

THE CHILL ZONE

Parent Handbook



CREATIVELY CRAFTED
CHILDCARE

CREATIVELYCRAFTEDCHILDCARE.CA
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@ QUILCHENA ELEMENTARY SCHOOL; RICHMOND, BC

Rev 2023

Welcome to The Chill Zone
Out of School Care Program at Quilchena Elementary

In this handbook you will find some very important and helpful information about our program.

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**REGISTRATION PACKAGES MUST BE RETURNED PRIOR TO THE
FIRST DAY THAT YOUR CHILD WILL ATTEND ANY OF OUR
PROGRAMS.**

Welcome to Creatively Crafted Childcare

We are an independently owned business. Our location, "The Chill Zone", runs out of Quilchena Elementary School in Richmond, BC. Creatively Crafted Childcare leases the space from the Richmond School Board to operate our Out of School Care Program. We are not staff of the school/school board, and we fall under the jurisdiction of the Vancouver Coastal Health Board.

ABSENT/NO SHOW/LOST CHILD

If your child will be away from school and will not attending the morning/after school care program; please email creativelycraftedchildcare@yahoo.com at your earliest convenience. There will be no refunds for children being absent from our centre.

If your child is registered to attend the *afterschool care* program and does not show up, the following procedure will take place:

Staff will contact the classroom teacher and confirm child's attendance at school. If your child *did not* attend school; they will be marked absent. If your child *did* attend school and hasn't signed into our program by 2:55pm, a search of the school/surrounding area will be done. If the child has still not been located, the parent/guardian will be contacted to confirm the whereabouts of the child. If the child was not picked up at school by an approved guardian, the police will be contacted with the cooperation of the parents.

If your child is in our care, either at school or on a field trip, and goes missing, the following procedure will take place:

Staff will do a search of the immediate area. If child is not located, parents and the police will be contacted.

ALERGIES/MEDICATION

Please make staff aware of *all* allergies your child may have by stating so on the registration forms. There will be an allergy plan put in place once we receive this information. All staff will also be made aware of the allergies.

Staff will *only* administer medication which is prescribed by a physician. Parents must complete a permission form before staff can administer any medication. Medication must be in its original container with your child's name clearly visible. All medication that is administered will be logged and kept on file by the staff.

If your child requires an EpiPen, we will request one to keep at our program. A medical plan will be made with the parent and reviewed yearly. All staff will be aware of the medical plan and know how to administer an EpiPen.

BEHAVIORIAL & GUIDANCE POLICY

The purpose of having a behavioral and guidance policy is to ensure the health and safety of all children and staff. Our centres behavioral guidance is always appropriate to the age of the child who is receiving the guidance. Strategies used will include:

*Establishing clear and simple limits/boundaries

*Providing choices for all involved

*Giving reminders

*Modeling appropriate behavior

*Acknowledging children's feelings

*Redirecting

*Giving children opportunities to problem solve on their own

*Offer a safe spot for time away from a situation (ex., on the couch, or a spot in the classroom away from others)

We want everyone to enjoy being in our centre and will provide the support needed to make the environment safe and fun for everyone!

Verbal, physical, emotional or any other form of abuse will not be tolerated towards children, staff, or parents at any Creatively Crafted Childcare locations.

If your child has a care plan in place at our centre; we will follow the behavioral and guidance policy stated in the plan.

If your child continues to show aggressive/abusive behavior and/or is endangering themselves or others in the program, the child will be asked to withdraw from the program without notice. The safety of ALL children and staff in our program is our number one priority.

CARE AND SUPERVISION

We will maintain a 1:12 staff to child ratio if there are kindergarten aged children present in the program. We will maintain a 1:15 staff to child ratio if there are no kindergarten aged children in our program. Our staff hold valid first aid certificates and have done a criminal record check. Staff in our program are all over the age of 19 and have a minimum of 20 hours in a child related course. All staff will follow the rules and regulations put forward by Vancouver Coastal Health and all policies and procedures in this handbook. All staff will be aware of emergency plans and procedures and staff will always have a first aid kit available in the classroom as well as when they are outside at the playground. Staff are

expected to interact and engage with students in an appropriate manner. During indoor and outdoor play; a staff member will always be supervising the children.

