



# FAMILY HANDBOOK

A WOW-WORTHY WORLD OF LEARNING.

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## QUESTIONS?

Ask us anything. Start by reaching out to your Executive Director—they're your go-to for questions about your school or this handbook. You can also reach out to Crème School Family Support Monday–Friday, 6 AM–5 PM (Pacific Time).

- Call: 1-800-374-5715
- Email: [Care@CremeSchool.com](mailto:Care@CremeSchool.com)

# WELCOME TO CRÈME DE LA CRÈME SCHOOL

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You have big dreams for your child, and so do we. Whether you need care for your baby or big kid, our curriculum supports your child's academic, emotional, and physical growth. From discovering the senses with babies to unlocking the language code with big kids, our programs are proven to prepare your young learner for what comes next.

As your child grows in our program, we layer enrichment classes into their learning day. Each class takes place in a specialty space, where new passions and proficiencies emerge. Where the person they'll soon become begins to shine through.

In our classrooms, your child will find teachers who believe in them and cheer them on. Our staff gives kids the freedom to be themselves, try new things, make friends, and dream big.

Because child care is so much more than a place; it's where futures are made better—together.



## ABOUT THIS HANDBOOK

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This guide will help you learn about our programs, team, and how things work at Crème School. Before your child's first day, here's what to do:

1. Read through this book.
2. Review the Enrollment Agreement provided by your Executive Director.
3. Sign the Enrollment Agreement and bring it back to your Executive Director.



# GETTING READY FOR SCHOOL

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Starting in a new place can be hard—for you and your child. It’s normal to feel nervous about that first drop-off. Our teachers are here to help make your child’s first day run smoothly.

If you have any concerns, talk with your Executive Director or your child’s teacher before that first day. If you can, stay a little longer in our lobby to observe your child on the monitors in their classroom.

Use the Procure App to get updates and photos throughout the day. You are always welcome to call any time during the day to see how your child is doing.

# CLOTHING AND SHOES

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Uniforms are optional at The Crème School. We have a variety of T-shirts, sweatshirts, and other branded school items available for purchase at [CremeShoppe.com](http://CremeShoppe.com).

Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. No flip-flops, sandals, or shoes with wheels, please. Shoes with self-fasteners help prevent trips and falls. All kids who can walk need to wear shoes.

Please pack two complete sets of extra clothes (including socks) for your child.

## **HELPFUL TIP:**

Whenever possible, keep an extra pair of shoes and a sweater or sweatshirt at school, just in case. Label the clothes with your child's first and last name. And check sizes often—kids grow fast! Your child will sing, paint, dance, eat, and play indoors and outdoors—so send them in comfy clothes that are easy to wash! We want kids to focus on learning and having fun.

## **In Hot Weather**

- Dress your child in a hat or visor and lightly woven clothes that cover the skin.
- Put on sunscreen before drop-off. Our staff will apply sunscreen to your child periodically throughout the day. We can use the sunscreen you provide, or we have our own available. Please ensure you've completed the required sunscreen authorization form.

If you want us to reapply sunscreen, please bring it to school and fill out a form.

## **In Cold Weather**

- Send warm layers, including mittens or gloves, sweaters or sweatshirts, socks, and a hat, hood, or cap.
- Bring warm, waterproof outerwear and boots.

For your child's safety, we do not allow jewelry (unless needed for cultural or religious reasons) or clothes that tie around kids' necks or waists. Please remove drawstrings from all clothing so that there is nothing on the child that could restrict blood or airflow.

# PERSONAL BELONGINGS

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For Toddler programs and older, children are allowed comfort items like a blanket, soft toy, or a stuffed animal for rest time. But please leave other toys and belongings at home. When a child brings a treasured object to school, it can create tension between them and other children, and your child could feel stressed or hurt if something is lost or broken. Toy weapons like swords, shields, guns, water squirters, slingshots, pocketknives (or other items that resemble weapons) are not permitted in the school.

If your child brings electronics, they must stay off and be stored in their cubby. We don't allow the use of personal electronics in the classroom.

Crème School is not responsible for anything that gets lost, stained, soiled, torn or damaged during school hours.

# OUTDOOR PLAY AND WATER FUN

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Kids play outside daily, as long as the weather permits—running, climbing, riding, and soaking up fresh air. Our playgrounds have safe equipment for active play. You're welcome to bring a helmet for your child to use when playing on outdoor riding toys.

Throughout the summer months, we plan water play at school. Some Crème Schools have splash pads and water features for your children to enjoy as well. Teachers stay with kids and follow safety rules and staff-to-child ratios at all times.

If we plan a field trip to a swimming pool or other water play, we keep the same safety rules in place from start to finish. If the weather keeps us inside, we keep kids moving with safe, fun, active play.

# REGISTRATION AND ENROLLMENT

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To enroll or re-enroll each year, you'll need to:

- Fill out and sign the **Enrollment Agreement**.
- Complete any other state or center-specific forms from your Executive Director.

Your child can start once you fill out and sign all the paperwork—and your Executive Director has signed the Enrollment Agreement. A nonrefundable registration fee is due when you enroll and again each fall. It's due by September 1. This fee helps cover administrative costs. If your child leaves the program and later comes back, the fee applies again.

# TUITION

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Tuition is due **before care is provided**, based on your Enrollment Agreement. The easiest way to pay tuition and fees is online through the Procure App. You can set up recurring or one-time payments with a bank account, debit card, or credit card (Visa, MasterCard, or Discover card). Your personal info is always secure—everything is protected with encrypted technology (SSL). For safety reasons we don't accept cash payments.

It's important to pay on time. It helps us plan ahead and give our teachers steady schedules—because knowing how many children will be in our classrooms helps us give every child the care they deserve.

If late payments become a habit, we may need to end care for your child. Each year, we take a fresh look at tuition and fees. As we keep improving our buildings, classrooms, and programs, we may adjust costs in the fall. Extra fees for camps, longer school days, enrichment classes, and special activities may apply.

# FAMILY DISCOUNTS

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You may qualify for a discount if you have two or more children enrolled with us each week. Here's how it works.

- The child with the lowest tuition charge for the week gets up to 10% off their weekly cost.
- If you have three or more children in our care, the child with the highest tuition pays full price. The others get up to 5% off their tuition.

Ask your Executive Director for details—they're happy to help.

