



**create**

LEARNING  
CENTER

Parent Handbook

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## **Mission Statement**

**create learning center's mission** is to help children grow into creative, independent, critical thinkers; to answer to the community need for affordable, creative, exciting early childhood programming; and to **create** is an environment where children are given the necessary tools to build self awareness and self-esteem.

## **Program Philosophy**

We have created an environment where children are given the necessary tools to build self-awareness and self-esteem. **create Learning Center** is a place for children to deepen their respect for others and the environment and to think independently and creatively. We foster imagination, exploration, ingenuity and compassion to help children become active problem solvers and creative members of our community.

We believe children need a place to feel empowered, comfortable and safe to be ready to explore, investigate and experiment with their surroundings. It is our philosophy to design curriculum around children's interests, change schedules to meet the groups needs/wants and include children's ideas in classroom planning.

**Our goal is to help foster creative, independent, critical thinkers!**

**create Learning Center** uses a combination of center-based and play-based learning. Many forms of learning and many different styles are beneficial to all children. Not any one style or philosophy is specifically suited to all children or any one child at all times; therefore, combining many styles, approaches, and techniques helps **c.l.c.** to meet the preschool educational needs of all our children

## **EOE and ADA Statement**

**create Learning Center** is an Equal Opportunity Employer (“EOE”) and is fully committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”).

## CREATE LEARNING CENTER

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**Sharon Cowley, Program Director**

Phone: 203.434.5402 -- Email: [sharon@createlearningcenter.com](mailto:sharon@createlearningcenter.com)

<b>Teacher</b>	<b>Program</b>	<b>Email</b>
<b>Tina Benjamin</b>	K-Ready	<a href="mailto:tinabenjamin@optonline.net">tinabenjamin@optonline.net</a>
<b>Jenn Chrysadakis</b>	Beginners	<a href="mailto:chrysadakisj@gmail.com">chrysadakisj@gmail.com</a>

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**K-Ready:** “Kindergarten-Ready”, 4’s-5’s Program; **Beginners:** 3’s Program; **The Two’s:** 2’s Program

The **Child-to-Teacher Ratio** is 4-to-1 in The Two’s Program and 10-to-1 in the Beginner’s and Kindergarten-Ready Programs.

<b>Consultants</b>	<b>Role</b>	<b>Detail</b>
<b>Maryann O’Rourke</b>	<b>Education</b>	Advises staff in the area of Education of children. Is available for parent consultation.
<b>Robin Young Cournoyer</b>	<b>Medical</b>	Advises staff in the area of Medicine and Nursing care of children and staff. Checks health records weekly/monthly, and is available to parents for consultaion.
<b>Susan Lewicki</b>	<b>Dental</b>	Advises staff in the area of Dental health and hygiene of children and staff. Is available to parents for consultaion.

**Program Offerings and Daily Schedule**

- **The Two’s Program (2 Year Olds):**
  - Each day children will participate in open-ended play, teacher-directed small group art activities, story time, songs/music, finger plays/rhymes and outdoors activity time.
  
- **Beginner’s Program (3 and 4 Year Olds):**
  - Each day children participate in open-ended play to build imagination and social skills as well as self-confidence. They also have time for small group, teacher directed projects that reinforce thematic skill building, circle time to explore story and ideas, outdoor or indoor gym time to build coordination, balance and confidence as well as creative activities to inspire imagination and ingenuity.
  
- **Kindergarten-Ready Program (4 and 5 Year Olds):**
  - Each day the curriculum includes free play, teacher-directed small group activities, open-ended manipulatives, science experiments, math games, phonics work, and physical activities outdoors and in the gym, as well as circle time for story and group discussions.
  
- **Extended Day Program (for Preschoolers):**
  - During the afternoon classes, children have a chance for more self-directed activities. The afternoons are child-directed curriculum. We cook, sew, build and create around the child's interests. The classroom becomes more of a workshop environment where the child builds independence and self-confidence through choice of supplies, projects, and activity schedule.

