release day.

Children will experience a variety of activities on release days such as field trips, on-site performers, or a planned theme day.

All Creative Clubhouse families complete a Release Day Registration Form in September. All Release Days for the entire school year is listed on this form and you need to indicate which days your child will attend or not. You will be committed to pay for each release day that you registered for. The pre-registration allows Creative Clubhouse to plan appropriately for activities, field trips, and staffing.

Pre-registration guarantees a spot for your child for each release day registered and a discount rate per day.

You may cancel any given release day **in writing 30 days prior to the release day** without being charged for that day.

Each release day needs a minimum of 15 children registered for the day to be opened.

See Creative Clubhouse Rate Chart for fees.

### **\*\*\*Summer Program (full days from 7:00 a.m. – 6:00 p.m.)**

Creative Clubhouse offers full day summer programming for children ages 4 ½ to 12 years old. Students will experience arts and crafts, organized gym games, playground and outdoor games, story time, quiet time, and other exciting activities. There are weekly field trips, swimming two times a week, and planned theme days. Your child will enjoy a full summer filled with fun, laughter, exercise, and friendships.

Children may choose to receive complimentary breakfast in the morning, milk is available at lunch, and an afternoon snack is provided.

The children are provided with Creative Clubhouse t-shirts on field trips days (except swim days) to easily identify the children with the group.

Children will also need a bag lunch, tennis shoes and comfortable clothing each day.

Registration begins in February!

## **Enrollment into the Programs**

Call the Program Director at Creative Clubhouse at 952-881-9103 to enroll in new services.

Registration for the summer program begins in February. A Creative Clubhouse Enrollment Form is sent to all interested families. This form completed and returned to Creative Clubhouse along with the \$100.00 annual registration fee will guarantee placement of your child in the programs that you indicate.

**This form is your enrollment in the summer program and intent for the school year programs.**

In April, the summer registration packet is sent to the families who registered in February. This packet contains the following forms to be completed:

- Creative Clubhouse Summer Registration/Billing Contract
- Emergency Card, Field Trip Consent, and Liability Waiver Form
- Parental Release and Enrollment Agreement

**The official school year program registrations are sent in August to the families who completed the intent to attend during the school year on the enrollment form completed in February.** This packet contains the following forms to be completed:

- Creative Clubhouse School Age Care Registration/Billing Contract
- Release Days Registration Form
- Emergency Card, Field Trip Consent, and Liability Waiver Form
- Parental Release and Enrollment Agreement

The emergency and parental forms will not be included in the school year registration packet if you completed this form for the summer program.

If the child is registered for the school year programs, you must notify your child's classroom or homeroom teacher of the child's enrollment in Creative Clubhouse.

Parents/guardians must notify Creative Clubhouse of any changes pertaining to the registration information, especially the emergency and health information. Each year, new Emergency Cards and Parental Release Agreements must be completed for insurance requirements.

**Creative Clubhouse staffing, activities, and budget are established based on the number of registered children for each program. Therefore, for part-time attendance, the days or sessions of the week must be the same each week. You will be responsible for payment of the registered days or sessions indicated on the Registration/Billing Contract whether your child attends or not. Substitution of days or sessions is not allowed. If you occasionally need to add a day or session for your child to attend, you must notify the Program Director in advance. There will be an additional cost for each additional day or session.**

## **Annual Registration Fee**

An annual, non-refundable registration fee must be paid before your child's first day of attendance. The registration fee covers a one-year childcare period from June 1<sup>st</sup> to May 31<sup>st</sup>, the following year.

The registration fee is received with your enrollment form to guarantee a spot for your child in the program.

## **Fees**

Fees are considered a procedural aspect of Creative Clubhouse and are subject to change by the School Administrator, Creative Clubhouse Director and Pastor.

Please ask for Creative Clubhouse rates for the extended day programs.

## **Tuition Assistance**

Creative Clubhouse is contracted with Hennepin County for daycare tuition assistance.

Families who are working with Hennepin County that helps cover the cost of child care expenses must contact their caseworker about their involvement in our program. Written authorization of payment from Hennepin County must be on file before a child begins participation in our program.

A Current "Authorization of Service" must be on file with Creative Clubhouse. The co-payments on a subsidized account are due in full by the 1<sup>st</sup> of each month, or ½ on the 1<sup>st</sup> of the month and the remainder due on the 15<sup>th</sup>.

Parents will be held liable for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment.