# WHEN YOUR CHILD IS ABSENT FROM SCHOOL

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Even when your child is out, your regular tuition still applies. That's because we budget for everyday costs to keep our amazing teachers, lesson plans, and classrooms running strong throughout the year. We charge your regular weekly or monthly tuition—whether your child comes full-time or part-time—so we can keep great teachers in the classroom. They're there when your child's away, so they'll be ready when your child returns.

If your child will be out for the day, please let us know as soon as possible. If they'll be out for a few days—for a family trip, illness, or anything else—give us a heads-up in advance.

If your child usually rides a school bus or one of our Crème School buses from another school or program to our school, let us know they'll be out before their ride is scheduled to pick them up.

# PLANNED SCHOOL CLOSURES

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Unless there's bad weather or something unexpected, our schools are open during regular hours on scheduled days. We're closed on these holidays.

- New Year's Day (January 1)
- Martin Luther King Jr. Day (the third Monday in January)
- Presidents Day (the third Monday in February) Note: This is also a Professional Development Day for our staff.
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Indigenous People's Day (second Monday in October). Note: This is the second Professional Development Day of the year for our staff.
- Thanksgiving (fourth Thursday in November)
- Day After Thanksgiving
- Christmas Day (December 25)

All of our schools are closed on Presidents Day (third Monday in February) and Indigenous People's Day (second Monday in October) for teacher training and professional development days. These days help us maintain teacher credentials and remain current on early childhood education best practices. At The Crème School we always want to make sure we are providing young children with the highest quality care, instruction, and developmental support. Your Executive Director will post your school's exact holiday schedule and closures. Ask them anytime if you need a copy.

## WHEN WE CLOSE FOR WEATHER OR AN EMERGENCY

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If bad weather or an unexpected emergency forces us to open late or close temporarily, we'll post updates at your school and send out a family communication. You may also hear about it on local radio or TV. If we ever need to close early, please arrange for your child's pickup.

Can't reach your school during an emergency? Contact our Family Support team at 1-800-374-5715 or [Care@CremeSchool.com](mailto:Care@CremeSchool.com).

We don't offer tuition refunds or reductions for holidays or school closures.

## WHEN PUBLIC SCHOOLS ARE CLOSED

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When public schools are on break, we've got you covered! Most of our schools offer fun, action-packed camps during no-school days for kids ages 5-12. Children join age-based groups so everyone gets the right level of challenge, learning, and fun. You can learn more about our camps on page 17.

If your school-age child stays with us all day because their school is closed for a holiday, snow day, or anything else, there may be an extra fee. Check your Enrollment Agreement for details. Transportation during closures depends on what your school can offer and the reason for the closure. Your Executive Director will keep you updated.

# STAYING IN TOUCH

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## THE PROCARE MOBILE APP

We know it's not easy to leave your child in someone else's care and we're here to help you stay close even when you're apart. The Crème School uses the Procare App (free for iOS and Android) to help you stay connected.

- We capture and send photos from the classroom each day, so you can see your child's special moments.
- Get updates on what your child is learning and how they're doing.
- If you have a baby in our care, we'll send updates on when your baby was fed and changed, and when they napped (plus so much more)!
- Message your school anytime. It's just like texting.

# KEEPING FAMILIES CONNECTED

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You're the most important part of your child's world and you are an important part of our school, too. Talking often with your child's teacher and your Executive Director helps us work together. And it gives your child the best chance to learn, grow, and feel great at school. We keep in close touch with families through:

- An open-door policy—just let us know when you'd like to come say hello!
- Family conferences and check-ins to share ideas and discuss your child's progress.
- Notes, updates, and daily moments that we share in person, on paper, or through the Procare App.
- Newsletters published by your school with your school's news and events plus simple you can try out at home.
- Menus and classroom plans posted each week.
- Updates and milestones on the local school Facebook and Instagram accounts.

Policies and other things may change from time to time, and we'll let you know at least 30 days before anything new happens.

We hope you have time to talk with us when you drop off or pick up your child. Need a longer chat? Let us know, and we'll set up a time to connect.



# OUR SCHOOL

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## OUR LEADERSHIP TEAM

The Crème School leadership team is here to make sure your child receives the very best education and care. Here is a breakdown of our staff and their responsibilities:

- Executive Director: Leads school and staff to create a caring learning environment.
- Director of Operations: Keeps school and daily details running smoothly.
- Director of Quality and Education: Oversees classroom curriculum and quality.
- Regional Director: Supports several Crème School locations in delivering the highest quality service to children and families.

Their contact info is posted at your school.

# OUR TEACHERS

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Our teachers are the heart of our school, and they're trained to use our trusted, research-based curriculum, which was designed to help every child grow at every age and stage.

You'll see our teachers actively engaged—whether they're guiding a child through an enrichment project, modeling social/emotional skills, exploring academic concepts, or leading imaginative play. Through intentional interactions, hands-on learning, and thoughtfully planned experiences, our teachers support every aspect of your child's growth and development.

# ENRICHMENT TEACHERS

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Our enrichment teachers are specifically hired to oversee the curriculum in our enrichment classrooms, including STEM, Spanish, Music, and Art. They bring their expertise and enthusiasm to each subject, making sure children are learning and engaging to the fullest.

# LICENSED TO KEEP KIDS SAFER

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All our schools are licensed by the state and inspected regularly. This helps make sure your school is safe and meets high standards.

Reviews cover things like teacher training, playground safety, healthy meals, and child-to-teacher ratios. These checks by outside groups help us give your child the very best care and education. In some cases, a state may have additional rules that we make sure to comply with.

# BELONGING

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At The Crème School, we aim to create a welcoming place where every child feels safe to learn and play from day one.

Every family is different. We understand that your child might need extra support. Before you enroll, talk to your school's leadership team about what you or your child needs. We'll work together to support your family.

If a teacher faces something new or challenging in the classroom, our Individualized Education Services team is here to help. This group of caring experts supports teachers so each child and family member feels like they have everything they need to thrive and feel confident in the classroom.

# SURVEYS THAT HELP US IMPROVE

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Every year, we ask Crème School teachers and staff how things are going at work. We do this to make sure they feel supported and valued—because when our teachers feel good, our families (like yours) do too!

We also ask families to share anonymous feedback about the experience at our schools. A trusted outside group helps us gather your thoughts about what’s going well and where we could be doing better.

Taking the survey is always your choice—but if you do, it helps us make the changes that matter most to you and your family.



