



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

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

Office of Operations

Office Hours:

Monday-Friday 10AM-4PM

Drop In (2 Hours + Notice Required)

Monday-Friday 9AM-4PM

(Final Drop Off Time 2PM)

Services Ages

We service ages 3 months-12yo!

Programs

Drop In Childcare (Infants-Toddlers-School Aged)

Monday-Friday 9AM-4PM (Latest time to drop off is 2PM)

Summer Camp Program (Ages 5-12 Years Old)

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

Half Day Enrichment Program (Toddlers/16 months-4yo)

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

Drop In/Short Term Childcare Definition

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

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

Payments

Payment is due BEFORE services are rendered. Parents must pay for a minimum of 1 hour (maximum 4 hours) at drop off. If the time used exceeds time paid the remaining balance is due at pick up. We do not extend credit for services for any reason.

Program Payments are due at the preferred payment schedule and paid by Thursday of each week.

Accepted methods of payment include debit, exact cash, or square cash app (\$KreativeKidzNC)

Please note we round up the time of your child's stay to the nearest 15 minutes. To track hours, we provide an Invoice to you at the end of each stay. Payment will be expected within 24 hours.

Fees & Overtime

Late Payment Fees:

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

\$15 late fee will incur if any payment is untimely.

Overtime Rates:

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

If a child is picked up any minute after program or expected end time, \$1/minute will be charged.

Refunds:

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

Programs and Drop In Childcare will not be available on the following Holidays in 2021:

Memorial Day

Will be closed Monday, May 31st

4th of July

Will be closed Monday, July 5th

Labor Day

Will be closed Monday, September 6th

Thanksgiving

Will be closed Wednesday, November 24th,

Will be closed Thursday, November 25th,

Will be closed Friday, November 26th

Christmas Eve

Will be closed Friday, December 24th

Christmas

Will be closed Monday, December 27th

New Year's Eve

Will be closed Friday, December 31st

New Year's Day

Will be closed Monday, January 3, 2022

Additional Policies

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

Drop In Childcare

Toddler Time @ Kreative Kidz NC Program

Parent Night Out

Saturday Childcare

After School Coverage

Hours will be tracked and will be provided as a receipt within the invoice.

Parents should supply:

- At least one pair of extra changing clothes available at all times.
- Any specialty meals or snacks for the child while in care, if the child requests meals and snacks other than what we provide.
- Pull ups are required for children who are potty training.

Meals:

Meals will be provided by Kreative Kidz along with snacks given as well.

A monthly meal plan will be posted on our website the 1st of every month, which will display a detailed description of the food served to your child while in our care.

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

Kreative Kidz does not participate in a Food Program.

Guidance/ Discipline:

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

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

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

Quiet Time

Quiet Time takes place at our center from 1-2:30PM. During this time children are settled to a relaxed environment where they can watch a movie or take a nap.

Although we do not encourage sleeping within our program, we do supply a mat for children who are in need.

Personal Belongings:

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

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

Electronics:

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

Sickness/Medicine Administering

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

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

Staff Background and Training:

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