

C R È M E
Parent Guidebook

Crème de la Crème®
Early Learning Centers of Excellence®

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Welcome to Crème de la Crème. We appreciate the confidence you have shown us in your selection of Crème de la Crème for your child.

In this Parent Guidebook, we have addressed important operating policies with which you will want to be familiar.

Crème de la Crème early learning centers are dedicated to making the most of your child's early years. At Crème, we do this by providing the best practices that offer your child exceptional early childhood learning experiences. Our foundation is based on the premise that the most important years of a child's brain development and learning patterns occur from infancy to age five. Our curriculum takes advantage of these windows of opportunity to give your child the best start toward a lifetime of learning.

Crème's best practices for the most important years of your child's development include:

- Stimulating, creative, educationally-engineered facilities
- Learning-inspired curriculum, aimed at total-child development
- Extraordinary support for the Crème team of teachers, so they can focus on guiding the learning process
- Secure, nurturing environment

Crème de la Crème is committed to providing a balanced day to meet each child's intellectual, physical, social and emotional needs. We believe that a child's day should include fun, learning to learn, outside and inside physical activities, and quiet times. Each member of our staff is dedicated to empowering your child to reach his or her maximum individual learning potential.

Our objective is to provide the best of the best experience for your child during his or her day. At Crème, every child is treated as special. We strive to address each child's individual needs.

We see ourselves as partners with you, the parent, to make your child's day productive and fun. Communication between us about your child is very important and we will make it a priority.

CRÈME DE LA CRÈME AGE GROUPS

Crème accepts children from 6 weeks to 12 years of age. Each age group is carefully grouped in distinct areas that encompass age appropriate activities and environments. There is Pouponnière for infants and Garderies for older children. In addition, Crème offers kindergarten, après school for ages 6 through 12, and summer programs.

POUPONNIÈRE

Infants and young toddlers

Each child has his or her own crib and the linen is changed daily. Infant toys are sanitized daily. No playpens are used, and the cribs are not used as playpens. If the child is not sleeping or eating, he or she is free to move about the play area of the room, explore appropriate materials, and interact with others. If weather permits, infants are taken outdoors to a play area designed exclusively for their use. The children are regularly held, cuddled, rocked, talked to, sung to and, at appropriate stages, taught basic language.

Your child's care, including eating, sleeping and other routines, is carried out by staff members, based upon an individual daily schedule, which we will ask you to provide to us. Our staff will adhere to your instructions to the best of our ability.

We will make written entries on Your Baby's Day report at Crème de la Crème throughout the day. This report will be given to you at the end of the day, so that you can see your child's activities during the hours when he or she was with us. This will normally include detailed information about foods eaten, how long they have slept, disposition and activity level, noted symptoms of illness or discomfort, special experiences during the day and any extraordinary achievements, such as a new word.

Food and formula are furnished by you, the parent, in individual bottles clearly marked with your child's first and last name. As your child begins to eat table foods, milk and other items will be provided by Crème.

GARDERIES

Preschoolers

Each *Garderie* is divided into small groups of children sharing similar ages. Every group has its own schedule of morning activities and, for full time students, afternoon activities as well. The group itself remains intact throughout the day, so that each child's Primary Teacher and circle of friends remains constant.

We restructure the composition of Garderies and groups from time to time, taking into account each child's age and developmental level. In this respect, it is important to remember that each child's progress at Crème is not always a simple linear progression from Group A to Group B, and so on, throughout his or her preschool years.

Your child's current Garderie, and group, is indicated on your monthly statement. In addition, the current location and activity of each group is displayed in "real time" on a color monitor in the reception area of the school. If you arrive later than usual in the morning, or earlier in the afternoon to pick up your child, you may consult this monitor to learn what your child's group is doing and where the group is located.

KINDERGARTEN

Crème students benefit from a specialized curriculum with a multitude of subjects and a lower student to teacher ratio than most public schools.

APRÈS SCHOOL

This program provides after school recreation, extracurricular activities and help with homework for elementary school students, ages 6 to 12. Transportation to and from local schools is provided at most locations.

SUMMER CAMP PROGRAMS

Each Crème program operates on a year-round basis. The summer months provide a variety of exciting weekly activities for children ages 6 to 12. Priority of enrollment in the Summer Camp program is given to our currently enrolled children.

THE CRÈME CURRICULUM

Our curriculum includes emergent reading, math, science, social studies and virtues, and is enhanced with enrichment classes. In addition, our learning-inspired curriculum is aimed at the total-child development. We realize that every child is different, developing at his or her own special pace, each with different interests and distinct likes and dislikes. We respect this individuality and our programs reflect this sensitivity to each child's social/emotional, intellectual and physical needs. We incorporate activities and educational materials that are appropriate for the age and developmental stage of each child.