ACTIVE PLAY is very important to a child's development. It helps promote healthy growth and development and supports body control and movement. We will engage in active play daily, *rain or shine, outdoors! At our program, children will accumulate at least 60 minutes of physical activity daily.* Please consider the weather when sending your child to our program.

SCREEN TIME is discouraged in our program. We may occasionally have special movie parties, but we discourage any use of electronics at The Chill Zone. *If we have screen time, it will be limited to 30 mins or less* and parents/guardians will be made aware ahead of time.

CHILD RELEASE POLICY

Children will only be allowed to leave with an adult that has been authorized on the registration form. We understand emergencies come up and an alternate person may need to pick up your children. If this is the case, we must have, in writing or authorized phone call/text, the information of the person picking up; *prior to pick up.* Please note we will require photo ID for anyone we are not familiar with that may be picking up your child.

If an unauthorized person has come to pick up a child; the child will *not* be released until the parent/guardian can be contacted for permission.

If there are any custody court orders in place; we will require copies to keep on file.

If an authorized adult has come to pick up a child and seems incapable of safely caring for the child, (is under the influence of alcohol or other substances that impair judgement); *staff will be not release the child.* Staff will require another authorized person come pick up the child. If the impaired individual insists on taking the child; we will be required to call the Ministry of Children and Family and the Police.

PICK UP TIME is ***NO LATER*** than 5:30pm. We ask that the pick-up time is respected, and that you make the appropriate arrangements to arrive on time or even a little earlier to watch your child interact with other children. If you are going to be late, please contact the centre at your earliest convenience. If no one has picked up the child by 5:30pm, we will call an authorized adult. A late fee will incur after 5:30pm. There will be a late fee of \$20 for every 15 minutes *after* 5:30 pm. (Ex., Child is picked up at 5:44pm = \$20/late fee. Child picked up at 5:46 pm = \$40/late fee.) The late fee must be paid prior to the child returning to our program. Repeat offenders will be asked to withdraw children from the program. If a child is not picked up by 6:30pm,

the staff will call the Ministry of Children and Family Development and follow their instructions.

Please remember to sign your child out at the Sign In/Sign Out table which is located by the exit door. We require a signature and time of pick up.

CLOTHING

Please dress your children appropriately for the weather. **We will be outside rain or shine.** A discussion with your children may be a good idea about being responsible for themselves and wearing the appropriate clothing for the weather. Staff will encourage and remind your child about wearing a jacket etc., on a cold day. However, staff will not force a child to wear a jacket etc. if they resist.

EMERGENCY EVACUATION PLAN

You will find emergency evacuation plans on all exit doors in the classroom. There are 2 fire extinguishers in the hallways outside our classroom and one inside our classroom.

There are 2 fire alarm pull stations right in our classroom.

Fire drills will be implemented monthly, so children are familiar with the procedure.

In the unlikely event of a fire, when the fire bell rings, all children will line up at the outdoor exit door (#4, #5 or #7) and proceed quickly and quietly outside to our designated area in front of the school. Staff will bring the emergency contact forms, first aid bag and ensure no one is left in the school. Once we get all clear signal, we will return to the classroom. If we are unable to return to the classroom; parents will be notified.

Earthquake drills will be implemented at least once a year, and children will learn to take cover while facing away from windows. We will count to 60. Once it is safe to do so, we will evacuate the building and proceed to the designated area in front of the school. Staff will bring the emergency contact forms, first aid bag and ensure no one is left in the school. Once we get all clear signal, we will return to the classroom. If we are unable to return to the classroom; parents will be notified. In the event of a real earthquake, we will also collect our jackets and earthquake emergency bag and take outside.

*In case of a real emergency and we are unable to return to our classroom **and** need to leave the school grounds, our secondary emergency meeting location is Quilchena Golf and Country Club parking lot. It is located at 3551 Granville Ave, Richmond. Parents will be notified by text or phone call if we need to relocate from Quilchena Elementary.*

HEALTH AND SAFETY

We want to keep everyone healthy and safe. If your child presents any of the following symptoms, your child will be sent home. Also, if the following symptoms are present before coming to the centre; *please keep your child at home for at least 24 hours or until your child is symptom free (without medication).*

Child has a fever during the last 24 hours.