# CURRICULUM

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Our research-based curriculum is aimed at whole-child development. It includes emergent reading, math, science, social skills (values, virtues, manners and etiquette, and anti-bullying), and is enhanced with enrichment classes. We recognize that every child is unique developing at their own special pace, each with different interests and preferences. We respect this individuality, and our programs reflect this sensitivity to each child's social/emotional, intellectual, and physical needs. To help meet these child-specific needs, we dedicate time during the day for children to have free choice in the activities they engage in and manipulatives they use. 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 The Crème School, our educational goal is for the whole child to flourish. We help children learn new skills, build self-confidence, and develop social skills. 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 STEM, Music, Art, and Spanish, with some locations offering culinary classes.

# PROGRAMS AND ACTIVITIES

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Programs, amenities, and facility design may vary by location. Primarily, programs and activities are offered in half-hour intervals, and in some locations they are available in one-hour intervals during mornings and afternoons.

**Let's explore our classrooms together.**

## **INFANTS (6 WEEKS-18 MONTHS)**

Babies are beginning to connect with the people and things around them. Our Infant program is designed to provide a safe and nurturing environment where babies can explore and learn at their own pace. With individualized attention, we create a warm and supportive atmosphere to foster development during these early moments.

- Custom activity plan for each child
- Sleep and mealtimes based on your baby's schedule
- Safe sleep practices following expert guidance
- Group play to develop social skills and curiosity
- Play activities to encourage movement and growth
- Toys and materials that support learning in all areas
- Free diapers and wipes during the school day

## **TODDLERS (1-2 YEARS)**

Toddlers are now walking, talking, and beginning to form friendships. Our Toddler program encourages hands-on play, exploration, and socialization, providing a space where children can begin to understand the world and form connections with others.

- Group play to develop social skills
- Safe environment with a consistent routine
- Activities that build confidence, self-esteem, and love for learning
- Pretend play, art, language, and sensory experiences
- Free diapers and wipes during the school day

## **EARLY PRESCHOOL AND CRÈME PRESCHOOL (2-4 YEARS)**

Preschool children continue to develop their social and cognitive skills. Our classrooms offer a dynamic mix of activities, from creative movement and art to early academic skills, to support them in their next stage of learning.

- Creative movement and gym
- Emergent reading, language arts, and pre-writing skills
- Enrichment Rotations in Spanish, STEM, Music, and Art
- Character education and dramatic play

### **CRÈME PREP (4-5 YEARS)**

Our Pre-K program builds on previous learning while continuing to focus on social skills and academic preparation. Children engage in a variety of activities designed to encourage both independent and collaborative learning.

- Friendship and teamwork
- Creative movement and gym
- Emergent reading, language arts, handwriting, and pre-writing skills
- Enrichment Rotations in Spanish, STEM, Music, and Art
- Character education and dramatic play

### **CRÈME KINDERGARTEN (5-6 YEARS)**

Our Kindergarten program is designed to prepare children for the rigors of elementary school. The curriculum is comprehensive, providing a balanced approach to social development and academic learning across multiple subjects.

- Friendship and community awareness
- Creative movement and gym
- Emergent reading, language arts, handwriting, and pre-writing skills
- Enrichment Rotations in Spanish, STEM, Music, and Art
- Character education and dramatic play

### **SCHOOL-AGE PROGRAMS (5-12 YEARS)**

Our School-Age programs cater to children who need before- and after-school care, as well as break-time care and summer camp fun. The focus is on fostering independence while providing enriching activities and fun field trips to keep children engaged and growing. Many schools offer transportation to and from school.

- Before- and after-school care
- Break-time care
- Summer camp

# ENRICHMENT CLASSES

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Enrichment classes add an extra layer of richness to our curriculum. Your child will engage with four smile-inducing, brain-expanding subjects: STEM, Spanish, Music, and Art. Dedicated and trained teachers guide them every day, at every turn, far beyond the basics.

Whether your child is exploring the wonders of science and technology, becoming a little linguist, expressing themselves creatively, or finding their rhythm, each class is crafted to enchant and enrich young minds. And you won't find them taught quite like this anywhere else.

## STEM

Our world depends more and more on people who have strong foundations in science, technology, engineering, and mathematics—and our STEM lab empowers children with these skills. Designing and building prototypes. Asking questions and solving problems. Collaborating and sharing ideas. When children are exposed to early STEM learning, they grow in all areas.

## SPANISH

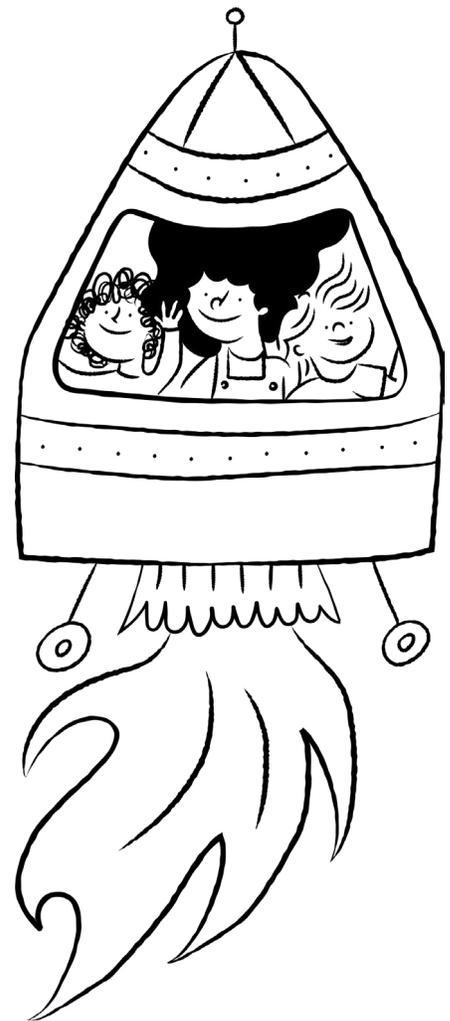
*Hola!* With Spanish being one of the most globally spoken languages, now is the time to start connecting with it. Our passionate Spanish teachers exclusively teach this enrichment class, skillfully introducing language during this prime window of development by playing, singing, and communicating. The world opens a little wider with every new word.

## MUSIC

Experience the rhythm all around us. Children are naturally drawn to music, and we harness that love to develop their musical skills and passion for sound. They'll make magical connections in the brain along the way. Boosting language. Increasing literacy. Enhancing coordination. Every note harmonizing in holistic growth.