Our time-tested, research-supported, educational programs incorporate a variety of engaging and enriching activities in all the important developmental areas that will benefit children throughout their school years. This includes physical skills, social/emotional skills, communication skills and thinking skills. At Crème, our educational goal is to have the total-child blossom. We help children learn new skills, build self-confidence and develop social skills. The result – children receive the preparation they need for school success in a safe, supportive and nurturing environment. We enhance our core curriculum with enrichment classes in creative movement, music, art, second language and computers. Children also experience other activities such as an interactive television studio, that provides opportunities for Crème children to explore science, community and social studies through dramatic play.

CRÈME ENRICHMENT CLASSES

During the day, children are nurtured by a primary teacher who leads the group throughout the day's activities and enrichment teachers. Together they form a team of teachers for each child. Children participate in different subjects primarily at half-hour intervals. They are stimulated by the opportunity to move throughout the facility and explore the various themed classrooms of Crème where enrichment teachers offer lessons combining playfulness and age-appropriate learning. Classes begin at 8:30 a.m.

Art.

In the Art Studio, children will manipulate a variety of art media and use a variety of art tools. Creativity flourishes between ages 2 and 5 and if it is nurtured and supported, it will become a life long trait. Children enjoy expressing their creativity with paints, modeling clay, chalks and crayons, pencils, and markers.

Music Studio.

Neurological research indicates that the optimum time for music instruction is between the ages of 3 and 10 years. The Music Studio offers children the opportunity to cultivate an appreciation of music. Play-based musical experiences provide opportunities for singing, moving and listening. Each of these activities helps the brain stay alert and also serves as a stimulant for increasing memory.

Computer Lab.

The Crème Computer Lab provides children with computer instruction and highly interactive software that allows them to practice math, reading, and writing skills learned in other classrooms from a technological perspective.

Creative Movement Studio.

Children are invited to express their moods, feelings, and thoughts creatively in this classroom. They will develop and refine both gross and fine motor capabilities, as they connect their thought to their movement. The more senses that deliver messages to the brain, the more likely the brain is to pay attention to the message. Combining movement and thinking maximizes the potential for learning.

Second Language Library.

Children are more receptive to language during the first five years of life than they will ever be again. It is the perfect time to introduce a second language. In the Crème Library, children are introduced to second language vocabulary. To enhance the fun, language is taught through stories, finger plays, songs, and games.

KREM-TV.

Children explore science, community, and social studies concepts through dramatic play in the KREM-TV studio. They investigate the role of the newscaster, and can even video themselves delivering a broadcast. They use critical thinking skills to work cooperatively with their peers on negotiating and compromising, and participate in activities that develop virtues. The combination of practicing social skills and utilizing critical thinking simultaneously provides a perfect format for the wiring of both skills. The “window of opportunity” for wiring both social skills and thinking skills is between the ages of 2 and 4 years, with opportunities for strengthening of the wiring between ages 4 and 8 years.

Math and Science Lab.

The brain’s favorite activity is problem solving. It is constantly seeking and searching for patterns. In the Math and Science Lab, children have plenty of practice exercising their reasoning skills. Since the brain is wiring for thinking skills between the ages of 4 and 6 years, the exploration activities in this room are a perfect way for children to strengthen the neurological networks that support higher levels of thinking. Children become familiar with patterns within mathematical concepts.

PROGRAMS / ACTIVITIES

Programs and activities are primarily half-hour intervals during mornings

| 2 year olds | 3 year olds | 4 year olds |
|---------------------------------|-------------------------|------------------------|
| Creative Movement | Social Studies | Social Studies |
| Gym | Science | Science |
| Art | Creative Movement | Creative Movement |
| Story-time/Language Development | Gym | Gym |
| Music/Rhythm | Art | Art |
| Number Play | Emergent Reading | Reading |
| Colors/Shapes/Sizes | Language Arts | Language Arts |
| Intro – Second Language | Music | Music |
| Computer Play | Emergent Mathematics | Mathematics |
| Dramatic Play | Intro – Second Language | Second Language |
| | Computer Play | Pre-Handwriting Skills |
| | Pre-writing Skills | Computers |
| | Virtues Program | KREM-TV |
| | Dramatic Play | Virtues Program |
| | | Dramatic Play |