Child had diarrhea during the last 24 hours.

Child has been vomiting during the last 24 hours.

Child has infected skin/eyes.

Child has a communicable disease (chicken pox, mumps, flu, measles etc.)

Child has a bad cold which is making the child lethargic and not able to play/eat/function normally.

Child has head lice and has *not* been treated.

Unvaccinated children are accepted into our program. However, if there is an outbreak of a communicable disease, the unvaccinated child will be asked to not return to the centre until the outbreak is under control. We will take advise from the Vancouver Coastal Health Authorities and communicate this with parents. In the unlikely event of a local outbreak of a virus and the authorities initiate a complete shutdown of all childcare facilities, please note that Creatively Crafted Childcare will comply.

These policies are in place to ensure that children and staff stay healthy. All toys, furniture and surfaces in our centre are disinfected regularly. Children are encouraged to wash hands often.

If your child has been in contact with someone or has a communicable disease, *please inform the centre immediately.* We will discretely inform other parents, so they are aware of the possibility of being exposed to a communicable disease.

Accidents happen. It is our policy to document all accidents. If it is a minor cut or scrape, first aid will be provided. If the injury is deemed serious by staff; parents will be notified and if necessary, we will contact an ambulance. We are also required to report any injuries requiring medical attention to Vancouver Coastal Health. All staff have completed first aid training in the case of emergency.

WEATHER POLICY

We will go outside rain or shine! Being outdoors has many benefits for the children. Please dress your children appropriately for the weather. Our centre does follow the Richmond School District calendar. If the school is closed due to weather conditions, The Chill Zone will also be closed. We will notify all parents that school is closed as soon as we get word from the school board. There are several ways for us to contact you. We may contact you via email and/or on our social media. Please note no refunds will be given due to weather closures. If there is a power outage, The Chill Zone will notify parents if power has not returned after 30 minutes. It can get very cold and dark without power in the winter. We would require parents to pick up the children.

PET POLICY

Ms Jessy has a Yorkie/Chihuahua mix dog who visits our centre on rare occasions. Her name is Jazzy. Jazzy is a non-shedding, hypoallergenic dog with all her vaccinations up to date. Jazzy will occasionally join The Chill Zone students. She is well trained and very friendly. Jazzy is approximately 7 pounds and loves playing with children. If you have a dog, please always keep the dog on leash near/on the school grounds.

NUTRITION

Snack time is a very important time to get in some healthy nutrition. Handwashing is always required before eating. We will provide an open snack area for the children where they can eat their snacks at their leisure. ***Snack is not provided***, so please make sure your child has extra food in their lunch bags designated for after school. At registration, please let us know if your child has any allergies or dietary concerns. The Chill Zone will occasionally provide treats/snacks during special occasions/events. If there are cultural, religious, or individual preferences, please make note of those on the registration forms. It is fun and exciting to learn about foods from all cultures and we hope to integrate them into our program. Please be aware that Quilchena and The Chill Zone are **NUT AND KIWI FREE ZONES** when packing lunches and snacks.

PHOTOGRAPHY

A camera is a wonderful way to capture those kodak moments! A consent form will need to be signed to give permission for our staff to take photos and display them in our classroom. We may also display them on our website and/or on social media. If you do not give permission, photos will not be taken or posted of your child.

OPERATION HOURS

Our program hours are Monday to Friday – 8:00-8:45 & 2:45-5:30.

We will be open on **most** Pro D Days and **all** Early Dismissals. Please see attached school calendar. *SUBJECT TO CHANGE. ***Please note: Pro D Day hours are 9am-2pm. Please respect our pickup time as staff have other obligations at the end of the day.***

We will be closed on weekends and all holidays. We will be closed during spring break, winter break and summer break. However, camps may be offered for a fee.

REGISTRATION

All students must be registered prior to beginning any programs at Creatively Crafted Childcare. A hard copy of the registration forms must be kept on site while a student attends the program. A current photo will be added by the staff to the registration package. (Parents do not need to provide one.)

