

Creatively Crafted Childcare Parent Handbook



@ QUILCHENA ELEMENTARY SCHOOL; RICHMOND, BC
2025-2026

Welcome to The Chill Zone – The out-of-school care program at
Quilchena Elementary.

This handbook contains important and helpful information about our
program.

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**Registration packages must be completed and submitted
to the center before your child's first day in any of our
programs.**

Welcome to The Chill Zone

We are an independently owned business operating from Quilchena Elementary School in Richmond, BC. Our program, called "The Chill Zone," is managed by Creatively Crafted Childcare under a lease agreement with the Richmond School Board. Please note that we are not staff members of the school or the school board; we operate under the jurisdiction of the Vancouver Coastal Health Authority.

Absent/No Show/Lost Child

If your child will be absent from Quilchena and will not be attending our program, please email creativelycraftedchildcare@yahoo.com as soon as possible. Please note that there are no refunds for missed days at our center.

If your child is registered for the afterschool care program but does not check-in, the following procedure will be followed:

1. Staff will contact the classroom teacher or the school to confirm the child's attendance.
2. If it is confirmed that your child did not attend school, they will be marked absent from our program.
3. If your child was in school but has not signed into our program by 2:55 PM, we will search the school and the surrounding area.
4. If your child is still not located, we will contact you to confirm their whereabouts.
5. If it is confirmed that the child was not picked up at school by an approved guardian, we will contact the police with your cooperation.

If your child is in our care, whether at school or on a field trip and goes missing, we will take the following actions:

1. Staff will search the immediate area.
2. If the child is not found, we will contact you and the police, with your cooperation.

Allergies and Medication

Please inform the staff of any allergies your child may have by noting them on the registration forms. Upon receiving this information, an allergy management plan will be established, and all staff members will be notified of the allergies. Staff will only administer medication that has been prescribed by a physician. Parents must complete a permission form before any medication can be given. Additionally, the medication must be in its original container, with your child's name clearly labelled. All administered medication will be logged and kept on file by the staff.

If your child requires an EpiPen, we will request one to have on hand in our

program. A medical plan will be created in collaboration with the parents and reviewed annually. All staff will be informed of the medical plan and trained on how to administer the EpiPen.

Behavioral and Guidance Policy

The purpose of our behavioral and guidance policy is to ensure the health and safety of all children and staff. Our behavioral guidance is tailored specifically to the age of each child. The strategies we implement include:

- Establishing clear and simple limits and boundaries
- Providing choices for all involved
- Offering reminders
- Modeling appropriate behavior
- Acknowledging children's feelings
- Redirecting behavior
- Encouraging opportunities for children to solve problems independently
- Creating a safe space for children to take a break from a situation (e.g., on the couch or in a designated area away from others)

We want everyone to enjoy their time at our center, and we are committed to providing the necessary support to create a safe and enjoyable environment for all.

Please note that verbal, physical, emotional, or any other form of abuse towards children, staff, or parents will not be tolerated at any Creatively Crafted Childcare location.

If your child has a care plan in place at our center, we will adhere to the behavioral and guidance policy outlined in that plan.

If a child continues to demonstrate aggressive or abusive behavior, or if their actions pose a danger to themselves or others in the program, the child may be asked to withdraw from the program without prior notice. The safety of all children and staff is our top priority.

Care and Supervision

We will maintain a staff-to-child ratio of 1:12 when kindergarten-aged children are present in the program. When there are no kindergarten-aged children, the ratio will change to 1:15. All our staff members hold valid first aid certificates and have undergone criminal record checks. They are all over the age of 19 and have completed a minimum of 20 hours of child-related training.

All staff will adhere to the rules and regulations established by Vancouver Coastal Health, as well as the policies and procedures outlined in this handbook. They will be familiar with the emergency plans and procedures, and a first aid kit will be readily available in the classroom and during outdoor activities. Staff members are expected to interact with and engage the children appropriately, ensuring that at least one staff member is supervising the children during both indoor and outdoor play.

We occasionally welcome volunteers to our programs, which may include teenagers or adults. All volunteers must complete a criminal records check before working in our centers.

Active play is essential for a child's development. It promotes healthy growth, supports body control, and enhances movement skills. We will engage in active play every day, regardless of the weather, and we will do so outdoors! In our program, children will participate in at least 60 minutes of physical activity each day. Please consider the weather when preparing your child for our program.