Children's attention spans are short. They need a constant exchange between passive and active activities. Children benefit from a wide variety of experience: child-initiated, teacher-directed, large group,

and afternoons (Part-time programs have a limited number of activities)

| Transitional Kindergarten | Kindergarten | School Age | Summer/ Holiday Camps |
|----------------------------------|---------------------|-----------------------|----------------------------------|
| Social Studies | Social Studies | Art | Art |
| Science | Science | Music | Music |
| Creative Movement | Creative Movement | Second Language | Second Language |
| Gym | Gym | Computers | Computers |
| Phonics | Journals | Sports | Sports |
| Art | Phonics | Homework Assistance | KREM-TV |
| Reading | Art | Community Involvement | Community Involvement |
| Language Arts | Reading | Class Projects | Class Projects |
| Music | Language Arts | Field Trips | Field Trips |
| Mathematics | Music | | |
| Second Language | Mathematics | | |
| Pre-Handwriting | Second Language | | |
| Computers | Handwriting | | |
| KREM-TV | Computers | | |
| Virtues Program | KREM-TV | | |
| | Virtues Program | | |
| | Community Awareness | | |

small group, indoor, outdoor, quiet and active. Crème de la Crème's unique approach to early childhood education offers children all of this, in a highly enriched environment.

COMMUNICATIONS WITH PARENTS

We appreciate the trust that you place in Crème de la Crème when you leave your child with us for the day. We want to make that time worry free for you. We want you to be confident that we will contact you, if there are any significant events in your child's day. Should a situation arise, we'll call to tell you what happened and how we handled it. At Crème de la Crème, you have our assurance that we will always call if anything is amiss, *and that if we don't call, everything is fine.*

DAILY NOTES

The Executive Director at your Crème school is available to discuss your child's progress with you at any time and will occasionally bring matters to your attention that she feels you will want to know. In addition, you will receive daily written reports of your child's activities.

For toddlers and preschool-aged children in each of the Garderies, a more detailed daily report is used. This report includes current subjects being studied, individual progress in each of these areas, and any special events that have occurred during the day. The report accompanies the child from one activity to the next throughout the day, and notations are made by each teacher on the team near the end of each 30-minute period, or as your child transitions through different activities.

The same form also includes relevant comments by teachers concerning any special lunch, naptime, or social behavior exhibited by the child, disciplinary matters, or potty-training, if applicable.

These continuous reports are intended to keep you abreast of your child's current social, emotional, and academic progress at Crème. If you have a question about anything reported, please have a word with the Executive Director, or other staff members. In the case of preschoolers, these reports also provide you with current curriculum information that you may wish to support with additional activities at home.

The most important point to remember is that, as your partner, we want to share how your child is doing. We also ask that if you have a concern, please tell us right away. We want to address any concerns that you have, as quickly as possible. We also love to hear when you are particularly pleased with us. Please share.

EVALUATIONS

Characteristics and guidelines have been developed by Crème de la Crème with which we assess and monitor the developmental progress of your child. Evaluations are done in November and May.

ENROLLMENT POLICY

Initial and continued enrollment will be at the discretion of Crème de la Crème based upon, among other factors, the best interest of the child, the expectation that he or she will benefit from the program, and the welfare of the other enrolled children, and the best interest of Crème de la Crème. Enrollment decisions will be made without regard to race, color, sex, disability, religion, national origin or ancestry. Crème de la Crème reserves the right to dismiss any student, for any reason deemed necessary, at the sole discretion of Crème de la Crème.

CHILD ENROLLMENT DOCUMENTATION REQUIREMENTS

Crème de la Crème requires specific documentation to be provided for each child prior to the first day of classroom attendance. This documentation may include, but is not limited to, the following:

- Crème de la Crème Enrollment Application and Agreement
- Tuition Rate Agreement
- Current Certificate of Immunization
- Current Photograph of your child and one of the family including the child
- Appropriate documents, such as legal custodial documents, shall be attached if a parent is NOT ALLOWED to pick up child.

TUITION & FEES

Enrollment Fees: At the time of enrollment, a payment must accompany your Application which will include the first month's tuition, a non-refundable registration fee and security deposit. Your security deposit will be refunded to you upon withdrawal from Crème de la Crème, if you have provided us with thirty days advance written notice.

Re-registration: Each year, you will be assessed an annual registration fee to reserve your child's space in Crème for the coming fall. Registration fees are non-refundable.

Tuition & Late Fees: Tuition is billed monthly and is due by the 5th of each month. Statements are printed and mailed to your home, or to another billing address if you prefer, by the first of each month. The statements will reflect your last payment, previous balance, tuition and other charges such as extracurricular lessons and uniforms incurred during the month.

If the 5th falls on either day of the weekend, the payment is due in full on the preceding Friday. Special arrangements may be made with Crème de la Crème for regular payments on a bi-monthly schedule.

Your cancelled check is your receipt. If you require a written receipt, in addition to your cancelled check, please notify a Director. In order to insure the safety of the children and staff members in our school, cash payments will not be accepted.

Failure to stay current with your child's tuition fees will result in the loss of your child's position and will constitute a default which will entitle Crème de la Crème to all remedies, as prescribed by law, including reasonable attorney fees.