MONTHLY FEES

Fees are due on the 1ST of each month by pre-authorized deposits (PAD). Bank forms are required to be filled out prior to beginning our out of school care program.

5 days a week: Mon-Fri (8:00-8:45; 2:45-5:30) \$448

3 days a week: Mon/Wed/Fri (8:00-8:45; 2:45-5:30) \$325

2 days a week: Tues/Thurs (8:00-8:45; 2:45-5:30) \$222

Afternoon Drop Ins: ONLY if space is available \$30

Pro D Day (9-2) Drop Ins: ONLY if space is available \$50

****Monthly fees include all closures, early dismissal days and most pro d day childcare and will continue to be the same for the entire school year. (September to June)**

<PRO D DAY HOURS ARE 9am-2pm>

Affordable Childcare Subsidy Program is accepted.

A formula is used to calculate whether a family qualifies for a funding amount based on their annual income and deductions, or adjustments. This step is called income testing. Generally speaking, families that earn up to \$111,000 may qualify for funding. Families that earn more than \$111,000 but have considerable deductions for family size or children who have special needs, can also apply.

For more information, please see <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>. Creatively Crafted Childcare will fill out the Childcare Arrangement Form for the child and then parents/guardians

will apply using that information. Please note that the childcare centre WILL NOT receive any information regarding your income or family status. We will only receive a letter stating you are approved for funding and how much you have been approved. PLEASE let the childcare coordinator know if you are interested in applying for the subsidy program and we will fill out the required paperwork.

WITHDRAWAL PROCESS

Our facility is not eligible for any temporary emergency funding programs. A one-month notice is required, provided on the 1ST of the month, to withdraw/change program days. If your child will be away due to illness, vacation or any other reason, fees must still be paid in full.

LATE FEE CHARGES:

The Chill Zone will close promptly at 5:30pm daily. ***Please respect our pickup time as staff HAVE OTHER OBLIGATIONS AFTER WORK HOURS.*** There will be a late fee of \$20 for every 15-minutes after 5:30 pm. (Ex., Parent picked up at 5:44, late fee will be \$20. Parent picked up at 5:46pm late fee will be \$40. Parent picked up at 6:01, late fee will be \$60.) The late fee must be paid prior to a child returning. Repeat offenders will be asked to withdraw children from the program.

PROGRAM CLOSURES (DATES ARE SUBJECT TO CHANGE)

*Our program is closed on all holidays, weekends, and the *2-district wide pro d days.*

SEPTEMBER

September 2 Labor Day (THE CHILL ZONE-CLOSED)
September 3 (school is only in session for 1 hour) (THE CHILL ZONE-CLOSED)
September 20 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)
September 30 National Day for Truth & Reconciliation (THE CHILL ZONE-CLOSED)

OCTOBER

October 14 Thanksgiving Day (THE CHILL ZONE-CLOSED)
October 19 Early Dismissal (THE CHILL ZONE-OPEN 12pm-5:30pm)
October 25 District Wide School Closure* (THE CHILL ZONE-CLOSED)

NOVEMBER

November 11 Remembrance Day Closure (THE CHILL ZONE-CLOSED)
November 25 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

DECEMBER/ JANUARY

December 23-January 3 (Winter Break) (THE CHILL ZONE-CLOSED)
January 24 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

FEBRUARY

February 6 Early Dismissal (THE CHILL ZONE-OPEN 12pm-5:30pm)
February 14 District Wide School Closure* (THE CHILL ZONE-CLOSED)
February 17 Family Day (THE CHILL ZONE-CLOSED)

MARCH

March 17-March 28 (Spring Break) (THE CHILL ZONE-CLOSED)

APRIL

April 18 Good Friday (THE CHILL ZONE-CLOSED)

April 21 Easter Monday (THE CHILL ZONE-CLOSED)

MAY

May 16 School Pro D Day (THE CHILL ZONE-OPEN 9am-2pm)

May 19 Victoria Day (THE CHILL ZONE-CLOSED)

JUNE

June 12 Sports Day-Early Dismissal (THE CHILL ZONE-OPEN 1:45pm-5:30pm)