Screen time is discouraged in our program. However, we may occasionally host special movie parties, and if screen time is planned, parents and guardians will be informed in advance. When screen time occurs, it will be limited to 30 minutes or less in one sitting.

In line with the School District's Personal Digital Device Policy, we encourage limited use of electronics in The Chill Zone. We kindly ask parents to refrain from using their phones while in the classroom and to focus on engaging with their child's play. Our staff will continue to use devices as needed for purposes such as playing music, taking photos, and addressing emergencies.

Child Release Policy

Children will only be allowed to leave with an adult who has been authorized on the registration form. We understand that emergencies can arise, and you may need to have someone else pick up your child. If this occurs, we must receive written notification or an authorized phone call/text with the information of the person picking up the child before their arrival. Please note that we will require a photo ID for anyone we do not recognize who may be picking up your child.

If an unauthorized person attempts to pick up a child, the child will not be

released until we can contact the parent or guardian for permission.

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

If an authorized adult arrives to pick up a child but appears incapable of safely caring for the child (for example, if they are under the influence of alcohol or other substances that impair judgment), the staff will not release the child. In this case, another authorized person will be required to come and pick up the child. If the impaired individual insists on taking the child, we will be obligated to contact the Ministry of Children and Family and the police.

Pick Up Policy

Please ensure that your child is picked up no later than 5:30 PM. We kindly ask that you respect this time and arrive on time, or even a little earlier, to observe your child's interaction with their friends. If you anticipate being late, please contact the center as soon as possible.

If a child is not picked up by 5:30 PM, we will contact an authorized adult, and a late fee will apply for pickups after this time. The late fee is \$20 for every 15 minutes past the deadline. For example, if a child is picked up at 5:45 PM, the late fee will be \$20. If picked up at 5:46 PM, the late fee will increase to \$40. All late fees must be paid before your child can return to our program. Repeated late pickups may result in being asked to withdraw your child from the program.

If a child is not picked up by 6:30 PM, the staff will contact 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 located by the exit door. We require both a signature and the time of pickup. Thank you for your cooperation!

Clothing

Please ensure that your children are dressed appropriately for the weather, as we will be outside regardless of rain or shine. It may be helpful to have a conversation with your children about being responsible for their own clothing choices based on the weather conditions. Our staff will encourage and remind your child to wear jackets or other necessary clothing on cold days. However, staff will not force a child to wear a jacket or similar items if they are resistant.

Emergency Evacuation Plan

Purpose:

To ensure the safety of students and staff during all emergency situations, using a standardized and practiced approach.

You can find emergency evacuation plans posted on all exit doors in the classroom. There are two fire extinguishers located in the hallways outside of our classroom and one inside the classroom. Additionally, there are two fire alarm pull stations within our classroom.

Fire Evacuation

Fire drills will be conducted monthly to ensure that the children are familiar with the evacuation procedures. Students will be led to our designated assembly area – In front of the school near the flagpole. Attendance will be taken to ensure all students are accounted for. Staff will have emergency bags and a class list.

No one will re-enter the building until the “All Clear” is given.

Earthquake / Explosion Protocol (Drop, Cover, Hold On)

Earthquake drills will be conducted at least once a year.

Students take cover under desks or against walls, away from windows.

After the shaking stops, evacuation will follow the same procedures as a fire drill.

Aftershocks may require additional time for cover before evacuation.

Shelter-in-Place

Used when there is an external environmental hazard (e.g., chemical spill, wild animal, severe weather).

Students stay inside but can move within the classroom/school.

Exterior doors are locked; no one enters or exits.

Parents may not be able to pick up their children until the situation is resolved.

Hold and Secure

Used when there is a potential threat outside the school (e.g., police incident nearby).

Exterior doors are locked.

Students continue normal activities inside.

No outside access allowed until the “All Clear” is given.

Staff will follow strict check-in and supervision procedures.

Lockdown

Used when there is an immediate threat inside or very near the school.

Students and staff lock themselves in a room, turn off lights, and remain silent.

Doors are not opened for anyone until the RCMP gives the “All Clear.”

Fire alarms are ignored unless there is a visible fire.

During lockdowns, students outside the building will go to a designated off-site emergency assembly area – near the flagpole. *Parents should not come to the school during a lockdown.*

All Clear Procedures

These will only be announced by the Administrator or the RCMP.
Students return to their normal routine or may be dismissed after a debrief.
Attendance will be re-checked.
Communication with parents will follow any serious incident.