## ART

Art fosters focus. Creativity reduces stress. Exploring encourages critical thinking, problem-solving, and innovation. From painting and drawing to sculpture and mixed media, each medium invites your child's imagination. By reflecting history and culture, we help children appreciate diversity and exchange thoughtful feedback about art and their own creations.



# FAMILY CONFERENCES

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Family conferences happen for all age groups—even babies and elementary school kids. We'll schedule time during the year for you to sit down with your child's teacher and talk one-on-one about how your child is doing.

# HOMEWORK HELP

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For school-age children, we provide guidance and tools to help your child complete their assignments. We're here to support you—not to take your place. It works best when everyone knows their role, so please talk to your child about doing homework at The Crème School. Then, tell their teachers your plan.

# CAMPS FOR SCHOOL BREAKS

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When school's out, fun is in! Camp at Crème keeps kids learning, exploring, and playing during summer, winter, and spring breaks. It's made for school kids ages 5–12 and is full of exciting activities and lessons that are fun and safe for kids their age.

Schedules, field trips, and special guests vary from school to school. Your school leadership team can share the details.

Here are some things kids love about Crème Camp:

- Fun games, crafts, and group activities that feel just like camp
- Flexible program options that let you plan around family events and vacations
- Longer hours than most camps
- A cozy place with the same friends and teachers your child knows
- Fun field trips, events, and special guests
- A safe and trusted place



## LET'S EAT

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### **OUR MENU**

We include breakfast, lunch, and snacks with your tuition—at no extra cost. We serve healthy, balanced meals you can feel great about—like fruits, veggies, lean proteins, and whole grains. We skip fried foods, juice, and dessert. And we limit foods with high fat and added sugar to give your child more room for the good stuff. You can always check the menu to see what we're serving up for the day.

### **FAMILY-STYLE MEALS**

After washing their hands, kids eat together. It's a chance to share, take turns, and learn table manners. They serve themselves, pour their own drinks, and clean up. It's how they learn to do things on their own and build skills they'll use for eating, writing, and getting dressed.

# DIETARY NEEDS

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We'll work with you to make sure your child gets the food they need. If your child doesn't eat meat, no problem—we serve vegetarian options every day. All kids enjoy meat-free meals a few times a week. Your Executive Director and our dietitian will work with you and your doctor to help create a plan that works for your child.

# BRINGING FOOD FROM HOME

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Your Executive Director has a “Packed Lunch Guidance” handout which details rules and restrictions for bringing food from home. Please look over this handout if you are planning on bringing any outside food. All food brought from home must adhere to USDA guidelines. Due to allergy concerns, foods must not contain nuts. If a food item does contain nuts, it will be returned home. For foods that do not meet size guidelines, our kitchen staff will ensure they are appropriately cut before serving. If a food item is deemed not nutritionally appropriate, the Executive Director will discuss this with you to make future adjustments.

# BREASTFEEDING AND BOTTLES

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While you're nursing, we'll make sure you have a calm, comfortable place to breastfeed. We support your choice to breastfeed past infancy. Your child doesn't need to stop nursing to move into the next classroom.

We can safely handle your breast milk or formula too. Please bring it already thawed and in bottles—no frozen milk.

## **Bottle Tips**

- Bottles should be brought to the school each day prepared and ready to feed unless state guidelines or formula directions require otherwise. School staff do not mix formula bottles and cannot add cereal to bottles.
- Put your child's first and last name, date, and contents on the outside of each bottle.
- All bottles will be sent home at the end of each day, even if they are not consumed.
- We don't place bottles in cribs because it can lead to cavities.

# CELEBRATIONS AND HOLIDAYS

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Birthdays and holidays are big days for kids—and we want you to share in the fun! If you'd like to bring snacks, make sure they are nut-free and store-bought with a clear ingredient label. All snacks or treats should be in their original packaging with the seal intact.

Healthy treats like fruit, veggies, or whole-grain snacks are great choices, or consider non-food options like reading a story to your child's class or bringing stickers to share. Please bring enough for the whole class and talk to your child's teacher or Executive Director ahead of time so we can plan for the day.



# HEALTH AND SAFETY

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We know what it takes to keep children safe. Every day at our school, you can be confident that your child is in the very best hands. Our infant teachers go through additional training to ensure your baby is safe and comfortable at all times.

## **SAFE SLEEP**

Babies nap based on their needs and the plans you and your child's teachers create. Based on guidance from the American Academy of Pediatrics, all babies are placed on their backs to sleep. We don't allow anything in the crib except a pacifier and any required medical devices with corresponding medical paperwork or doctor's note.

All children are watched closely during nap and rest times. Blankets are not allowed in the infant room. Children who are no longer in the infant room can use their blankets. We always make sure each child's face is uncovered, and their mouth and nose can be seen. Shoes are worn during naptime in the event of an emergency.

# ALLERGIES

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If your child has allergies, tell the Executive Director. Make sure to add allergy details to your Enrollment Agreement and provide all needed paperwork and medications so we can keep your child safe.

As stated above, we don't serve food with nuts (including peanuts), and we don't cook with them. Please don't bring nuts or snacks that may have nuts in them to school. If a snack is found to have nuts in it, the product will be returned home without being served. (We want to keep everyone safe!)

Babies should be gradually exposed to a wide variety of age-appropriate foods with varying tastes and textures at home first. They should never try a new food for the first time in school to reduce the chance of an allergic reaction.

**If your child requires an EpiPen, please provide a box containing one EpiPen in its original, unopened packaging and attach individual instructions with it. Also make sure you complete the [Medication Authorization.pdf](#) form.**

# HAND-WASHING

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We help kids stay healthy by making hand-washing part of their day. They wash their hands before eating, after bathroom visits, after playing outside, and at other times throughout the day. They're forming safe and healthy habits.

You can help at home too! Use liquid soap in their favorite color or scent to make it fun. There are many child-friendly brands. If your child sees hand-washing as fun, it will likely stick. Together, we can make clean hands a habit!

# WHEN YOUR CHILD ISN'T FEELING WELL

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If your child feels sick before school, please keep them home and let your Executive Director know as soon as possible. If they start feeling ill at school, we'll make sure they rest away from other children and call you right away. You or someone from your approved pick-up list will need to pick them up within an hour.

In general, your child must be symptom-free for up to 24 hours without the aid of medication before they can return. In some cases, a doctor's note may be required.