June 26 LAST DAY AT THE CHILL ZONE

IF THE PROGRAM NEEDS TO CLOSE FOR REASONS BEYOND THE OPERATORS CONTROL, WE WILL NOTIFY PARENTS IMMEDIATELY. THIS MAY INCLUDE BUT NOT LIMITED TO, POWER OUTAGES, PERSONAL/STAFF EMERGENCIES, LOCAL OUTBREAK OF A VIRUS, WEATHER CONDITIONS. *FEES WILL CONTINUE TO BE PAID TO SECURE YOUR SPACE.*

SIGN IN/OUT POLICY

All pickups and drop offs happen outside, at door #5.

All children must sign into the program. There is a clipboard by the exit door. When children arrive, they will wash their hands and then will sign their name and the time they arrived at our program. Pick up will occur at door #5. Please continue to observe social distancing guidelines as you wait for your child/ren. Please remember to sign your child out. We require a signature and time of pick up. Sanitizer will be available for you at the sign in/out table. Once the child has been signed out of the program, they will no longer be in our care. Child **MUST** be picked up by an authorized parent/guardian. If someone else is picking your child up from our program, kindly inform the staff in advance.

COVID 19 POLICIES AND PROCEDURES

Considering the global COVID-19 pandemic, we feel it is important to clarify that Dr. Bonnie Henry has encouraged childcare centres to remain open, where possible, to serve families that are needing childcare. *Please remember that the COVID-19 public health emergency is rapidly changing, and our ability to remain open may change without notice; we may be ordered to close by BC's provincial health officer, and/or our licensing officer.*

In this section you will find health and safety procedures being implemented at The Chill Zone. Thank you for taking the time to read this.

Creatively Crafted Childcare will continue to follow all updated protocols and procedures as outlined by the Health Authorities and BC CDC.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-childcare.pdf>

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/childcare-schools>

Given these important requirements, it is imperative that we adjust our health policy, and that all parents understand and agree to the following additional requirements.

Provision of Care

We are licensed for 26 children because of our large childcare space. However, due to the current health situation and to do our best with social distancing, we will provide care for no more than 15 children daily. This is subject to change.

Illness and Attendance

Children and staff may not attend any Creatively Crafted Childcare programs if they exhibit any symptoms of respiratory illness or fever. Our pandemic health & wellness policy is attached. There are no exceptions to this illness policy. This policy will be remaining in place indefinitely. As such, parents are encouraged to think through how they will work from home/care for children who are required to stay home until they are symptom free.

Fees will not be refunded due to illness unless the program is required to close/shut down by the Health Authorities.

Provision of Care in Case of Staff Illness

As staff are also required to stay home when exhibiting symptoms of respiratory illness or fever, we will take all steps and measures to maintain a healthy environment. We simply cannot have illness spread throughout our Centre. We will be addressing staff illness in the following way:

If staff gets ill, we will temporarily put in a substitute staff. It is possible that we cannot locate a substitute, and as such, the program may be unable to operate until the staff is able to return to work.

WHAT WILL OUR MORNINGS LOOK LIKE? *Subject to change*

8:00 wash hands/sign in

8:00-8:40 indoor playtime

8:35 clean up and gather belongings

8:40 walk to classroom door

Drop Off Time is any time after 8:00am

WHAT WILL OUR AFTERNOONS LOOK LIKE? *Subject to change*

2:45-3:00 students sign In

3:00-4:00 outdoor play time (rain or shine)

4:00-4:30 wash hands, open snack time

4:00-5:00 daily activity/indoor playtime/homework help

5:00-pick up time outdoor playtime (rain or shine)

5:30 closed

Pick Up Time is any time before 5:30pm

Thank you for taking the time to review this handbook.

IF YOU HAVE ANY QUESTIONS, PLEASE EMAIL
creativelycraftedchildcare@yahoo.com

Phone Number: 604.728.0570

Mailing address: 30035-12051 No.1 Road, Richmond
Centre address: 3760 Moresby Drive, Richmond



Please visit us on one or all our social media outlets!

Facebook: Creatively Crafted Childcare
Instagram: Creatively Crafted Childcare
YouTube: Creatively Crafted Childcare