Parent Role in an Emergency

Stay informed through email, website or phone texts/calls, etc.
Do not rush to the school during emergencies. This can delay emergency response.
Ensure up-to-date contact information is on file.
We will discuss and practise emergency drills with your child to help reduce anxiety.

If we encounter a real emergency and are unable to return to our classroom or exit the school grounds, our secondary meeting location is the Quilchena Golf and Country Club parking lot, 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 Sick Policy

We want to ensure that everyone stays healthy and safe. If your child shows any of the following symptoms, they will be sent home. Additionally, if your child displays any of these symptoms before coming to the center, please keep them at home for at least 24 hours or until they are symptom-free (without medication):

- Fever within the last 24 hours
- Diarrhea within the last 24 hours
- Vomiting within the last 24 hours
- Infected skin or eyes
- A communicable disease (such as chickenpox, mumps, flu, measles, etc.)
- A severe cold that makes them lethargic and unable to play, eat, or function normally
- Head lice that has not been treated

We accept unvaccinated children into our program. However, if there is an outbreak of a communicable disease, unvaccinated children will be asked to stay home until the outbreak is under control. We will consult with the Vancouver

Coastal Health Authorities and communicate any relevant information to parents.

In the unlikely event of a local outbreak of a virus that leads to a complete shutdown of all childcare facilities, please note that Creatively Crafted Childcare will comply with this directive.

If your child has been in contact with someone who has a communicable disease, please inform the center immediately. We will discreetly notify other parents so that they are aware of the possibility of exposure.

Accidents do occur, and we document all incidents. For minor cuts or scrapes, first aid will be provided. If an injury is deemed serious by our 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 members have completed first aid training for emergencies.

These policies are in place to ensure the health of both the children and the staff. All toys, furniture, and surfaces in our center are regularly disinfected, and children are encouraged to wash their hands frequently.

Weather Policy

At The Chill Zone, we believe in the many benefits of outdoor play and will take the children outside every day, rain or shine. To ensure your children are comfortable and safe, please make sure they are dressed appropriately for the weather.

Our center follows the Richmond School District calendar. If schools are closed due to severe weather conditions, The Chill Zone will also be closed. As soon as we receive official notification from the school district, we will inform all parents immediately.

We communicate with families through various channels, including email, text and our social media platforms. Please note that a refund will not be provided in the event of a weather-related closure.

In the case of a power outage, we will monitor the situation closely. If the power is not restored within 30 minutes, we will contact parents and ask the children to be picked up. This is especially important during colder months, as our center can become very dark and cold without electricity.

As extreme weather events such as *wildfire smoke* and *heat warnings* become

more frequent, we will adjust our outdoor routines accordingly. If there is a heat wave or air quality advisory in effect, outdoor activities may be limited to low intensity play or moved indoors if necessary. In some cases, both heat and smoke may occur simultaneously. During these times, staff will take extra precautions and monitor the students closely to ensure their health and safety.

Pet Policy

Ms. Jessy has a Yorkie-Chihuahua mix named Jazzy, who visits our center on rare occasions. Jazzy is a non-shedding, hypoallergenic dog, and her vaccinations are all up to date. Weighing around 7 pounds, she is well-trained, very friendly, and loves playing with children. If you have a dog, please make sure to keep it leashed near or on the school grounds.

Nutrition

Snack time is an important opportunity for children to receive healthy nutrition. Before eating, handwashing is always required. We will provide an open snack area where children can enjoy their snacks at their leisure. Please note that snacks will not be provided, so ensure your child brings extra food in their lunch bags specifically for after school. During registration, please inform us of any allergies or dietary concerns your child may have.

The Chill Zone will occasionally offer treats or snacks during special occasions or events. If there are any cultural, religious, or personal dietary preferences, please indicate these on the registration forms. We find it fun and exciting to learn about foods from various cultures and hope to incorporate them into our program.

Additionally, please remember that Quilchena and The Chill Zone are NUT-FREE ZONES. Be mindful when packing lunches and snacks for the safety of all children.

Photography

A camera is a wonderful tool for capturing special moments! In order for our staff to take photos and display them in the classroom, we require a signed consent form. We may also share these photos on our website and social media platforms. If you do not give permission, no photos of your child will be taken or posted.