For a serious accident or illness, we'll call an ambulance and notify you immediately. We count on your emergency information in times like these. Please make sure the information in your Enrollment Agreement is always current.

- The names, addresses, and phone numbers of the people you trust to pick up your child
- The name and phone numbers of your child’s primary health provider
- Your preferred hospital

Thank you for helping us be ready—just in case.

## WHEN TO KEEP YOUR CHILD HOME

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To keep everyone healthy, we may ask your child to stay home if they’re sick. Here’s what that means.

- They have a fever. Your child must be fever-free for 24 hours without using medicine before they can return to school.
- They are too sick to join regular activities, including outdoor play.
- Their illness needs more one-on-one care than our school staff can give without putting the health, safety, and learning of the other children at risk.
- Local health rules say they need to stay home.

For their protection, children who haven’t had certain vaccines may need to stay home longer to help prevent the spread of disease.

We follow your state’s health and licensing rules—unless The Crème School’s policy is stricter. In some cases, we may ask for a note from your child’s health provider before they return. We may update these policies if we believe it’s needed to keep children safe.

## ILLNESSES THAT CAN SPREAD TO OTHERS

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Your child’s health matters to us, and keeping everyone safe from illness is part of how we care. We keep a close eye on each child’s health to help catch signs of illness early. If a child gets a communicable disease (like chicken pox, measles, pink eye, or hand-foot-and-mouth), state law and our own health policies require us to:

- Send the child home.
- Ask for a doctor’s visit and a note.
- Let other families and staff know about the illness (but we keep the child’s name private).
- Notify local health officials (like the health department).

Please tell us if your child or someone in your home gets measles, whooping cough, the flu, or another illness that the health department needs to know about.\* (You don’t need to tell the health department. Your doctor will do that.) Bring us a doctor’s note that says what your child has within 24 hours—or sooner if it’s something serious. We’ll do the same for you, letting you know if your child was exposed. When required, we’ll ask for a doctor’s note before your child comes back. In some cases, we may ask for one even if it’s not required—just to keep everyone safe.

From time to time, we’ll share health info and tips.

\*The full list is in the table on page 24–26.

KIND OF SICKNESS	WHEN YOUR CHILD CAN COME BACK TO SCHOOL
<b>Stomach pain</b> that doesn't go away for 2 or more hours.	When the stomach pain is gone
A <b>red bump or sore</b> on the skin that is puffy and feels warm. This may be called a boil, abscess, or cellulitis—a skin infection.	When the sores are covered and any fluid stays inside the bandage
<b>Chicken Pox.</b> It starts with a red rash, then small, itchy blisters, and then scabs. Doctors call it varicella.	When all sores are dry and have a scab, usually after 6 days
<b>Pink Eye.</b> One or both eyes may be red, puffy, watery, itchy, and crusty. Your child may also have a fever or act differently. The doctor might say your child needs to stay home. Doctors call it conjunctivitis.	When the fever and behavior changes are gone, and the red, watery eyes have cleared up
A <b>bad cough</b> that could sound like barking. This is called croup.	When the signs of illness are gone
<b>COVID-19</b> (coronavirus). A cough, fever, sore throat, runny nose, or feeling tired. Some people may also have headaches or stomachaches.	When your child is fever free for 24 hours without medication. Families must also follow local Health Department guidelines.
<b>Cytomegalovirus</b> or <b>CMV.</b> A fever, sore throat, and feeling tired.	When the fever is gone
<b>Diarrhea</b> includes stomach illnesses like rotavirus or other infections that cause loose poop.	<ul style="list-style-type: none"> <li>• If the child wears diapers, the poop stays in the diaper, even if it's still soft.</li> <li>• If the child uses the toilet, they can go all day without potty accidents.</li> <li>• The child's poop is almost back to normal for them.</li> </ul>
<b>Diarrhea with blood in it.</b> The loose poop is caused by a germ called cryptosporidium.	Needs a doctor's note to return to school
<b>Diphtheria.</b> It can be hard to breathe. Can cause a sore throat, a fever, and a thick gray coating in the throat or nose.	Needs a doctor's note to return to school
<b>E. coli.</b> Can cause stomach pain, loose poop, and sometimes a fever.	Needs a doctor's note and a note from the health department
<b>A fever of 100°F or higher</b> (checked under the arm or in the ear) and signs that your child is sick or acting differently. We will follow state and health department rules if the fever rules are different.	When your child's fever is lower than 100°F (checked under the arm or in the ear) for 1 full day without taking medicine to lower the fever
<b>Fifth disease</b> with a fever or if your child is acting differently. Children with certain health problems—like sickle cell disease or a weak immune system—may get sicker. Doctors call it parvovirus.	When the signs of illness are gone

KIND OF SICKNESS	WHEN YOUR CHILD CAN COME BACK TO SCHOOL
<b>Hand-foot-and-mouth disease.</b> Can cause blisters in the mouth, drooling, a fever, or your child may act differently. Doctors call it coxsackievirus.	When your child is no longer drooling and does not have any open sores you can see
<b>Head lice or nits</b> (eggs). This means small bugs or eggs in the hair. It may also include other things that live on the skin or hair.	When there are no more lice, nits (eggs), or other bugs on the hair or skin
<b>Hepatitis A.</b> Can cause stomach pain, tiredness, fever, yellow skin or eyes, and dark pee.	Needs a doctor's note to return to school
<b>Hepatitis B.</b> Can cause a fever or tiredness, or make your child feel like they need to throw up or like they don't want to eat.	When any sores on the skin are dry or can be fully covered with a bandage. A note from the doctor is needed before your child can come back.
<b>Cold sores</b> with mouth sores or bumps, along with trouble keeping drool in, a fever, or acting differently. Doctors call this herpes simplex.	When the child is no longer drooling and doesn't have any open sores you can see
<b>HIV/AIDS.</b> Can make a child's body weak. Your child may not grow like other kids. They may also learn more slowly or take longer to do new things.	When any skin sores are dry or can be fully covered with a bandage. The child must have a note from the doctor to return.
<b>Impetigo.</b> Red sores that can break open and get crusty.	After 24 hours of using antibiotics—like ones you put on the skin, take by mouth, or get in other ways—your child can come back if the sores stay clean, dry, and fully covered.
<b>Flu.</b> Can cause fever, cough, and body aches. Also called influenza.	When the fever—and any signs of fever—have been gone for 24 hours without using medicine to lower the fever
<b>Lyme disease</b> —or other illnesses from tick bites—with a fever.	When the fever is gone
<b>Measles.</b> Can cause a rash, fever, cough, and red eyes.	Needs a doctor's note to return to school
<b>Meningitis.</b> Swelling around the brain and spine. Can be caused by bacteria—germs that can make you sick.	Needs a doctor's note to return to school
<b>Mono</b> with a fever or a change in behavior. Can cause tiredness. Doctors call it mononucleosis.	When the fever is gone
<b>MERSA.</b> A skin infection.	Needs a doctor's note to return to school
<b>Mumps.</b> Cause the cheeks and neck to swell. Your child may have a fever and pain when chewing or swallowing.	Needs a doctor's note to return to school
<b>Whooping cough.</b> A strong cough that makes a 'whoop' sound. Doctors call it pertussis.	Needs a doctor's note to return to school