No discounts from tuition will be made for holidays or other days on which the school does not operate.

Crème reserves the right to increase tuition and charges. You will be notified no less than one month prior to any change in rates.

Late Pick-Up Fees: Children must be picked up from their designated program on time. Half-day programs are dismissed at 12:30 p.m. and full day programs no later than 6:30 p.m. All children must be picked up by closing time. Except for a first-time instance of tardiness, a late penalty will be imposed if your child is picked up after the designated dismissal time. The late pick up fee is \$1.00 per minute per child for the first five minutes and \$5.00 per minute thereafter and will be charged directly to your account. If you expect to be late, please call to advise us, so that we may reassure your child.

Automatic Debit: If you opt for automatic debit payment, the funds will be withdrawn from your bank account on the 5th of the month. If the 5th falls on either day of the weekend, the payment will be withdrawn on the preceding Friday.

Credit Cards: As an additional payment option, Crème offers payment by Visa or Mastercard. If you choose this option, the credit card must be presented for processing and a credit card receipt must be signed. A \$25.00 processing fee will be assessed if the credit card is not presented for processing at the time of payment.

Not Sufficient Funds (NSF) Fee: A \$25 NSF (not-sufficient funds) fee will be charged for any returned check or rejected Automatic Debit. This fee must be paid, along with the replacement payment for the returned check, by cashier's check, or money order, and all future payments must be made in this manner. The total amount of these charges will be due upon receipt of notification and must be paid in full in order for your child to attend Crème.

Absences: Please keep in mind that you are obligated for payment of tuition during periods of absence from Crème. Tuition must be paid in full, without deduction for absences of any duration, or for any cause, and without substitution of other days of attendance as "make up" days. This is necessary because staffing and other operational costs are incurred on the basis of fixed levels of enrollment. The only exception to this policy involves absences due to your child's hospitalization, during which time tuition may be waived, with medical documentation, at Crème de la Crème's discretion.

If your child is absent from Crème for two consecutive weeks, without notification to a Director, your child will be considered withdrawn from the program. If you choose to re-enroll your child, you will be re-assessed the initial enrollment fee and security deposit and your re-admission will be contingent upon the availability of space in your child's group at that time.

Withdrawal: The obligation for full payment of tuition continues until the date indicated by the parent or guardian as the date of withdrawal. No portion of your monthly paid or outstanding tuition will be refunded or cancelled in the event of absence, holidays, school closings, withdrawal or dismissal from the school. **The parent or guardian agrees to furnish Crème de la Crème with at least thirty (30) days written notice of such date of withdrawal, and failure to do so will result in forfeiture of the security deposit and tuition for the month of withdrawal.** The security deposit will be refunded with a thirty day written notice of intended withdrawal.

You may withdraw your child from Crème whenever you wish. If you wish to apply for re-enrollment at a later date, you will be re-assessed the registration fee and security deposit and your re-admission will be contingent upon the availability of space in your child's group at that time.

CRÈME FACILITY

Crème de la Crème facilities are learning-inspired. They are creative, stimulating, child-friendly environments that take children far beyond their imaginations.

Garderies are spacious and well equipped. Themed classrooms are set-aside for such subjects as second language, music and mathematics. The Crème facility includes a library, a computer lab, a dance studio, music studio, and a gymnasium.

Washrooms for all but the youngest children are single-use. They have been specially designed for small children.

Outside play areas are equipped with age-appropriate toys and play structures. Specially designed play yards include the Catchecrèmer

Creek Waterworks Company, a unique shallow waterpark; the Trike Garage; the Crème Racquet Club, sporting 3/4 sized tennis court; a child-sized basketball court and an outdoor picnic area.

The safety and security of Crème children are our top priority. All classrooms have large expanses of safety glass to eliminate blind spots which could not otherwise be fully supervised. Closed circuit television provides constant surveillance of classrooms, hallways, changing rooms and other areas. Changing tables have been specially designed to protect young infants.

Each month, the Director of Services completes the comprehensive Crème Quality Control inspection of the campus in the areas of safety, security, health, staffing and educational programs. Ongoing visits by corporate operational specialists ensure the highest standards are maintained in each Crème school.

Crème de la Crème schools are in compliance with the Americans with Disabilities Act.

SECURITY

Our specially designed Secure Access System allows us to monitor each person's entry into the building, track your child's location and deliver important messages to you, as you check your child in and out of Crème. Upon enrollment, each child is assigned a numeric code. You may change your child's code at any time by speaking with the Director of Administration. The Secure Access System will unlock the main door for you when your child's code is entered on the touch-pad screen, located in the main entrance. We ask that you not allow anyone behind you to enter with you to prevent entry of an unauthorized visitor.