<b>The 2’s</b>		<b>Beginner’s</b>		<b>Kindergarten-Ready</b>	
9:00AM	Art and Free Play	9:00AM	Art, Free Play	9:00AM	Art, Free Play
10:30AM	Snack	10:30AM	Specials **	10:45 AM	Lunch
10:45AM	Physical Activity*				
11:15AM	Circle Time	11:00AM	Lunch	11:15AM	Specials **
11:45AM	Lunch	11:30AM	Circle Time	11:45AM	Physical Activity*
12:00PM	Dismissal or G.M. Room (for those leaving later)	12:00PM	Physical Activity*	12:15PM	Circle Time
12:30PM	Math/Science	12:30PM	Snack	12:45PM	Snack
1:00PM	Dismissal	1:00PM	Dismissal	1:00PM	Dismissal
1-3:30PM	<i>Extended Day Program Available</i>				

\*Physical Activity includes playing on the playground outside. If the weather is not conducive to playing outside, then the children will play in the Gross Motor Rooms.

\*\*Specials include Music, Yoga, Zumba, or Spanish (depending on the day of the week)

## **Registration Information**

Registration for *create Learning Center* may be completed in person at the office located at 463 Danbury Road in Wilton, Connecticut. All forms, program information, and registration information may also be found at the *create Learning Center* website: [www.createlearningcenter.com](http://www.createlearningcenter.com). Registration and payments will be available through the website as well.

## **Forms and Information Available on Website**

- ***create Learning Center* Registration Form**
- **Medication Administration Authorization Form**
- **State of Connecticut Department of Education Early Childhood Health Assessment Record Form**

## **Tuition Information**

- **Tuition varies depending upon the number of weekdays preferred and programs requested. Please see the director or website for the current tuition schedule.**
- Sliding scale tuition is not available for the *create Learning Center* program. However, other assistance may be available through the school, and/or Wilton Social Services.
- Tuition Assistance may be available upon request *and* may require subsequent review. *Create Learning Center* considers requests for tuition assistance on a case by case basis.
- Payment Plans are available through the website and office, upon registration.
- Late Fees, specifically related to tuition payment, are managed by the director.
- Insufficient Funds (policy) and fee, is managed by the director, and a fee of \$40 will be assessed to any returned check.
- Late Pick-up Fees are collected if a child stays for the afternoon class or over ½ the time thereof. A drop in fee will be collected at the time of pick-up.

## **Withdrawal Process**

- *create Learning Center* welcomes all families with children age two to six years old to the program. Parents may remove their child from the program at any time, for any reason. The director of *create* will appreciate any information as to the family's decision for withdrawal and fully respects the family's decision. *create Learning Center* will assist the family in every way possible for a smooth withdrawal from the program.
- The family will resolve any remaining financial arrangements made between the family and *create Learning Center*. *create Learning Center* will refund the remaining pro-rated tuition (if applicable) less a \$300 deposit.

The director of *create Learning Center* maintains **confidentiality** of all verbal or written financial information submitted to the director and the director's office. All teachers and staff have agreed to keep **all** communications and knowledge that they may have received confidential.

## General Program Information

- Calendars
  - An annual School Calendar and a general, annual Activity Calendar is provided in the welcome folder to each family upon completion of registration for *create*. These are also available online at [www.createlearningcenter.com](http://www.createlearningcenter.com)
- Preferred Arrival Time
  - Staggered arrival times are available from 8am on. A “kiss and go” option is available from 8:45 – 9:10 am.
- Notification of Absence/Late Drop Off/Early Pick Up
  - When you know that your child will be absent on their scheduled day or be late or an early pick up, please text the program director (203.434.5402). Please provide your child’s full name and a notification message indicating whether the child will be absent, a late drop off, or an early pick up (and the pick up person’s name, if different from the normally scheduled person).
- Late Pick-up Policy
  - We understand that incidences occur and the designated pick-up person may be late on occasion. If the designated pick-up person is 30 minutes late and the director has not heard from them by way of phone (203.434.5402), email ([sharon@createlearningcenter.com](mailto:sharon@createlearningcenter.com)), or the office number (203.762.6161), then the director will attempt the home and cell phone numbers that were provided upon registration. If the parent or guardian is approaching 60 minutes late and no contact has been made, then the director will attempt to reach the provided emergency contact. If contact is not made within 90 minutes of that particular day’s closing, then the director will contact the Wilton Police Department.
- Notification of School Cancellation or Early Closing
  - Parents will be notified by phone call, text, and/or email of program cancellation or early closing.
- Notification of a Child’s Contagious Illness by Their Parent
  - Upon notification, the director of *create Learning Center* will simultaneously consult with the program’s Medical Consultant and appropriately alert parents and guardians of all potentially affected children. In most cases this includes all program attendees. This notification will include appropriate, non-confidential details of the possible illness and what steps may be taken by the family to maintain their own health.
- Complaint Procedure
  - The director is responsible for addressing parent complaints by email, telephone, and personal conferences.