## **Fields Trips**

The Parental Release Form gives Creative Clubhouse permission to take your child on supervised neighborhood walking trips, and supervised field trips that require public or private transportation. This agreement is signed once a year covering a period from June 1 to May 31.

The Emergency Card is taken on all field trips. Please make sure your information is correct.

Creative Clubhouse provides t-shirts for the children on field trips days to be worn for easy identification of the children. The staff launders the t-shirts after each field trip.

## **Definition of Attendance Status**

### **Full-Time Status**

Full-time status is defined as attendance in Creative Clubhouse five days a week during the entire school year. Full time participants are also entitled to five vacation/sick days during the school year. There are no fees due for the five vacation/sick days.

A written note signed by the parent/guardian indicating the date taken as a vacation/sick day needs to be included with the payment in order to receive credit. If your child is absent more than the 5 vacation/sick days, you are committed to pay unless a Change of Schedule is completed.

During the Summer Program, children attending the full five-day week for the entire 12 weeks of summer are considered full-time. Full-time summer participants are entitled to five vacation/sick days to use during the summer. No fees are due for those five days.

Full-time status changes to part-time status, if at any time, your child discontinues the program or changes the schedule and then returns back to the program even if it is five days a week.

**The full-time discount rate is given to families who attend 5 days a week for the entire school year or entire summer program.**

### **Part-Time Status**

Part-time status is defined as attendance at Creative Clubhouse 1 – 5 days a week for part of the school year or 1 – 5 days a week in the summer for less than 11 weeks. Part-time participants pay the per-session rate.

Please call or request the Creative Clubhouse rate sheet for fees and different part-time options for the summer program.

Part-time Status participants do not receive any vacation/sick days for the school year.

Part-time participants are charged based on the days that they registered for whether the child attends those days or not. There is no substitution of days. However, an additional day may be added if Creative Clubhouse is notified and room is available. There would be an additional charge.

### **Drop-In Attendance**

Creative Clubhouse offers drop-in enrollment. Drop-in enrollment is available for the following situations:

- Your child is not registered for Creative Clubhouse, but you need daycare for a day.
- A child who is registered for Creative Clubhouse needs to attend a different session or an additional session.

Drop-in enrollment is based on availability of space. Creative Clubhouse requests a minimum of a 24-hour notice for a drop-in enrollment. The Creative Clubhouse staff reserves the right to deny enrollment



based on staffing resources.

A registration fee is not required, but a non-registered per-session rate is charged. Please call 952-881-9103 for fees.

An emergency card and parental release forms must be on file before any child can attend Creative Clubhouse.

## **Payments**

Creative Clubhouse is supported by the registration fees and weekly fees collected from the parents/guardians who use the program. Payment is based on the registered enrollment, not attendance. A weekly, regular schedule must be provided on the Registration/Billing Contract Form. A two week written notice is required for all schedule changes, and fees for these two weeks must be paid regardless if the child/ren attend or not.

All payments are due before services are rendered. Payments are due the Friday BEFORE and no later than Monday of that week's attendance. Please make arrangements to have your payments in each week. A \$5.00 late fee will be assessed for payments reaching us after the due dates. You may also pay ahead without a penalty.

In the case where Monday is a Release Day and your child does not attend, you can pay on Tuesday or the next day school is in session for that week.

Payment is not required when Creative Clubhouse is closed due to bad weather or a holiday.

Payments must be put in the payment envelope at Creative Clubhouse or in the Creative Clubhouse mailbox in the school office. Payments will not be accepted on the playground, at the gym or anywhere else outside of Creative Clubhouse.

Creative Clubhouse accepts cash or checks.

Receipts are available upon request. We provide you with the form; you fill it out and submit it to us to sign.

## **Late Payment Charges**

Creative Clubhouse is a non-profit, self-supporting organization and needs your prompt payment to meet expenses. There is a \$5.00 late fee for installments received after Monday of each week's attendance. If your child does not attend on Mondays, you must pay the week before or you will be assessed the \$5.00 late fee.

Creative Clubhouse reserves the right to discontinue or limit service due to failure to meet payment obligations.

## **Change of Schedule**

You must submit in writing any permanent changes to the regular schedule two weeks before the change is to take place. The change must be submitted to a Creative Clubhouse staff person. You will be responsible for the two weeks payment of your regular charge, regardless if your child attends or not.

Use the Creative Clubhouse *Change of Schedule* form to make the schedule change.

## **Withdrawing From the Program**

You may withdraw your child from the program at any time. You must give a written notice two weeks in advance. The adult must give the written notice to a Creative Clubhouse staff person. Payment for those two (2) weeks is required, whether or not your child attends after you have given notice.