The system works in conjunction with an automated time clock that tells us exactly which children are in our facility at all times of the day. Periodically, you may also see automated messages such as billing information, weekly curriculum notes, program updates, and other important school announcements.

In addition, the front door is attended by a Crème staff member during operating hours. Fire doors which exit directly to the outside (except those exiting to fully enclosed playgrounds) are equipped with an alarm.

POLICIES AND PROCEDURES

VISITORS

A Crème de la Crème administrative staff member greets all visitors at the front entrance. Visitors are asked to sign in at the receptionist's desk and are then escorted throughout the building while visiting and/or touring.

RELEASE OF YOUR CHILD TO OTHERS

We will only release your child to someone, other than yourself, when you have properly authorized us to do so. This may be done at the time of enrollment in your Enrollment Application & Agreement form, where you may list persons who may pick up your child at any time. This may also be done later by completing our "Authorization to Release Child" form. In issuing an authorization form, please be certain that it is delivered to our receptionist, or to the Executive Director.

In rare emergencies, you may give us your signed authorization by fax, with the notation "by fax" and the signature of the staff member who received the fax. We will confirm by comparing the parent's signature appearing in our records.

In all cases in which you authorize release of your child to a person who has not picked up your child before, and whom we do not know, we will ask the person for appropriate identification.

UNAUTHORIZED CHILD PICK-UP

In the event that an unauthorized person attempts to pick-up a child at Crème de la Crème, the child will be moved to a safe location. We will then contact the custodial parent. The police will also be contacted.

CHILDREN NOT PICKED-UP AT THE END OF THE DAY

If a child has been left at the end of the day, attempts will be made to utilize all the parent's telephone numbers on file. If there is no response, we will call all the emergency telephone numbers in the child's file. If there is still no response, we will call the police or Child Protective Services.

EMERGENCY PROCEDURES

Each school is equipped with a fire and smoke monitoring alarm system. Fire extinguishers are strategically placed throughout the building.

Emergency drills (such as fire and tornado) are held on a regular basis, so that the children and staff are familiar with emergency procedures. The staff at Crème has been trained in safety, first aid and emergency evacuation programs. They will orient your child prior to the first time executing a drill, in order to help alleviate any fear or anxiety that may occur. It is our goal to teach your child what to do during an emergency, so that he or she becomes familiar and comfortable with the procedures.

EMERGENCY EVACUATION

It is possible that an emergency evacuation may occur due to problems within the facility. If it is determined that the safety of the children is in any way jeopardized, you will be contacted to pick up your child. If your child is moved from the facility during an emergency evacuation, you will be contacted immediately and informed of the location. The location of Crème's evacuation facility is posted in the administrative area.

INCLEMENT WEATHER

Crème will make every effort possible to be open during inclement weather days; however, safety for your child and our staff members will be the prime consideration for closing the school. If there is

any question whether the school will be open, please consult your local TV station for school closings, or call the main Crème school phone number. Information concerning cancellation, or a delayed opening, will be recorded on the school voice mail by 5:30 a.m. In the case of a severe mid-day storm, please refrain from calling the school. We will call you if your child needs to be picked up, prior to closing. We take every precaution necessary to protect the children and the staff of Crème. School closings will be based on the determination of threats to the safety of children and the staff.

In excessively hot weather, children will be provided with adequate water supplies and during outdoor play will remain in shaded areas for the majority of their playtime. During severe weather, children will remain inside for an alternative gross motor activity period.

YOUR CHILD'S HEALTH

HEALTH RECORDS & IMMUNIZATION

State law requires that every child have a Certificate of Immunization in file at Crème. This certificate provides a history of vaccinations against several childhood diseases. If your child has received all of the necessary vaccinations, you can obtain an updated, validated certificate from your physician, or local Health Department. It is imperative that you provide a current copy of this certificate, prior to your child's first day of attendance. **Your child will not be permitted to attend Crème if the certificate has not been submitted, or does not remain current.**

CONFIDENTIALITY OF RECORDS & INFORMATION

The Crème staff respects the confidential information of the children in our care. All personal records of children and families in Crème de la Crème are kept in the strictest of confidence. Information pertaining to admission, progress, health or disenrollment of a child shall be confidential, unless the parent(s) of the child has

given written permission for disclosure.

ILLNESS

As a part of Crème's commitment to the health of the children and staff, we require parents to wash their hands and their children's hands upon arrival for the day.

The welfare and health of your child are of primary importance. When particular symptoms are noted, such as a fever or unusual changes in personality, this information will be brought to your attention immediately. Of course, if your child appears to be seriously ill, or highly infectious, we will call you (or another person whom you have designated for this purpose) to ask that you pick up your child from school. **For the safety of the other children, your child must be picked-up within one hour of your notification.** Until you arrive, your child will be made as comfortable as possible in a room where he or she is supervised by an adult, yet separated from other children.