- Negotiating and Resolving Differences
  - Resolution begins with a Parent-Director meeting and proceeds to include the child's teacher if deemed necessary.
  - If the parents are unsatisfied with the outcome of the procedure, they may withdraw their child and receive a pro-rated refund of tuition paid.

**create Learning Center’s Closing/Cancellation telephone number is: 202.434.5402**

**Notification of Program Delayed Opening, Early Closing, or Cancellation**

At the discretion of the director, *create* may be delayed 2 hours, dismissed early, or canceled. When possible, all parents will be texted, emailed, and/or called to be alerted of the current situation.

In the case of impending inclement weather, *create Learning Center* follows the Wilton Schools decision to delay opening, close early, or close entirely for the day. Parents are encouraged to use the following resources to stay alert on changes to their child’s day at *create*, as it relates to inclement weather or other town emergency.

<b>STATION</b>	<b>ON YOUR DIAL</b>	<b>PLACE</b>
News 12 (CableVision)	Channel 12	Norwalk
<a href="http://closings.news12.com/school_closings_jsp?region=CT">http://closings.news12.com/school_closings_jsp?region=CT</a>		
WVIT-NBC – Channel 30	Channel 6	West Hartford
WFSB	Channel 3	Hartford
WNYW	Channel 5	New York
WTNH	Channel 8	New Haven
Star 99.9 (WEZN)	FM 99.9	Bridgeport
WEBE/WICC	FM 108/AM 1600	Norwalk/Bridgeport
WLAD	AM 80	Danbury
WREF	AM 850	
WRKI	FM 95.1	Danbury
WAXB	FM 105.5	
WPUT	AM 1510	
WINE	AM 940	
WCBS News Radio	AM 880	New York
WNLK	AM 1350	Norwalk
WEFX	FM 95.9	
WSTC	AM 1400	
WKHL	FM 96.7	
WTIC-AM & FM	AM 1080 & FM 96.5	Hartford
WRCH	FM 100.5	
WZMZ	FM 93.7	

If there is a **Delayed Opening**, it is important that parents or guardians continue to monitor the radio/TV because a delay may become a program closing if weather deteriorates.

**Early Dismissals/Closings**, will be reported on the radio/TV as “Wilton Schools”, or “Wilton Public Schools” and will be posted on the Wilton Schools district website at [http://www.wilton.k12.ct.us/pages/Wilton\\_School\\_District](http://www.wilton.k12.ct.us/pages/Wilton_School_District). All programs after 1:00pm are canceled.

## General Policy Information

- Orientation meeting and information exchange
  - *create Learning Center* holds a “Meet the Teacher” day within one week prior to the start of the school year. At that time parents and guardians are invited to come in and check out the program facilities. All the teachers will be on hand and available to answer questions about their particular classroom at *create*. Upon registration, either in person or by mail, all parents should receive a packet of important information regarding the program. No child is permitted to attend until all required documents are completed and submitted to the director of *create Learning Center*.
  
- Parent Meetings
  - Any current *create* parent or guardian may contact and set up a meeting with the director for any concerns they may have throughout the school year.
    - Informal Gatherings – Upon drop off and pick up, a parent or guardian may choose to informally speak with their child’s teacher or the director.
    - Special Social Events – *create Learning Center* intends to have at least two “Morning Coffee” gatherings during the school year for parents and guardians to socialize.
    - Parent Education Programs - The “Morning Coffee” gatherings will occasionally encompass an educational or informational aspect for *create* parents and guardians. *create Learning Center* may also recommend similarly beneficial programs offered off-site.
  
- Drop Off/Pick Up Policy
  - *create Learning Center* currently maintains a security system for the building that it is housed in. Parents are provided the current security code at the start of their child’s attendance at *create*. They are also provided a new code if and when the code is changed. Morning drop off and afternoon pick up are done with care to make the transition as smooth as possible for the child. For drop off, once the parent or guardian brings their child into the classroom a teacher will check them in with a signature. For pick up, once the parent or guardian presents themselves to their child’s teacher, with the child, the teacher will check them out with a signature. In addition to regular drop off and pick up, the responsible parent or guardian may choose to bring the child late or choose to pick up the child to leave early from the program. *create Learning Center* will facilitate ease of the child’s inclusion into daily activities and will help the child to be ready for early departure, upon advanced request.
  