Full-time status families who withdraw from the program and then return to the program will no longer be eligible for the full-time status rate. They would be considered part-time status upon returning to the program even if their child attends 5 days a week.

The full-time status discount rate is given only to families that attend the entire school year or entire summer program for 5 days a week.

**Cancellation of a Release Day must be given in writing 30 days prior to the release day to avoid being charged for that day.**

## **Required Sign In and Out Procedure**

**You must sign your child in every morning and out every afternoon.** The sign-in/out sheet must be filled in every day with your signature and time of drop-off or pick-up.

During the sign-in or sign-out time, you and the Creative Clubhouse staff can share any concerns or other relevant information about your child.

### **Arrival**

Parents/Guardians must accompany the child into the building and the child is considered the responsibility of the parent until the sign-in is completed. It is your responsibility to sign your child in each day with your signature. Creative Clubhouse can only accept legal responsibility for the child after sign-in. Children may not sign themselves in.

Creative Clubhouse staff will greet parent/guardians and children upon arrival. We also ask that you greet us as well! This procedure helps to ensure the safety of your child and allows staff to determine which children are present at any given time.

Parents/Guardians are encouraged to accompany their child to the coat area and to help them remove outerwear and put lunches and backpacks in the proper area.

## **Departure**

It is your responsibility to sign your child out each day. Creative Clubhouse staff will greet parent/guardians and children upon departure. We also ask that you greet us! This procedure helps to ensure the safety of your child and allows staff to determine which children are present at any given time.

Children will be released only to the persons authorized in writing by a parent/guardian. This person should be listed on the Emergency Card. The parent/guardian may designate another person to pick up the child by giving written permission with the person's name and phone number to a Creative Clubhouse staff member. For the child's protection, we will request that this person present photo identification, such as a driver's license, before releasing the child. Children may not sign themselves out.

Clean up is part of the daily routine and is the responsibility of each participant. Consistency and cooperation are vital in successfully accomplishing this task. When picking up your child, please urge your child to clean up, put things away, and return toys & supplies and equipment before leaving.

## **Late pick-up Fees**

Creative Clubhouse ends promptly at 6:00 p.m. Our procedures are as follows:

1. If we have not heard from parents/guardians by 6:00, we will attempt to call you.
2. If we cannot reach you, the emergency contacts will be called.
3. If we have not heard from parents/guardians by 6:30 p.m. and the emergency contacts cannot be reached, the Bloomington Police will be notified.
4. A late fee of \$1.00 for every 1 minute per child will be assessed beginning at 6:00 p.m.  
**(Minimum \$5.00 late fee charged per child)**
5. It is understood that conditions beyond ones' control (i.e. inclement weather) exist. If these conditions arise, you must notify the site as soon as possible and make arrangements for someone else to pick up your child.

Continued late pick-up will result in termination of your contract. Please be respectful of our staff that has other commitments.

## **Persons Authorized to Pick Up Your Child**

The safety of all children in Creative Clubhouse programs is of primary importance. At the time of enrollment, Creative Clubhouse must be provided with names and phone numbers of persons authorized to pick up their child. For your protection, only persons authorized in writing by the parents may pick up your child.

You must inform the Creative Clubhouse staff in advance, in writing, if someone other than a parent/guardian or authorized person is to pick up your child. The staff will ask for photo identification and ask for the child's visual verification regarding identification.

Alternate pick up authorization over the telephone will only be accepted under certain circumstances.

## **Emergency Contacts**

All parents/guardians must complete an Emergency Card at enrollment. We cannot emphasize how important it is that we have accurate phone numbers to reach the parent/guardian every day. It is your responsibility to provide Creative Clubhouse with changes to any of this information.

In the event of an emergency, Creative Clubhouse will call you at the numbers listed on the Emergency Card. If you cannot be reached, the alternative numbers will be used. Those people, when contacted, will become responsible for the child.

In case of an injury and we cannot reach you or any of the emergency contacts, the Creative Clubhouse staff in charge will determine whether to keep the child or transport the child by ambulance to the hospital. The parent/guardian is responsible for cost of ambulance.

## **Absences and Illness**

In the case of an absence, the parent/guardian must contact Creative Clubhouse before 9:00 A.M. Participants may use either a vacation or sick day for the absence day and pay no fees, as long as they still have this time available. See the definitions of full-time and part-time status in this handbook for more information about vacation/sick days.

If you choose to use a vacation/sick day for an absence, please note this must be in the memo area of your check or submit a note with your check.

