

2019-2020

THE CHILL ZONE

PARENT HANDBOOK

Creatively Crafted Childcare
QUILCHENA ELEMENTARY SCHOOL; RICHMOND, BC

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.

Absent/No Show/Lost Child Policy	page 3
Allergies/Medication	page 3
Behavioral Guidance	page 3
Care and Supervision	page 4
Child Release Policy	page 5
Clothing	page 5
Contact Information	page 10
Emergency Evacuation Plan	page 5
Health and Safety	page 6
Late Fees	page 8
Nutrition	page 7
Operating Hours	page 7
Pet Policy	page 7
Photography	page 8
Program Closures	page 9
Registration/Fees	page 8
Screen Time	page 5
Sign in/out Policy	page 10
Weather Policy	page 7

CHILDS REGISTRATION PACKAGE MUST BE RETURNED PRIOR TO THE FIRST DAY THAT YOUR CHILD WILL ATTEND THE PROGRAM.

Welcome to Creatively Crafted Childcare and The Chill Zone!

We are an independently operated business that runs out of Quilchena Elementary School. We rent space from the school board to operate our Out of School Care Program. All pick ups and drop offs happen outside, at door #5.

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 school office/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 2:50pm, a search of the school/surrounding area will be done (if we have available staff). If the child has still not been located, the parent/guardian will be called to confirm 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 any 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 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.

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 behavioural 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 with pillows and/or blanket)

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

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

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

If your child continues to show aggressive/abusive behaviour 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 always maintain a 1:12 staff to child ratio. Our staff all hold valid first aid certificates and have all gone through 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 our handbook. All staff will be aware of emergency plans and procedures and the 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 will always be supervising the children.

ACTIVE PLAY is very important to children. It helps promote healthy growth and development and supports body control and movement. We will engage in active play daily, rain or shine!

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.

CHILD RELEASE POLICY

Children will only be allowed to leave with an adult that has been authorised 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 authorised 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 5.45pm. We ask that the pick-up time is respected, and you make the appropriate arrangements to arrive on time. If you are going to be late, please contact the centre at your earliest convenience. If no one has picked up the child by pick up time, we will call an authorized adult. A late fee will incur after 5:45pm. There will be a late fee of \$20 for every 15 minutes after 5.45 pm. After 6:45pm the staff will call the Ministry of Children and Family and follow their instructions.

Please remember to sign your child out on the Sign In/Sign Out form that is by the exit. 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. If you feel you would like to leave spare cloths for your child at the program, we will gladly store them in the classroom.

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 also 2 fire alarm pull stations right in our room.

Fire drills will be implemented monthly, so children are familiar with the procedure. When the fire bell rings, all children line up at the outdoor exit door (#5) and proceed quietly outside to our designated area in front of the school. Staff will bring the emergency contact forms and ensure no one is left in the room. Once we get the 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, 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 and ensure no one is left in the room. Once we get the 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.

If we are unable to return to our classroom and need to leave the school grounds, our secondary emergency meeting location is West Richmond Community Centre. The community centre is located at 9180 No.1 Road, Richmond. Parents will be notified 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 these symptoms are present before coming to the centre; please keep your child at home for at least 24 hours.

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/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 with the parents.

These policies are in place to ensure the children and staff stay healthy. All toys, furniture and surfaces in our centre are disinfected regularly. Children will be 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. 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. 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 as soon as we get word from the school board. There are a number of ways for us to contact you. We will contact you via text/email or on our Facebook page. Please note no refunds will be given due to weather closures.

PET POLICY

Miss Jessie has a Yorkie/Chihuahua mix dog that visits our centre. Her name is Jazzy. Jazzy is a non-shedding, hypoallergenic 3-year-old 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 6 pounds and loves playing with children.

NUTRITION

Snack time is very important time to get some healthy nutrition. We will provide an open snack area for the children where they will find fruits, vegetables or other healthy snacks. Children may help with simple snack prep (cutting the fruit, vegetables, cheese etc.) and will learn portion control as they will be helping themselves to the snacks. The children will help and create our very own menu of snacks that will be posted in the classroom. At registration, please let us know of any allergies or dietary concerns you may have. If there are cultural, religious or individual preferences, also make note of

those on the registration form. It is fun and exciting to learn about foods from all cultures and we hope to integrate them into our program. If you are providing snacks for your child, please be aware the school is a **NUT AND KIWI FREE ZONE**.

OPERATION HOURS

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

We will be open on **most** Pro D Days and all Early Dismissals. Please see attached school calendar. Please note: **Pro D Day hours are 9am-2pm**.

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.

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 program to take photos and display them in our classroom. We will also display them on our website (creativelycraftedchildcare.ca) and social media (FB: Creatively Crafted Childcare). If you do not give permission, photos will not be posted of your child.

Monthly Fees 2019/2020

5 days a week: Mon-Fri (8:00-8:45; 2:45-5:45)	\$420
3 days a week: Mon/Wed/Fri (8:00-8:45; 2:45-5:45)	\$300
2 days a week: Tues/Thurs (8-8:00:45; 2:45-5:45)	\$200
Afternoon Drop Ins: ONLY if space is available	\$25
Pro D Day (9-2) Drop Ins: ONLY if space is available	\$40

Affordable Childcare Subsidy Welcome

Monthly Fees include ALL early dismissals and MOST Pro D Days

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

All fees must be paid in full on or before the first day of the month.

Withdrawal/ Program Change Process:

Parents must give a ONE month written notice to the centre if changing days or withdrawing from the program. Notice is accepted on the 1st of the month.

Late Charges:

The Chill Zone will close promptly at 5:45 pm daily. We ask that you please respect our pick-up time. Our rental of the school ends at 5:45. There will be a late fee of \$20 for every 15-minutes after 5.45 pm. (Ex., Parent picked up at 5:55, late fee will be \$20. Parent picked up at 6:05 late fee will be \$40. Parent picked up at 6:16, 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 and provincial wide pro d days.

Monday, September 2 Labour Day

Tuesday, September 3 (school is only in session for 1 hour)

Monday, October 14 Thanksgiving Day

Friday, October 25 District Wide School Closure*

Monday, November 11 Remembrance Day

Monday, December 23-Friday, January 3 (Winter Break)

Friday, February 14 District Wide School Closure*

Monday, February 17 Family Day

Monday, March 16-Friday, March 27 (Spring Break)

Friday, April 10 Good Friday

Monday, April 13 Easter Monday

Monday, May 18 Victoria Day

WEDNESDAY, JUNE 24 will be the last day of school and our program.

IF THE PROGRAM NEEDS TO CLOSE FOR RESONS BEYOND THE OPERATORS CONTROL, WE WILL NOTIFY PARENTS IMMEDIALETY. THIS MAY INCLUDE BUT NOT LIMITED TO, POWER OUTAGES, PERSONAL EMERGENCIES, WEATHER CONDITIONS.

SIGN IN/OUT POLICY

All children must sign in and out of the program. There will be a clipboard by the main door. Children are required to sign their name and the time they arrived as well as sign their name and time they are leaving. 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 authorised parent/guardian. If someone else is picking your child up from our program, kindly send a note to inform us.

THANK YOU SO MUCH FOR TAKING THE TIME TO REVIEW
THIS VERY IMPORTANT HANDBOOK.

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

Phone Number: 604.728.0570

Mailing address:

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