KIND OF SICKNESS	WHEN YOUR CHILD CAN COME BACK TO SCHOOL
<b>Pneumonia.</b> A lung infection that can cause fever, a very bad cough, fast breathing, or changes in how a child acts.	When the cough and fever are gone
<b>Ringworm.</b> A red, round rash that can be itchy. Doctors also call it tinea.	After your child starts taking medicine
<b>Roseola.</b> A high fever and sometimes a rash.	When the fever is gone
<b>Rubella.</b> A red rash, fever, and swollen glands.	Needs a doctor's note to return to school
<b>Salmonella.</b> A virus that causes stomach pain, runny poop, fever, and throwing up.	Needs a doctor's note to return to school
<b>Scabies.</b> A rash with small, red bumps or blisters.	After the medicine is finished.
<b>Shigella.</b> Causes loose poop and stomach pain.	Needs a doctor's note to return to school
<b>Strep throat</b> or other infection caused by strep germs. Can make your child's throat very sore.	After taking antibiotic medicine for 24 hours and when the fever is gone
<b>TB.</b> A cough that doesn't go away for 3 weeks or more, chest pain, coughing up blood, and more. Doctors call it tuberculosis.	Needs a doctor's note to return to school
<b>Throwing up</b> more than 2 times in a day or your child: • Throws up and has a fever, or the vomit is green or has blood in it. • Hasn't peed in 8 hours. • Hit their head recently. • Looks very sick and is not acting like themselves.	When the signs of being sick are gone

## MEDICAL FORMS AND VACCINATIONS

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To help keep everyone healthy and safe, we need your child's medical and immunization records when you sign up—and they need to stay updated while your child is with us. State rules say children must have their shots to come to school.

Vaccinations help keep children safe from serious sickness. We strongly recommend them. If you have a medical, religious, or personal reason not to get shots, please talk to your Executive Director. We follow state rules about vaccinations and will work with state leaders to review your request for an exemption. We follow state guidance on immunization requirements and exemption allowances.

# GIVING MEDICINE AT SCHOOL

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Whenever possible, medications should be given at home. You can ask your healthcare team for 12-hour prescriptions to help with timing. When medicine must be given at school, we follow local child care rules and our safety policies. If these rules differ, we'll follow the stricter ones.

## **FOR ALL MEDICINE:**

- Fill out all the required forms from your center director (the medical form is good for one year).
- Bring medicine in its original container, in a clear bag with your child's full name on it.
- Do not store medicine in a diaper bag, lunch bag, backpack, or any other personal item.
- We don't mix medicine with food, formula, or juice. We also don't give it in a bottle or cup.
- You must take unused medicine home every Friday or on the child's last day of attendance each week.
- Except for emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week, our schools cannot store medications over the weekend.

## **FOR PRESCRIPTION MEDICINE:**

- The label needs to have your child's name, a current date, directions for how to give the medicine, and information on any side effects to watch for.
- A doctor's note is required for all prescription medications, if your child is under 2, or if the instructions differ from the label.

## **FOR OVER-THE-COUNTER MEDICINE:**

- We will follow the directions on the label unless your doctor gives us written instructions to do something different.
- If your child is under 2, we need written directions from their doctor.

## **FOR TOPICAL OINTMENTS, SUCH AS DIAPER CREAMS, INSECT REPELLENT, OR SUNSCREEN:**

- You'll need to fill out a Topical Ointment Authorization Form (good for one year) for us to keep on file. Talk to your Executive Director.

## **AT THE END OF THE WEEK:**

- Take home any unused medicine every Friday or on your child's last school day of the week.



# SECURITY

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## **KEEPING YOUR CHILD SAFE AND SOUND AT SCHOOL**

We prioritize safety with cutting-edge technology and stringent security measures across all our schools. Our rigorous protocols begin at the front door. Biometric fingerprinting and keypads ensure that only approved parents or guardians can access the building and sign children in and out. Live video feeds from classrooms and playgrounds are monitored by front office staff in real time. Lobby screens also allow parents to see that their children are safe and thriving throughout the day.

## HOW WE HELP KEEP EVERYONE SAFE

- Every child must be signed in and out using Procure App.
- You'll need to walk your child to the classroom and drop them off with the classroom teacher. For pick-ups, you will walk to your child's classroom, check in with their teacher, and pick them up from there.
- Only people listed on your child's Enrollment Agreement can pick them up. Please keep that info up to date.
- If you need to call in a last-minute pick-up, we'll ask you to answer security questions from | your Enrollment Agreement.
- Anyone picking up your child must bring a photo ID. Staff will check it if they don't recognize them. If they are unable to produce a government-issued photo ID, we will not release your child to them.
- We can't release your child to anyone under 18—unless that person is a legal parent or guardian.
- We retain video footage from our school cameras on a local server for two weeks. Our cameras are on a closed system, meaning no one will be able to access the camera feeds remotely.

If your state has different rules, we'll follow the stricter ones.

## KEEPING YOUR CHILD'S RECORDS PRIVATE

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Your child's records—and your family's personal info—are kept private. Only people involved in your child's care or working with child care licensing, protective services, or other government agencies can see them. Everyone else needs your written permission or a court order.

As a parent or legal guardian, you can:

- Update your child's records.
- Add notes or comments.
- Ask to see what's on file.

Just talk to your Executive Director—they'll walk you through it.

If your child leaves the school, we'll keep their records as long as your state's child care rules say we must. Want a copy before then? Just let us know.