### **Illness**

Please do not send your child to school or to Creative Clubhouse if there are indications of illness. This results in further inconvenience to you and possible exposure to the other children.

Any infectious disease including, but not limited to, strep throat, chicken pox, etc., must be reported to the School Office and to Creative Clubhouse.

Any child with a temperature of 100 degrees or more or who has vomited will not be admitted to school or Creative Clubhouse until a full 24-hour period after the fever has broken or the vomiting occurred.

If a child becomes ill at Creative Clubhouse, the parent/guardian will be contacted and the child must be picked up as soon as possible. If the parent/guardian cannot pick up the child, the parent/guardian must make arrangements for the child to be picked up and supervised within one hour of being contacted. The child will be isolated and made comfortable until someone arrives at Creative Clubhouse to get the child.

Emergency card procedures will be followed per parent/guardian instructions.

**Children must be free from illness symptoms for at least 24 hours before returning to Creative Clubhouse.**

Parents/Guardian must notify Creative Clubhouse if their child contracts a communicable disease, as soon as diagnosed. When a communicable disease occurs, Creative Clubhouse will notify other participants by writings on the dry erasable board or parent folders.

### **Medication**

If your child is prescribed medication that must be taken during the hours that they attend Creative Clubhouse, we require the following:

A Medication Form must be completed and on file at Creative Clubhouse. The form must include complete instructions for the staff and be signed by the parent/guardian and the doctor.

Medication must be sent in a prescription-labeled bottle. Your pharmacist will divide a

prescription if you wish.

The staff may only dispense prescribed medications in the original container that bears the original label displaying legible information stating the following:

- Name of medication and child's name
- Date of original issue
- Directions for use
- Prescription number and expiration date
- Name and address of licensed pharmacy issuing the medication
- Physician's name
- Strength and quality of medications to be given

Medication sent without a permission form will not be administered to your child.

A signed parent/guardian permission slip is also required for sunscreen, insect repellent, and cough drops, as well as any other over-the-counter medication such as Tylenol.

Medication Forms are available from the Creative Clubhouse staff.

## **Accidents and Injuries**

If your child has a minor injury, an accident report is completed and put in your parent folder. Please sign the form and return it to Creative Clubhouse.

If a serious injury should occur which might need medical attention, the staff will call you immediately so that you can take your child to a doctor or dentist.

In an emergency situation, the staff will call 911 and then contact you. After 911 are called, it is up to the 911 team to decide what actions will be taken. You will be responsible for any medical expenses.

## **Sunscreen and Insect Repellant Precautions**

The Summer Program is filled with fun and lots of outdoor activities. We can make sure your child's outdoor experience is not only fun, but also safe and comfortable by reminding you to take a few precautions.

Please make sure you apply appropriate sunscreen and insect repellent (when applicable) to your child each morning before coming to Creative for protection from the sun. The children do spend some part of each summer day out on the playground. Only on swim days will the staff apply a second application of sunscreen to your child due to the exposure of the sun at the pool.

Each child should have a bottle of sunscreen kept at Creative Clubhouse labeled with first and last name and include any special instructions that should be followed for your child. It is critical that you inform Creative Clubhouse of any medical or skin conditions for your child upon enrollment.

The Creative Clubhouse staff may apply our own sunscreen to your child on swim days if there is none provided.

## **Dress Appropriately**

Please consider the weather before your child leaves home every morning and remember that the weather can change quickly. Appropriate footwear and clothing will help your child enjoy a more comfortable day. **Participants must wear or bring tennis shoes daily.**

Clothing should be identified with the child's first and last name on it; especially towels, swimsuits, lunchboxes, underwear and jackets. The lost and found shelf should be checked each week for your child's belongings.

## **Personal Property**

We will do our best to ensure the safety of your child's belongings; however, we do ask that you please not send unnecessary items with them. Creative Clubhouse will not take responsibility or be held liable for lost, stolen or damaged items. Please do not send items of value from home with your child. Toys and games that can be easily broken or lost should be left at home.

**Creative Clubhouse is not responsible for lost, stolen, or broken items.**

## **School Closing and Early Dismissal**

In the event of inclement weather, Creative Clubhouse follows the same policy as Nativity of Mary School. Therefore, if Nativity of Mary is closed, Creative Clubhouse is closed. Listen to WCCO Radio (830AM) or watch WCCO Channel 4, KSTP Channel 5, or KARE Channel 11 for school closings and emergencies at Nativity of Mary School and Parish. We will no longer be relying on District #271 for school closings/emergencies. As a school, we will make that decision, and our school name, Nativity of Mary School and/or Church, will be posted on the named channels as well as an alert through Honeywell Instant Alert for Schools.