- Sign In/Sign Out Policy
  - Each day, upon drop off or pick up of their child, the child’s parent or guardian or designated drop off/pick up person comes into the child’s classroom with their child and the teacher signs them in or out for the day.
  - If parent informs the director of alternate person to pick up their child, we will require their signature and ID at the time of departure.

## General Policy Information – Continued

- Hand Washing Upon Entry Policy
  - All staff are required to wash their hands at the beginning of their shift; upon each entry into **create**; and, throughout the day as needed.
  
- Parent-Teacher Communication
  - There is a variety of communication between **create Learning Center** and its families.
    - Parents and teachers may communicate at any time via text or phone calls during the school day, and conferences may be set up between the parents and teachers at any time.
    - Pin Board – There is large memo board located in the reception area to the left of the front entrance. On this board there may be general notes regarding the **create Learning Center** program; a monthly calendar snapshot; and, other pertinent information for families specific to our classrooms.
    - Email/Text – All time-sensitive or urgent information that is child-specific will also be emailed and/or sent by text to the affected family or families.
    - Website – Information about **create Learning Center** and information specific to the different programs will be posted to the website, [www.createlearningcenter.com](http://www.createlearningcenter.com)
  
- Emergency Contact Information Updates
  - Upon registration parents or guardians provide requested and required appropriate emergency contact information. It is the responsibility of the parents or guardians to update **create** with any changes to their emergency contact information. **create Learning Center** maintains updated information as it is received.
  
- Parking
  - All parking is located at 463 Danbury Road in Wilton, Connecticut. Parking spots are available *outside the main entrance facing RT 7*. The spots occupied by staff (*in front of the 2's classroom, to the left of the front entrance*) can have parents block the cars while in line for “kiss and go” drop off as the director or staff help the children into the building.
  
  - Child Safety – It is incumbent upon the parent or guardian to safely escort their child into and out of the building.
    - Parking Lot
      - No child may be left unattended in the car.
      - Observe the appropriate speed limit within the lot.
      - Correctly follow proper driving directions such as only driving IN the noted Entrance and around the circle keeping right.
      - Hold your child’s hand at all times in the parking areas.
      - Pay attention and give right-of-way to all pedestrians in the parking area.

## General Policy Information – Continued

- Toys from Home
  - We discourage the bringing of toys from home simply due to the strong possibility that they may get broken or the child may misplace or forget them at **create**. If a child needs a comfort toy, we are happy to help them keep track of it during the day and help teach them how to take responsibility for their belongings.
- Use of Cell Phones On-Site by All Adults
  - While **create** and its staff may use their cell phones as needed throughout the day, we do not permit parents or guardians to take pictures or to record children on their cell phones without the expressed, written permission from all parties involved. Upon registration, parents or guardians have consented to a waiver to allow photos and videos to be taken of their child for classroom and/or marketing purposes by the staff of **create Learning Center**. If this was not agreed upon through the registration process, **create** abides by the parents wishes.

## Policies and Procedures

- Child Supervision
  - The **create Learning Center** staff maintains proper child-to-teacher ratio at all times - while the children are indoors in the classrooms and while outdoors around the building. The director will assist with proper ratio as needed. There will be a ratio of 4-1 in the 2's room, group of 8 children max with 2 teachers at all times. The ratio of 10-1 in the beginners and kindergarten ready groups will be maintained, with a maximum group of 20 with 2 teachers at all times.
- Celebrations
  - Birthdays – We celebrate each child's birthday with a parent-provided nut-free snack. (For the health safety of all the children all snacks must be made in a nut-free environment and must be cleared by the classroom teacher and/or the director.)
  - Holidays – We celebrate *all* holidays with stories, crafts, and nut-free food.
- Discipline and Guidance Policy
  - **create Learning Center** prohibits abusive, neglectful, corporal, humiliating or frightening punishment of the children enrolled in its programs. Our goal of discipline is designed to help the child develop self-control. Setting clear limits, positive guidance and redirection is our method of solving conflicts. If a child is not responding to these methods then they will be asked to “take a break” from all activities for a few minutes. This will be used as a last resort. The child will spend this time with a staff member and they may talk out the issue.