# WHEN WE'RE REQUIRED TO REPORT CONCERNS

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We're here to keep kids safe at school and everywhere. We are mandatory reporters, which means if we suspect a child is being hurt or not getting the care they need, we must report it to state child care licensing or local authorities—it's the law.

Our team is trained to recognize signs of abuse or neglect, and we take this responsibility seriously. Your Executive Director can answer any questions about how this works at your school.

Mandated reporting also covers the way staff treat children at school. If a staff member ever uses unsafe discipline or acts in a way that puts a child at risk:

- The Executive Director will tell the family.
- We'll report it to the proper licensing or accrediting agencies.
- We'll notify Crème School's National Support Center.
- We'll work with our human resources team to decide what happens next.

**Anyone who doesn't report something they're required to can be held legally responsible. And no one is allowed to stop another person from reporting a concern.**

# CUSTODY AND VISITATION

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If you have a legal custody order that says who can pick up or visit your child, please give a copy to your Executive Director. This information stays private and helps us keep your child safe. Let your Executive Director know right away if the order changes or expires.

For safety reasons, we can't allow visits from non-custodial parents at school. Our staff also can't supervise any parenting time.

If someone has legal custody—based on a court order—we must release the child to that person, even if it's outside the usual visitation schedule.

# IF YOU'RE RUNNING LATE

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We know things happen! If you can't pick up your child on time, please make sure someone listed on your Enrollment Agreement can. If you can't reach your emergency contact, call us right away.

Here's what we'll do if your child isn't picked up by closing time and we haven't heard from you:

- We'll try to reach you or someone on your approved pick-up list.
- If we can't reach anyone within 30 minutes, we may need to contact Child Protective Services or another local authority—based on your state's child care rules.
- If that happens, we'll leave a sealed note on the front door with details about where your child is and who to contact.

Just a reminder:

- Staff are not allowed to drive children home, no matter the situation.
- A late pick-up fee will apply if your child is picked up after closing. You can find those details in your Enrollment Agreement.

Thanks for helping us keep your child safe—right up to the last minute of the day.

# IN AN EMERGENCY

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We make every effort to be prepared for any emergency. We practice emergency drills monthly so everyone knows what to do if something unexpected happens. Each classroom has a posted plan that shows where to go and what to do. Please look at that plan when you're in the building.

If we ever need to leave the school for safety, we'll move the children to a secure location and contact you as soon as we can.

If you can't reach your school during an emergency, call our Family Support team at 1-800-374-5715 or email [Care@CremeSchool.com](mailto:Care@CremeSchool.com).

# IF YOUR CHILD GETS HURT AT SCHOOL

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We work hard to keep your child safe. That includes daily safety checks and regular upkeep of our building, playground, and equipment. Still, accidents can happen. If your child is hurt while at school:

- You'll get a written report when you pick them up.
- If they need medical care, we'll contact you or the doctor you listed in your Enrollment Agreement.
- If we can't reach you, we'll try your emergency contacts.

We'll always make sure your child gets emergency care if needed, even while we're trying to reach you. We also offer a **Student Accident Program** to help cover any costs your insurance doesn't. If you have questions, ask your Executive Director or call our Student Accident Program Administrator at 1-800-352-4466 (press 2).

## TRANSPORTATION SAFETY

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The Crème School uses licensed, insured vehicles to get kids to and from school and field trips. All our drivers go through special defensive driver training before getting behind the wheel. And they take a refresher course and have their driving records checked each year. We also do random testing for drug and alcohol use.

Transportation is available to children at least 4 years old and entering kindergarten, depending on your state's rules. If a child weighs less than 40 pounds, they'll ride in a car seat that meets federal safety standards. We provide car seats and booster seats at no extra cost.

To keep everyone safe:

- We don't use car seats provided by families.
- We follow your state's rules when it comes to safety seat use.
- We don't offer rides to other schools or programs outside of The Crème School.
- Our staff are not allowed to drive children in their personal vehicles.

Have questions about how transportation works at your school? Just ask your Executive Director — we're happy to help.

## FIELD TRIPS

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Field trips give your child a chance to learn outside the classroom—at parks, museums, and other exciting places nearby. To make field trips both meaningful and safe:

- Children who are at least 4 years old and entering Kindergarten may go on trips that include a ride in a school vehicle. This depends on local licensing and transportation rules.
- You'll get details—like date, time, place, and any costs—at least one week before each trip.

Every trip needs a signed permission slip. Phone calls can't take the place of written permission. We welcome family volunteers! If space allows, you may be able to ride with us in a school vehicle. Of course you can drive your own vehicle, but we can't let your child or any other child ride with you. Volunteers must be at least 18 years old and may require a background check, depending on the state.

We're happy to help make each trip a great experience for everyone. Talk with your Executive Director if you have questions.

# WEAPONS AND VIOLENCE

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To keep everyone safe, no one—children, families, or guests—may bring weapons of any kind to school or school events. The only exception is for law enforcement officers, and only if the law requires it.

If you have a permit to carry a weapon, please leave it locked in your vehicle before coming into the school. A weapon is anything made to hurt someone or cause damage. This includes, but is not limited to:

- Guns
- Knives (including pocket knives and multi-tools)
- Pepper spray or other sprays that could cause harm
- Explosives or anything that can catch fire

If a child is found with a weapon, school leaders will take it away and contact the police or local officials.

If a child or their family member acts in a way that puts others at risk or is abusive to staff, families, or children, we may end the child’s enrollment right away.

# A DRUG-FREE, SMOKE-FREE SCHOOL

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We’re proud to keep our schools healthy and safe for everyone. Smoking or vaping of any kind is not allowed within 25 feet of the school—no exceptions. No one is allowed to use, carry, sell, make, or be under the influence of alcohol, cannabis, or illegal drugs on school property. If a parent or guardian appears to be under the influence, they will not be allowed to pick up their child.



# OPERATIONAL PROCEDURES

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## **POSITIVE GUIDANCE**

Kids are always learning how to play, work, and share with others—and how to make good choices in different situations. We take a proactive and preventive approach that helps them learn what to do rather than just telling them what **not** to do.

Our teachers use tools like praise, redirection, and distraction to guide kids in a kind way. These methods help prevent problems before they start.

In rare cases, and only if it's the best way to help, we may guide a child to a different activity away from the group. This only happens if nothing else works. It's never a punishment—it's a chance for the child to pause and reset. The child can rejoin the group when they're ready. We don't use this strategy with babies or toddlers.

We want to partner with you to support your child’s social growth. We may reach out if your help is needed—like when your child struggles to follow rules or get along with others.