Operating Hours

Our program hours are Monday to Friday from 8:00 AM to 8:45 AM and again from 2:45 PM to 5:30 PM.

We will be open on most Professional Development Days (Pro D Days) and during all early dismissal days. Please refer to the attached school calendar for specific dates. On Pro D Days, our hours are from 9:00 AM to 2:00 PM. We kindly ask that you respect our pickup time, as staff have other commitments at the end of the day.

Please note that we will be closed on weekends and all holidays. Additionally, we will not be open during spring break, winter break, and summer break. However, camps may be offered during these periods for a fee.

Office Hours

Our office hours are Monday to Friday, from 9:00 AM to 2:00 PM. If you need to reach our staff, the best way is to email us at creativelycraftedchildcare@yahoo.com. In case of an emergency, you can call us at 604.728.0570.

Please note that we may not respond to messages outside of our office hours.

Registration

Students must register before starting any programs at Creatively Crafted Childcare. A hard copy of the registration forms will be maintained on-site, and staff will include a current photo in the registration package.

Monthly Fees 2025-2026

Fees for the out-of-school care program are due on the 1st of each month through pre-authorized deposits (PAD). Registered families must complete the required bank forms before starting our program.

The Chill Zone has been approved to participate in the Child Care Fee Reduction Initiative (CCFRI) until April 2026, after which we will need to reapply. The CCFRI is a program in British Columbia that provides funding to licensed childcare providers to help lower and stabilize monthly childcare fees for families. This initiative aims to make childcare more affordable and accessible for families in our province. Families do not need to apply to receive the fee reduction. However, if we do not receive renewal in April for any reason, families will be required to pay the fees that were in effect before the CCFRI.

Below are the fees before and after the CCFRI.

GRADE 1 and up fees:

5 days a week: Mon-Fri (8:00-8:45; 2:45-5:30) \$404 (before CCFRI \$461)

3 days a week: Mon/Wed/Fri (8:00-8:45; 2:45-5:30) \$300 (before CCFRI \$334)

2 days a week: Tues/Thurs (8:00-8:45; 2:45-5:30) \$205 (before CCFRI \$228)

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

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

KINDERGARTEN fees:

5 days a week: Mon-Fri (8:00-8:45; 2:45-5:30) \$331 (before CCFRI \$461)
3 days a week: Mon/Wed/Fri (8:00-8:45; 2:45-5:30) \$256 (before CCFRI \$334)
2 days a week: Tues/Thurs (8:00-8:45; 2:45-5:30) \$176 (before CCFRI \$228)
Afternoon Drop-Ins: ONLY if space is available \$30
Pro D Day (9-2) Drop Ins: ONLY if space is available \$50

Kindergarten students will begin our program on September 15 or their first full day of school after completing gradual entry, whichever comes first. The fee for September will be half of the regular monthly rate. Starting in October and continuing through June, the fees will be the full amount each month.

Monthly fees cover all closures, early dismissal days, and open pro d days. These fees will remain the same for the entire school year, from September to June. (PRO D DAY HOURS ARE 9 AM - 2 PM)

Affordable Childcare Benefit (ACCB)

To qualify for funding through the ACCB, a family's eligibility is determined using a formula based on annual income and deductions. This process is known as income testing. Families earning up to \$111,000 may be eligible for funding, and those with higher incomes may also qualify if they have significant deductions due to family size or the presence of special needs children.

For more information, please visit <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>.

Creatively Crafted Childcare will complete a Childcare Arrangement Form for your child. We will not receive any details about your income or family status—only a letter confirming your funding approval, and the amount awarded. If you are interested in applying for the ACCB, please let the childcare coordinator know, and we will assist you with the necessary paperwork.

Withdrawal Process

Our facility is not eligible for temporary emergency funding programs. To withdraw from the program, a one-month notice is required, and this notice can only be submitted on the 1st of the month. If your child will not be returning for September of the following year, please provide notice by June 1, as our school-aged program will be closed over the summer.

Please note that if your child is absent due to illness, vacation, or any other reason, the full fees must still be paid.

Late Fee Charges

The Chill Zone closes daily at 5:30 PM, and 2 pm on pro d days. Please make sure to pick up your child on time, as our staff have obligations after work hours. A late fee of \$20 will be charged for every 15 minutes past 5:30 PM. For example:

- Pickup at 5:45 PM: \$20 late fee
- Pickup at 5:46 PM: \$40 late fee
- Pickup at 6:00 PM: \$60 late fee

Late fees must be paid before your child can return to the program. Frequent late pickups may result in being asked to withdraw your child.