## Policies and Procedures – Continued

- Criteria for Removing a Child from the Program
  - Removal from the program may result from behavioral issues of a child, non-compliance of parents/family, or non-payment of tuition, and is managed by the director. The director will first try to establish a telephone or in-person conference with the child's parents or guardians. Then, the director will send a Termination of Agreement letter to the parents or guardians.
- Acceptable Family Practices
  - Respectful interpersonal communication amongst family members; with other **create Learning Center** families; and, with **create** teachers and staff.
  - Timely payment of tuition.
  - Adherence to all program policies and rules.
- Parent Involvement
  - We appreciate your desire to be involved in your child's care and education and encourage interested parents and guardians to contact the director to facilitate time in the classroom, where possible.
- Refusal to Release a Child to an Impaired Parent (or Other Adult)
  - **create Learning Center** will NOT knowingly release a child to a parent who appears impaired.
  - **create Learning Center** will attempt to locate the other parent or Emergency Contact.
  - If either the other parent or the emergency contact is reached and is able to take both the impaired parent and the child home, then they will be allowed to do so.
  - If the impaired parent agrees, a staff member will drive the parent and child to the child's home. The impaired parent must make arrangements to pick up their car at another time. If there is not a responsible adult available to watch the child, staff member will stay until one arrives. A fee will be issued to impaired parent for child care as deemed necessary.
  - If the impaired parent does not agree (becomes belligerent), then emergency services (9-1-1) will be called.
- Court Ordered Restraint and Custody Issues
  - Court Ordered Restraints and Custody Issues need to be defined to director by the parent. The director will maintain this information in the child's personal records.
  - **create Learning Center** will NOT knowingly release a child to a parent who does not have current custodial rights.
  - If a presenting parent has a court ordered restraint against them from the other parent, then **create Learning Center** will attempt to locate the other parent to resolve any issues.
  - If the non-custodial parent or parent with a court order against them from the other parent becomes belligerent for any reason at **create Learning Center**, then emergency services (9-1-1) will be called.

## Policies and Procedures – Continued

- We adhere to state mandates regarding reporting Abuse and Neglect.
  - All teachers and staff are state mandated reporters. All **create** teachers and staff have been trained in First Aid, CPR, and Abuse and Neglect Issues and have all been subjected to extensive background checks, been finger-printed, and they are trained in properly dealing with Sexual Harassment and Abuse. They understand and have signed Sexual Harassment, Abuse, and Neglect Policies.

## Child-Specific Policies

- Clothing
  - Children should come to **create Learning Center** dressed appropriately for that day's weather forecast (outdoor play) and indoor school activities.
  - Children should always have a second set of personally labeled clothes onsite for accidents (soiled clothes due to an outdoor activity, craft activity, or a diapering/toileting accident).
- Weekly Laundering of Nap Items
  - If parents choose to have a child stay for the Extended Day program, and need to have the child nap, then the parents or guardians are responsible for providing bedding and taking it home weekly for cleaning. We do have laundering service available for accidents and emergency situations.
- Application of Sunscreen
  - We understand that sunscreen is considered a medication. If parents provide written consent for teachers to apply sunscreen to their child they will also need to supply the sunscreen clearly labeled with their child's name.
- Toileting Policy
  - **create Learning Center** helps with toilet training. We keep track of the number of diaper changes and times, as well as the child's routine to facilitate the ease of transition to self-use of the potty. We will communicate with the parents their child's progress.
  - To help notice if a child is ready we keep track of the following:
    - Regular and predictable bowel movements.
    - Walks to and from the bathroom, pull down own pants and pulls them up again.
    - Seems uncomfortable with soiled or wet diapers.
    - Seems interested in the toilet.
    - Has asked to wear grown-up underwear.
  - Sanitation and Safety:
    - Wet or dirty clothes will be placed in a plastic bag that can be sealed tightly. Rinsing is discouraged because there is more of an opportunity to contaminate hands and other surfaces. Each child should have a complete set of extra clothes at **create Learning Center**.
    - We encourage children to wipe from front to back.

- Teachers and children thoroughly wash hands after toileting, helping with toileting, cleaning area, and handling contaminated items.
  - If Child does not have a second set of clothing available we will provide extra clothing and the parents are responsible to launder and return such clothing in a timely fashion.
  