The Crème School team never uses physical punishment. We ask parents and visitors to follow this approach while on school grounds. See page 30 to learn how we respond to concerns about child abuse or neglect. This includes any action by an adult that could hurt a child or slow down their learning and growth.

## BITING

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Biting is common among young children. Young kids often explore with their mouths, and some bite when they can’t yet say what they need. Our teachers watch for signs that might lead to biting and work hard to prevent it. If your child bites or is bitten, we’ll send home a report for both families. We always keep children’s names private. Talk to your child’s teacher or your Executive Director if you have questions or concerns.

## DIAPERING AND TOILET TRAINING

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Every child starts to use the toilet at their own pace. Until your child shows an interest in the toilet, we’ll change diapers as needed. Our steps for changing diapers are posted in each school. We also list the times of each diaper change within the Procare App.

When your child shows an interest in using the toilet, you and their teachers will work together to support them. We’ll help your child learn in a way that feels steady, calm, and right for them—and easy on you too.

## REST TIME

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Rest time helps kids grow, recharge, and be ready to learn. Every day after lunch, children of all ages have time to rest or enjoy quiet activities. Children rest for at least one to two hours, depending on their needs and local rules.

If your child doesn’t nap, that’s okay. They can read, do puzzles, or enjoy other quiet activities. Older kids who have outgrown the need to nap still take a quiet midday break to recharge.

Younger children rest in cribs or cots for rest time. Your Executive Director will let you know what to bring from home to help your child rest well.

# MOVING TO A NEW CLASSROOM

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When it's time for your child to transition to a new class, we consider their developmental milestones, readiness for new challenges, and how they are learning and growing. For infants through toddlers, the transition is based on their birthday. For the older children, transitions are based on the school year. Space availability in other classrooms is also taken into account.

We make the transition process as smooth as possible by involving your family, ensuring your child feels supported as they get to know their new environment, teachers, and classmates

# CONSISTENT CARE

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Consistency helps kids feel secure and ready to learn. Knowing the same teachers and classmates over time is a big part of that. That's why we group our classrooms by age. We do our best to keep this structure. But sometimes we may need to combine age groups, like when a teacher is out sick or fewer children are at school at the beginning or end of the day.

## **BABYSITTING**

**We ask that staff not babysit for families. If they do, it's totally separate from their work at our school. We're not responsible for babysitting arrangements outside of school—including transportation.**

# NO SOLICITATION AT SCHOOL

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To keep things focused on learning and care, we don't allow the sale or distribution of products or flyers at school. This includes anything to raise money for schools, political campaigns, or nonprofit groups. Thanks for helping us keep things calm and focused for our kids.

# RESEARCH IN OUR CLASSROOMS

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From time to time, researchers or college students ask to observe our classrooms. If a request involves sharing information about your child, we'll always ask your permission first. Nothing is shared without your OK.

# WITHDRAWING YOUR CHILD

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We are always sad to say goodbye, but we understand that sometimes changes happen. If you need to withdraw your child, we require two weeks' written notice before their last day. Just a heads-up: closing an online account doesn't count as a formal withdrawal and doesn't stop tuition.

If you're moving to a new area, we'd love to help you find another Crème School near your new home. All our schools share the same standard of quality and focus on health, safety, care, and learning.

Need help? Talk to your Executive Director, check [www.CremeSchool.com](http://www.CremeSchool.com), or contact our Family Support team at 1-800-374-5715 or [Care@CremeSchool.com](mailto:Care@CremeSchool.com).

# WHEN WE'VE TRIED EVERYTHING

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We believe every child belongs. That's why we do everything we can to keep them learning and growing with us. We know how hard it is when a child has to leave, even for a short time. It's never easy—and never our first choice—because it affects the whole family.

Sometimes a child may need to stay home for a few days (suspension), or we may need to end care altogether (expulsion). These are always our last resort. When a child needs extra help to succeed, we partner with you to find what works best for your child. We focus on teaching positive behaviors and building strong routines. To prevent suspension and expulsion, we:

- Create welcoming classrooms where each child feels safe, seen, and happy at our school.
- Design a learning space that draws kids into our circle.
- Teach kids the right way to act with others and how to handle tough moments.
- Talk to families early and often.
- Identify the best ways to teach each child how to act with care, respect, and self-control.
- Use tools like behavior charts and support plans we built with a child's family.

We only consider suspension or expulsion after trying everything else. If we must end care, we'll do everything we can to make the change easier for your child and your family.

- We always try to give families some notice before ending care—usually at least a week. But in rare cases we may need to make the change right away to keep everyone safe.
- We help you find new care through trusted community resources.

Here are some reasons for ending care.

- Tuition isn't paid.
- A policy isn't followed.
- A child's needs go beyond what we can safely support at our school.
- A child or family member puts others at risk.

# IF YOU HAVE CONCERNS

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We want to be sure we are meeting the needs of your child and that you are confident in the care we give them. If something's on your mind, please talk to your Executive Director or your child's teacher. We're always open to your ideas and feedback.

We'll do our best to be available. And if something doesn't get solved, you can also reach out to your school's Regional Manager (their info is posted at your school) or our Family Support team at 1-800-374-5715 or [Care@CremeSchool.com](mailto:Care@CremeSchool.com).

# REFERRING A FRIEND

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The biggest compliment you can give us? Telling family and friends about The Crème School! When your family or friends enroll, it's even more fun for your child—and it helps our school feel even more like home. You also both get a thank-you gift when they join our community! Want to learn more? Ask your Executive Director about our Refer-a-Friend Program.

# LEGAL INFORMATION

## EVERYONE BELONGS AT THE CRÈME SCHOOL

We welcome every child and family just as they are. We lead with care and respect. At The Crème School, there's no room for discrimination of any kind. That means we never treat people differently based on religion, color, race, gender, sexual orientation, age, national origin, disability, veteran status, or anything else protected by law.

## A NOTE ON ACCESSIBILITY

We follow the Americans with Disabilities Act (ADA), its regulations, and all related local, state, or federal laws. We work to provide support and allow equal access to every child and family—including those with disabilities.

## KNOW YOUR RIGHT

The USDA makes sure no one is treated unfairly in programs we run or support. If you think you've been treated unfairly, you can file a complaint with the USDA.

## USDA NON-DISCRIMINATION STATEMENT

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- 2. Fax:** (202) 690-7442; or
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