You may not bring your child to school if he or she appears ill and/or displays the following symptoms:

- a fever of 100 degrees F or higher within the past 24 hours
- vomiting or has intestinal agitation accompanied by diarrhea (may return once the condition has completely subsided for a minimum of 24 hours without medication)
- evidence of a communicable disease
- an undiagnosed rash (may return with physician's note that rash is not contagious)
- discharge from eyes, ears or profuse colored nasal discharge (may return when discharge is clear or child has been on antibiotics for 24-48 hours, according to physicians instructions)
- unusual lethargy, irritability, persistent crying or difficulty breathing (may return when symptoms have subsided with medications)

If your child shows any of the above symptoms while at Crème de la Crème, or any other symptoms enumerated in certain states' regulations, you will be asked to pick up your child immediately.

If the child's parents cannot be reached, the designated person, or persons, on the Enrollment Application and Agreement will be contacted.

When a child has been exposed to, or diagnosed, with a communicable illness, you are required to immediately notify Crème de la Crème. Crème de la Crème will notify the state Department of Health, when necessary, all staff members and all parents and guardians of children in our care. The child's confidentiality will be maintained.

Parents will receive an Illness Statement when they arrive to pick up the child who is ill. The Illness Statement will outline the requirements, which may include a doctor's certification, before the child can return to school.

ACCIDENTS & INJURY

In the event of an accident or injury, our staff will first tend to your child's needs and then summon the Executive Director. The Executive Director will notify you and, if necessary, call the physician or medical facility, as designated in writing by you.

In rare situations, Crème de la Crème may take additional emergency action, as deemed necessary, to care for your child. When such an action is deemed advisable, the school will contact 911 emergency services and follow the instructions of the emergency personnel. If Crème personnel are instructed by the emergency medical personnel to transport your child to the nearest medical facility, such action will be taken. In such emergencies, the school will contact you as soon as the situation allows.

MEDICINE

Medicine may be administered to your child during the day, provided that you have furnished us with written authorization to do so. Our "Authorization to Administer Medicine" form is used for this purpose. Crème will administer only those medications that are specifically labeled as a prescription with a doctor's

name, child's name and dosage procedures outlined on the bottle. NO OVER THE COUNTER MEDICATIONS OF ANY KIND WILL BE ADMINISTERED WITHOUT A WRITTEN PRESCRIPTION/ORDERS FROM A LICENSED MEDICAL PHYSICIAN. Medications cannot be shared by multiple family members, unless each person's name appears on the label. The completed form, together with the medicine itself, should be left in the designated box in the *Infirmiry*. If your child requires more than one medicine, please list each separately on the form.

Any potential adverse reaction to the medication must be listed on the authorization, so that the child can be properly monitored, and parents notified accordingly. This authorization must specify the specific dates the medication is to be administered. A new authorization is required at the beginning of each calendar week.

Medicine will be administered between 11:00 a.m. and 12:00 p.m. and 3:00 p.m. to 4:00 p.m.

IMPORTANT: All medicines are stored in the *Infirmiry*, out of the reach of children, and all medicines are administered by a director. Medicine may never be left in your child's carry bag, since another child may accidentally find it there. In addition, all medicines must be brought to the school in their original container, bearing the child's name, prescription number (if any), name of the medicine, and the date brought to Crème. All medication must be taken home daily to ensure proper parental control.

EMERGENCY MEDICAL FACILITY

An accredited nearby emergency medical facility has been designated by Crème de la Crème. The name and location of the facility is posted in the administrative area.

DISCIPLINE

Discipline is the on-going process of helping children to develop their controls, so that they can manage their own behavior in socially approved and acceptable ways. Crème's discipline techniques are based on respect for the child. We teach self-discipline, as opposed

to motivation by fear or punishment. Our discipline policy ensures that there is a reasonable relationship between the inappropriate act and the consequence.

The only acceptable forms of discipline at Crème are positive guidance and redirection. The goals of these discipline techniques:

- Help the child in his or her growth toward self-discipline, while nurturing a healthy self-concept.
- Help children work through a conflict, by helping develop their self-control and assuming responsibility for their own actions.
- Explain limits and consequences in a clear and comprehensible manner.
- Give preschool and school-aged children a reasonable opportunity to resolve their own conflicts.

Only if absolutely necessary will a child be removed from the situation of conflict and placed in an area where he or she can sit for a few moments to regain composure. The teacher will talk to the child about the inappropriate behavior. The child will return to the group when both the staff, and the child, feel it is appropriate. This will not be for a prolonged period of time, nor is it a punishment.