- Diapering Policy
  - Parents will provide diapers and wipes for their child. These will be kept in the child's backpack in the child's classroom under to diaper changing table.
  - Teachers will wash hands before and after diapering a child.
  - Teachers will wear gloves and use clean paper on the changing table for each child, for each change of the diaper.
  - Diapers will be disposed of in an odor-free plastic bag within a covered receptacle.
  - Application of diaper ointments such as petroleum jelly or zinc oxide will be applied if prescribed by the child's pediatrician and prescription is on file with the director.
  
- Hand Washing Policy
  - The children will wash their hands as needed throughout the day and as directed by their teacher at times such as upon entering the classroom; before and after handling or eating food; and, after using the restroom facilities.
  
- Food-Related Policy
  - It is the parent's responsibility to send in acceptable food for their child.
  - There is a refrigerator in each classroom to store each child's food bag each day. It is the parent or guardian's responsibility to take it home each day; keep it clean; and, restock it for the next day at *create*.
  - At the request of the parent or guardian, a child may have their food heated in a microwave or oven prior to eating.
  - Birthday celebration snacks must be made in a nut-free environment and cleared with the classroom teacher and/or the director.
  
- Child Assessment Plan
  - The director of *create Learning Center* establishes child assessments for each classroom based on social, emotional, physical, and cognitive benchmarks for age appropriate development. The director then observes, tests, and conferences with teachers twice a year to establish a personalized educational plan for each child.
  
- Parent-Teacher Conferences
  - Parents have access to the director at all times and have access to teachers during program hours. Conferences may be arranged with or through the director upon request. Every effort will be made to accommodate the parent's schedule.
  
- Parent Permission for Performance of Outside Observation
  - *create Learning Center* follows Wilton Preschool Services regulations and parental permission for outside observation to be conducted within the *create* programs.

- Identifying Special Needs
  - *create Learning Center* keeps communication open with parents if it is felt that a child may need observation and remediation from Wilton Preschool Services. Parents are encouraged to keep communication open with the director of *create* about possible issues, questions, concerns or known special needs for their child.
- Securing Outside Services (such as Birth to 3 or Wilton Preschool Services)
  - Parents are required to initiate contact with Birth to 3 for observation of their child. *create* will follow their request from there. *create Learning Center* will contact Wilton Preschool Services for School and Parent packet (of information) if we feel your child will benefit with help from Wilton Preschool Services. Parents are encouraged to contact Wilton Preschool Services directly if they feel it necessary and we will follow through with their request.

## Health Policies

- Maintenance and Security of Medical Records
  - Each child's medical records are reviewed by the director and shared with the child's teacher, as appropriate, to keep the child healthy and safe at *create*. All medical records are kept in a secure, locked location by the director.
- Immunization Record Requirements
  - Each child must have a current and accurate immunization record on file with the director at *create Learning Center*. The appropriate form may be found at [www.createlearningcenter.com](http://www.createlearningcenter.com) and should be available at the child's pediatrician's office for the doctor or doctor's office staff to complete.
- Administration of Medication Policy
  - As a general rule, *create Learning Center* does not administer medications.
  - In the event that a child requires *medical intervention* (Epi pen, topical cream, or prescription medication), all staff is First Aid, CPR, and Epi pen trained. Also, the parent or guardian must provide:
    - A physician's prescription for any potential medical aid required, *and*
    - Written consent for *create* staff to administer medical aid, *and*
    - A visual demonstration of how and when to administer medical aid.
  - If medications are required to be maintained on the premises, they will be clearly and properly labeled, in their original packaging, and securely contained in a medical first aid box.
  - Storage and maintenance of over the counter medication – NA.
- Application of Topical Creams (see previous, "Administration of Medication Policy")

## Health Policies – *Continued*

- No Smoking on Grounds
  - The building housing *create Learning Center* is a non smoking property. There is no smoking permitted in the building and, with respect to the children, families, and staff of *create*, there is no smoking in any area used by children out of doors of the program.
- CPR and First Aid
  - All *create Learning Center* teachers and staff are trained in CPR and First Aid.
- Severe Food Allergy Policy
  - In the interest of everyone’s health and safety, *create Learning Center* does not provide or serve any products containing nuts or that were not produced in a nut-free environment.
- Sick Child Policy
  - In the event that a child presents ill, the child’s parent will be contacted and asked to pick up the child. They will be required to present a doctor’s note indicating that the child is well in order to return to *create* and regular, daily activities.
  - In the event that a child presents seriously ill, the attending teacher will call emergency services (9-1-1), then notify the director, who will then contact the parents.
- Criteria for Excluding a Sick Child from Attending the Program
  - As assessed by the teacher and director, criteria for excluding a presumed sick child may include, but may not be limited to, if a child presents with: a suspected fever; a consistent, runny nose; any unexplained rash; or, any other unexplained illness.
- Notification of Contagious Illness by Administration (head lice, ring worm, etc.)
  - If head lice, ring worm, etc., are found, then the director of *create Learning Center* will call the parent to pick up their child immediately. *create Learning Center* will also notify all affected families (in most cases all families) of the contagious illness and the steps being taken to rectify any resulting issues.