PROGRAM CLOSURES (DATES ARE SUBJECT TO CHANGE)

Our program is closed on all holidays, weekends, and the two district-wide professional development days.

SEPTEMBER

September 1 Labor Day (THE CHILL ZONE-CLOSED)

September 2 (school is only in session for 1 hour) (THE CHILL ZONE-CLOSED)

September 3 The Chill Zone Opens

September 15 Kinder Students Begin (once they begin full-time school – date subject to change)

September 22 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

September 30 National Day for Truth & Reconciliation (THE CHILL ZONE-CLOSED)

OCTOBER

October 13 Thanksgiving Day (THE CHILL ZONE-CLOSED)

October 23 Early Dismissal (THE CHILL ZONE-OPEN 12pm-5:30pm)

October 24 District-Wide School Closure* (THE CHILL ZONE-CLOSED)

NOVEMBER

November 11 Remembrance Day Closure (THE CHILL ZONE-CLOSED)

DECEMBER/ JANUARY

December 1 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

December 22-January 2 (Winter Break) (THE CHILL ZONE-CLOSED)

January 26 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

FEBRUARY

February 5 Early Dismissal (THE CHILL ZONE-OPEN 11:50am-5:30pm)

February 13 District-Wide School Closure* (THE CHILL ZONE-CLOSED)

February 16 Family Day (THE CHILL ZONE-CLOSED)

MARCH

March 16-March 27 (Spring Break) (THE CHILL ZONE-CLOSED)

APRIL

April 17 Good Friday (THE CHILL ZONE-CLOSED)

April 20 Easter Monday (THE CHILL ZONE-CLOSED)

MAY

May 15 School Pro D Day (THE CHILL ZONE-OPEN 9am-2pm)
May 18 Victoria Day (THE CHILL ZONE-CLOSED)

JUNE

June 11 Cyclone Day Early Dismissal (THE CHILL ZONE-OPEN 1:30pm-5:30pm)
June 26 LAST DAY AT THE CHILL ZONE

If the program must close due to circumstances beyond the operator's control, we will promptly notify parents. Such circumstances may include, but are not limited to, power outages, personal or staff emergencies, local virus outbreaks, and severe weather conditions. Please note that fees will still be required to secure your spot.

Sign In & Out Policy

All pickups and drop-offs should occur outside at Door #5.

Children must sign in upon arrival using the clipboard located by the exit door. It is essential to also sign your child out when picking them up; we require a signature and the time of pickup. Hand sanitizer is available at the sign-in/sign-out table.

Once a child is signed out, they are no longer under our care and must be accompanied by an authorized parent or guardian. If someone else will be picking up your child, please inform the staff in advance.

Provision of Care

We are a registered and licensed facility approved to care for 26 children in our childcare space. We provide both full-time and part-time care for school-aged children ages 5 to 12. Our services are available before and after school. Our center, The Chill Zone, is located inside Quilchena Elementary School in Richmond, BC.

Illness and Attendance

Children and staff are not allowed to attend any programs at Creatively Crafted Childcare if they show symptoms of respiratory illness or a fever. For your reference, our health and wellness policy is attached. Please note that there are no exceptions to this illness policy.

Additionally, fees will not be refunded due to illness unless the program is required to close by health authorities.

Provision of Care in Case of Staff Illness

To ensure a healthy environment and prevent the spread of illness

throughout our Centre, all staff members are required to stay home if they exhibit symptoms of a respiratory illness or have a fever. Our approach to handling staff illness is as follows: If a staff member becomes ill, we will make temporary arrangements for a substitute. However, if we are unable to find a substitute, the program may need to pause until the staff member is able to return to work.

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

Drop-off time is any time after 8:00am.

8:00 sign in/wash hands

8:00-8:35 indoor playtime

8:35 clean up and gather belongings

8:45 walk to the classroom

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

Pick-up time is any time before 5:30pm.

2:45-3:00 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

5:00-Clean-up time/outdoor playtime

5:30 closed

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 our social media outlets!
Facebook: Creatively Crafted Childcare
Instagram: Creatively Crafted Childcare
YouTube: Creatively Crafted Childcare`