BITING POLICY

Crème de la Crème understands that occasional displays of aggression, like biting, are typical in young children and are part of normal early childhood development. Repeated incidents of biting will not be tolerated. Our objective is to ensure that each school maintains the highest level of safety within our environment, and that our staff respond appropriately to aggressive behaviors.

Crème de la Crème requires that all parents of children under 3 years old receive the guidelines that outline how the Crème staff will handle a biting incidence. These guidelines will be presented with enrollment materials. Receipt of the Biting Policy must be acknowledged by the parent in writing.

TV AND VIDEO POLICY

In an effort to provide an educational classroom environment, Crème de la Crème does not allow the excessive use of videos. The viewing of videos is limited, and is not offered more than 1/2 hour per week, in selected age groups. Children are never forced to watch a video at Crème. An alternative activity is offered to any child during the time the video is being shown. In order to ensure that all materials viewed by the children are acceptable to all parents, we do not allow children to bring videos from home to share.

CRÈME CHILDREN'S UNIFORMS

Crème children are required to wear uniforms during program hours, Monday through Thursday of each week. Uniforms on Friday are optional. The uniform requirements extend to all children, except infants in the Pouponnière.

We believe the use of uniforms gives children a shared identity with their contemporaries and a sense of belonging. Uniforms serve to impress upon the children the importance of school activities and help remind them that they are in a special place.

The Crème uniform consists of a Crème Gear top and bottom. Our Crème girls also have an option of wearing a Crème dress. You may add undergarments to complement your child's Crème Gear, such as tights, leggings, or turtle necks with dresses. These garments should be worn with socks and closed toe, rubber soled shoes. This policy is vitally important in order to avoid serious falls and injuries. Dress shoes, cowboy boots, thongs and sandals are prohibited at all times.

FAILURE TO FOLLOW THE UNIFORM POLICY WILL RESULT IN WITHDRAWAL OF YOUR CHILD'S ENROLLMENT AT CRÈME DE LA CRÈME.

All Crème Gear garments, including T-shirts, shorts, sweats, dresses and Crème carrybags, are available at the T. Bear & Co. Mercantile, our in-house outfitter. T. Bear also sells other items,

such as hair bows, socks, educational toys, games, books, and stuffed animals.

CARRY BAGS AND CHANGE OF CLOTHING

All children must have a Crème carry bag with them at school at all times. This is necessary because every child is required to have a complete change of clothing consisting of a Crème uniform, along with underwear, socks, and a light jacket or sweater with them, at all times. Our staff will use these articles in the event of any mishap, and will return the soiled clothing to the carrybag in an airtight plastic bag. **In the event that a child requires a change of clothing and an extra uniform has not been provided, a fresh uniform will be supplied from the T. Bear and Co. Mercantile and charged to the parent's account.** The only exception to the uniform guidelines would be that we were out of stock on particular items. When substitution is necessary, we expect children to dress in Crème colors of red, navy blue and white.

In addition, the carry bag is used to store personal articles during the day. If your child wishes to bring his or her own blanket to Crème, be sure it will fold to fit into the Crème carry bag.

In order to avoid any confusion and prevent potential loss of personal items, it is very important that all of your child's belongings, including his or her Crème bag, articles of clothing and any items brought from home, be clearly labeled with both first and last name.

BELONGINGS BROUGHT FROM HOME

We know that some toys are so important to your child that they simply must come to school. These items may be brought on Show and Tell day, as long as they are safe in the company of others and are not replicas of weapons. In addition, safety considerations dictate that cosmetics and money (particularly coins), and other items which may be easily swallowed, should never accompany your child to school. Show and tell items must be small enough to fit in the Crème carry bag and be brought in only on those designated days.

We also know that many personal articles at Crème frequently become separated from their owners. We'll do our best to keep track of such items and return them to their rightful owners. If we know the owner of a particular belonging, we'll make sure that it gets into the right carry bag and goes home.

Please remember toys and other articles that do not have the owner's name on them are often very difficult to track down and return. Some small items such as Matchbox cars can easily find their way into another little pocket. If an item is particularly dear to your child, it may be wise to leave it at home, because we cannot be responsible for replacement of the article.

LOST AND FOUND

A lost and found box is located in the school. We recommend that you check this box periodically for items that may belong to your child.

HOURS, DAYS OF OPERATION

Crème operates Monday through Friday throughout the year. We are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day (for teacher in-service training), Thanksgiving Day, and the day after Thanksgiving Day, Christmas Eve Day and Christmas Day, and certain other days, as may be specified by Crème, from time to time. These holidays are paid days for our staff.

The facility is open and staffed from 6:30 a.m. until 6:30 p.m. Our formal education programs begin at 8:30 a.m. Children enrolled in full-day programs are welcome to arrive and depart at any time of the day. Half-day program hours are from 8:30 a.m. to 12:30 p.m.