## Safety Policies

- Confidentiality of Personal Information
  - Personal information is maintained in a locked file in the director’s office.
  - All *create* teachers and staff will keep all communications and knowledge confidential – in and out of *create Learning Center*. For example, communications between parent/teacher, parent/parent, parent/child, teacher/teacher, teacher/child, parent/director, child/director, and teacher/director, and others with any relationship to *create* should be kept confidential while on or off the premises.

## Safety Policies – Continued

- Permission to Publish Personal Information for Program Distribution
  - If a parent chooses not to have their contact information included on a class or program list (for distribution to other attendees), they must inform the director.
- Permission to Photograph Child for Classroom Purposes and/or for Advertisement Purposes – print and website
  - Upon registration, parents or guardians have consented to a waiver to allow photos and videos to be taken of their child for classroom and/or marketing purposes by the staff of **create Learning Center**. If, at that time, the parent or guardian did not agree to the waiver (all or in part), then the parent or guardian must make this clear to the director and the director will abide by the parents decision.
- Social Media Policies
  - No photos or videos are to be taken of children to place on social media sites or YouTube®.
  - No photos or videos are to be taken of children other than your own for personal reasons or otherwise, unless authorized by the other child’s parent or guardian.
- Fire Drills
  - Procedure information is posted over doors to each classroom and **create Learning Center** holds practice drills twice each year (Spring and Fall).
- Emergency Contact Policy
  - Upon registration, parents provide at least one Emergency Contact person’s name and telephone number. (Parents must keep this information current with **create**.) In the event that a parent or guardian cannot be reached as needed an Emergency Contact will be called.
- Emergency Plan in the Event of the Arrival of a Non-Custodial Parent
  - **create Learning Center** will NOT knowingly release a child to a parent who does not have current custodial rights.
  - If a presenting parent does not have custodial rights to the present child, then **create** will attempt to locate the other parent. If the custodial parent is unreachable, then the Emergency Contact will be called. If the Emergency Contact is unreachable, then the Wilton Police Department will be called for assistance.
  - If the non-custodial parent becomes belligerent for any reason at **create**, then emergency services (9-1-1) will be called.
- Emergency Evacuation Plans
  - In the event of an emergency requiring evacuation of the building or area, all **create** teachers and staff are trained to follow procedures to get the children to safety and then they will notify each parent. At that time parents will be told if pick up of their child is warranted and when and where pick up will take place.

# IMPORTANT TELEPHONE NUMBERS

<b><u>EMERGENCY</u></b>	
	<b>9-1-1</b>
<b>InfoLine</b>	<b>2-1-1</b>
<b>DCF Child Abuse Hotline</b>	<b>1-800-842-2288</b>
<b>Poison Control</b>	<b>1-800-222-1222</b>
Poison Control – Hearing Impaired	<b>1-866-218-5372</b>
<b>Your Emergency Backup</b>	
<b><u>YOUR LOCAL INFORMATION</u></b>	
<b>Police Department</b>	<b>1-203-834-6260</b>
<b>Fire Department</b>	<b>1-203-834-6246</b>
<b>Animal Control Officer</b>	<b>1-203-563-0150</b>
<b>Nearest Hospital: Norwalk Hosp.</b>	<b>1-203-852-2000</b>
<b>Visiting Nurse &amp; Hospice of Fairfield County</b>	<b>1-800-898-HOME (4663)</b> <a href="http://www.visitingnurse.net">www.visitingnurse.net</a>
<b>Elementary School(s)</b>	
• Miller-Driscoll	<b>1-203-762-3374</b>
• Cider Mill	<b>1-203-762-3351</b>
<b>Bus Company – First Student</b>	
• Wilton Schools Transportation	<b>1-203-762-3381</b>
<b>Other Important Numbers</b>	
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