We do not require payment when we are closed due to weather.

### **Early Dismissal**

If Nativity of Mary School dismisses classes early due to snow or other safety reasons, Creative Clubhouse will comply with the following policies:

- All students who normally ride the bus home after school will take the bus home at dismissal time.
- All students who normally attend Creative Clubhouse after school will go directly to Creative Clubhouse, accompanied by a Creative Clubhouse staff person. The staff will contact parents/guardians immediately upon notification of an early dismissal. We ask that you pick up your child as soon as possible but within one hour of the school closing.

If we are unable to reach the parent/guardian, we will contact the individuals listed on the Emergency Card to come pick up the child. You can be assured that your child will be supervised until you or an emergency contact can pick up your child.

## **Communication**

General Information about Creative Clubhouse will be put in your communication folder. We also use the white board in the Creative Clubhouse area to communicate information regarding field trips, reported contagious illnesses and other notes.

If you have a concern about your child, please contact us directly. And, if we have a concern, we will contact you directly. We encourage you to share information with us that affect your child or the daily routine. Some examples of helpful communication might concern the loss of a pet, a problem with a “best friend”, or a temporary change in your schedule such as picking-up the child an hour earlier than normal.

## **Grievance Procedure**

If you wish to discuss concerns or problems, it is best to begin with the person with whom you are having difficulty. Communicating openly is the most efficient and effective way to resolve conflict. If this has been done and no resolution is reached, call Creative and request an appointment with the Program Director to discuss the situation. If the situation has not been satisfactorily resolved, call the school office to request an appointment with the School Principal. If the situation has not been resolved to the satisfaction of the grieved party, the party may be referred to the Parish Pastor.

## **Respect**

Creative Clubhouse will do all we can to ensure that the environment at the site is one in which staff and children are made to feel safe and respected. Any child, or staff, who consistently displays a lack of respect for others through their words or actions, will be asked to leave the program. We ask parents to work with us in ensuring that each child understands the importance of mutual respect and that this policy is there for everyone’s benefit.

## **Behavior Management and Discipline**

We believe that if we communicate with each other, we can solve any problems that arise before they become urgent. Creative clubhouse staff will provide and enforce clear, reasonable limits for children’s behavior. Positive behavior will be reinforced and negative behavior will be identified and redirected.

Behaviors are bad, not children, and discipline should be a learning experience, not a humiliating one.

Many discipline problems can be avoided as preventative discipline strategies are incorporated into the program. Preventative discipline involves rules, informing children of the consequences of their choices, follow-through, consistency, humor, and redirection.

Creative Clubhouse rules encompass safety and respect, safety of oneself and those around him/her, and respect of other people and their property as well as materials and equipment. Rules will be few in number and written in a positive manner. Rules will be posted in an appropriate area where children can see them.

Creative Clubhouse staff will implement our progressive discipline policy when behavior expectations are not met. Listed below are the steps that will be utilized:



1. Verbal warning is given with an explanation of why the behavior is inappropriate.
2. Withdrawal from the activity: Child will be removed from the activity and required to take some time to refocus. (1 & 2 may occur simultaneously)
3. Reasoning: Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.
4. Redirection: When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another activity for an appropriate amount of time.
5. Child/Creative Staff Conference: When the staff is not successful in correcting behavior, the Program Director is consulted and may decide on further appropriate action/consequences.
6. Conferences: If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for non-compliance outlined. This is usually accomplished through the use of a Behavior Contract.

A Behavior Contract is used for a child who, after much effort and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the time line is fair and realistic.

In order to provide a safe, effective program, suspension or removal from the programs may result for children unable to follow the Behavioral Guidelines.

**We reserve the right to bypass the above behavior steps at anytime and remove a child from our care for reasons of safety.**

## **Treats**

Make arrangements in advance with the Creative Clubhouse staff to bring in a birthday/special treat. If a treat is brought in, it must be for the entire group.

State regulations require that food be commercially prepared from a store of bakery. Homemade food is not allowed.

**Gum is not allowed at Creative Clubhouse.**

## **Pets**

If your child is taking home a pet from school or bringing a pet to school, it is Creative Clubhouse and school policy that the child and the pet must be transported directly to and from school. Creative Clubhouse does not allow pets, as we cannot ensure the safety of the pet or the safety of the other children if pets are brought to the center.