DIAPERING

Children are checked at scheduled intervals throughout the day, and changed at the first sign of wetness, or soiling. No child is knowingly left in wet or soiled clothing. For children who wear diapers, we furnish the diapers and pull-ups, **at no additional charge.**

We use only major-brand disposable diapers. For sanitary purposes, Crème does not provide nor allow the use of cloth diapers.

TOILET TRAINING

When you believe that your child is ready to begin toilet training, please discuss this with your child's primary teacher. We will assist by encouraging your child to potty between diaper changes. With the first signs of success, we will recommend that you send your child to school in training pants.

BREAKFAST, LUNCH, AND SNACKS

We will provide your child with breakfast and lunch as described in the *Menu Pour les Enfants*.

Children are offered breakfast, (if they arrive before 8:15 a.m.) lunch, morning and afternoon snacks, as well as one for the road treats. The Crème menu features healthy, nutritious and well-balanced meals which are prepared fresh each day in the Crème kitchen. If your child adheres to any special dietary restrictions, please inform the Executive Director, as well as his or her primary teacher. The Executive Director will assist you in making arrangements for you to bring in the necessary food items to meet your child's needs.

Children are taught to eat with a plate, napkin and utensils, as well as other mealtime etiquette. Each meal is closely supervised. All children are given as much time as they wish to eat.

Each child is encouraged to try the food that is before them. Those who have difficulty eating will be individually assisted, including help in getting individual bites to the mouth, but no child is ever forced to eat any food. Special eating problems, or marked changes in lunchtime behavior, will be reported to you on your child's daily progress report.

SPECIAL CELEBRATIONS

Prior to planning a celebration for a special event in your child's classroom, such as a birthday, please make arrangements with a Director. You will be provided with details about local regulatory agency requirements regarding snacks.

We recommend that a healthy snack be provided, rather than cakes or cupcakes. You may wish to include special napkins, or hats, with snacks. For safety reason, small trinkets, rings or balloons may not be distributed as party favors. Glass or ceramic plates are not permitted in the classroom or playground, and may not be used where children are present on the school campus. Your child's teacher will help you to determine the number of items that will be needed to provide for every child in the class.

For the protection of all children, we cannot provide anyone with the phone number or address of any child in a Crème school, or their family members. Teachers can provide you with a list of the first names only of the children in the class, if requested.

Special programs are organized for the children throughout the year for parents and family members. Your attendance at these special functions gives you the opportunity to talk to your child's teachers and meet your child's classmates and parents.

NAPTIME

All younger children are required to have a quiet time following lunch, and are encouraged to sleep during this time. Children who are five years of age and older are not expected to nap, (unless required under state regulations,) but are provided with quiet time. Children who fall asleep will be allowed to sleep until the end of the rest period, as designated on the daily schedule. Children may bring a small item to comfort them and help them rest. The item, including pillows, must be small enough to fit into their Crème carry bag.

TRANSPORTATION

Crème school buses are used for drop-off and pick-up of school-aged children and for field trips. Crème does not transport children under four years of age, or those children requiring a child safety restraint seat. Children must be delivered to Crème no later than 15 minutes prior to a.m. departures and must be on time for the scheduled after-school pick-up. The Crème bus driver is not able to wait for tardy children and will return to Crème, if a child is not on time.

It is the responsibility of the parents to inform Crème de la Crème of any scheduled changes for children who are transported to and from elementary school. Please be sure to notify a Director if your child will be absent, or should not be picked up by the Crème bus. Children will be transported only in the designated Crème bus.

In the event that your child does not show up for a scheduled pick-up, the bus driver will 1) call the school administrator's office to try to locate your child, and 2) notify the appropriate Crème administrator of the child's absence. You will then be notified by a Crème staff member and will be responsible for picking-up your child from school. In order to avoid unnecessary delays and concern, please notify the Crème receptionist or a Director, if your child will be absent for the scheduled transportation service. If your child is absent without notification, you will be charged a no-show fee of \$50.00.

Crème de la Crème®

Early Learning Centers of Excellence®

Crème de la Crème, Inc.

8400 East Prentice Avenue | Suite 1320
Greenwood Village, CO 80111
(303) 773-6607 Phone | (303) 773-3011 Fax
www.cremedelacreme.com

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ACKNOWLEDGEMENT

I (We) have read and agree to Crème de la Crème's policies and procedures as described in the Parent Guidebook.
I understand that these guidelines may change periodically.

Child's Name (Please Print) _____

Parent or Legal Guardian Signature _____

Date _____

Parent or Legal Guardian Signature _____

Date _____

After signing this acknowledgement, please remove the page from your Parent Guidebook. It must be returned with your enrollment packet.

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