



2020-2021

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.

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

Welcome to Creatively Crafted Childcare

We are an independently owned business. Our location which runs out of Quilchena Elementary School is called The Chill Zone. Creatively Crafted Childcare rents space from the school board to operate our Out of School Care Program. We are not staff of the school and we fall under the jurisdiction of the Vancouver Coastal Health Board. All pickups 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 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 we have available staff). 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 in our program. A medical plan will be made with the parent. 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 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 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 Centres.

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 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 member 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, indoors or outdoors!* At our program, children will accumulate at least 60 minutes of physical activity daily.

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.*

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 5.45pm*. We ask that the pick-up time is respected, and you make the appropriate arrangements to arrive on time or a little earlier. If you are going to be late, please contact the centre at your earliest convenience. If no one has picked up the child by 5:45pm, 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. (Ex., Child is picked up at 5:55pm = \$20/late fee. Child picked up 6:00 pm = \$40/late fee.) The late fee must be paid prior to a child returning. Repeat offenders will be asked to withdraw children from the program. After 6:45pm 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.***

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 or #7) and proceed quickly and 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 school. 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 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 and ensure no one is left in the school. 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.

*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 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. 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 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. 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 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, Creatively Crafted Childcare. 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

Miss Jessy has a Yorkie/Chihuahua mix dog whom visits our centre on the rare occasion. 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 keep the dog on leash at all times 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 the 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 this year. Please be aware the school is a **NUT AND KIWI FREE ZONE** 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 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.

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. Please respect our pickup time as staff will be doing extra cleaning at the end of each 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.

Monthly Registration Fees 2020/2021

Fees are due on the 1st of each month

| | |
|--|-------|
| 5 days a week: Mon-Fri (8:00-8:45; 2:45-5:45) | \$430 |
| 3 days a week: Mon/Wed/Fri (8:00-8:45; 2:45-5:45) | \$310 |
| 2 days a week: Tues/Thurs (8:00-8:45; 2:45-5:45) | \$210 |
| Afternoon Drop Ins: ONLY if space is available | \$30 |
| Pro D Day (9-2) Drop Ins: ONLY if space is available | \$45 |

Monthly fees have included all closures, early dismissals and pro d day childcare and will continue to be the same for the entire school year. (September to June)

Affordable Childcare Subsidy Welcome

***Monthly Fees include ALL early dismissals and MOST pro d days* SEE SCHEDULE BELOW
<PRO D DAY HOURS ARE 9am-2pm>**

Withdrawal/ Program Change 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 or any other reason, fees must still be paid in full.

Late Charges:

The Chill Zone will close promptly at 5:45 pm daily. ***Please respect our pickup time as staff will be doing extra cleaning at the end of each day.*** 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, weekends and district wide pro d days.

SEPTEMBER

September 7 Labor Day (THE CHILL ZONE-CLOSED)
September 8 (school is only in session for 1 hour) (THE CHILL ZONE-CLOSED)
September 25 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

OCTOBER

October 12 Thanksgiving Day (THE CHILL ZONE-CLOSED)
October 21 Early Dismissal (THE CHILL ZONE-OPEN 12pm-5:45pm)
October 23 District Wide School Closure* (THE CHILL ZONE-CLOSED)

NOVEMBER

November 11 Remembrance Day (THE CHILL ZONE-CLOSED)
November 22 Professional Development Day (THE CHILL ZONE-OPEN 9am-2pm)

DECEMBER/ JANUARY

December 21-January 1 (Winter Break) (THE CHILL ZONE-CLOSED)

FEBRUARY

February 11 Early Dismissal (THE CHILL ZONE-OPEN 12pm-5:45pm)
February 12 District Wide School Closure* (THE CHILL ZONE-CLOSED)
February 15 Family Day (THE CHILL ZONE-CLOSED)

MARCH

March 15-March 26 (Spring Break) (THE CHILL ZONE-CLOSED)

APRIL

April 2 Good Friday (THE CHILL ZONE-CLOSED)
April 5 Easter Monday (THE CHILL ZONE-CLOSED)

MAY

May 21 School Pro D Day (THE CHILL ZONE-OPEN 9am-2pm)
May 24 Victoria Day (THE CHILL ZONE-CLOSED)

JUNE

June 11 Sports Day-Early Dismissal (THE CHILL ZONE-OPEN 1:45pm-5:45pm)
June 28 LAST DAY AT THE CHILL ZONE

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, LOCAL OUTBREAK OF A VIRUS, WEATHER CONDITIONS. *FEES WILL CONTINUE TO BE PAYABLE TO SECURE YOUR SPACE.*

SIGN IN/OUT POLICY

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 to our program.

Pick up will occur at door #5. Parents will be required to stay near door #5 and NOT come into the classroom.

Children will wash their hands and get their own bags and meet you at the exit door. 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

In light of 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; or we may be ordered to close in the upcoming weeks/months by BC's provincial health officer, Dr. Bonnie Henry, 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. These were last updated May 19, 2020.

<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 12 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:

In the event that 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.

Cleaning and Sanitization

We are following the current health authority guidelines for sanitization and care.

Our classroom, including all accessible materials/toys, are disinfected daily. Disinfection is completed using a health authority approved sanitizer, which are alcohol or quad-based solutions. High traffic areas will be wiped down regularly throughout the day and as needed. A custodian will also come through our classroom to disinfect after we have closed the program for the day.

COVID-19 Health and Wellness/Illness Policy

Please note the following COVID-19 Health and Wellness policy, which applies to all staff and children within our facility. Parents are expected to complete a health review of their child at home before coming to school.

Additionally, our regular health and wellness policy stands:

Children may not attend childcare programs while they have any of the following symptoms:

- unusual, unexplained loss of appetite, fatigue, irritability, or headache
- eye infections
- unexplained rashes or any rash that is not confirmed by doctor to be non-contagious
- known or suspected communicable diseases (measles, chicken pox, pink eye, etc.
- ear infection, nausea, vomiting and/or diarrhea in the last 48 hours

| Symptom | May return when |
|---|--|
| Temperature of 37.8 C or higher (orally) or 37.2 C or higher (under the arm) | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Runny nose | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Cough | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Sore throat | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Difficulty breathing or wheezing | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Unexplained fatigue, aches or cold/flu-like symptoms | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Sinus congestion | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Eye infections, discharge, red/pink eyes | May return to childcare after a medical note or negative COVID-19 test confirms the child does not have COVID-19 and the child is symptom free for 48 hours. |
| Children who have, or children with others living in the same home who have just returned from international travel | May return after self-isolating for 14 days and being symptom free |
| Children who have, or children with others living in the same home who have been identified as having been exposed to Covid19 | May return after self-isolating for 14 days and being symptom free. *Note, this does not apply to health care providers. In the event that the person in the home is a health care provider, this only applies in the event that the person who is a health care provider has been directed to self-isolate due to possible exposure or symptoms. |

THE CHILL ZONE SOCIAL/PHYSICAL DISTANCING MEASURES

Each child will be provided with a container in which all their art, crafts, supplies, etc., will be kept for the duration of their time at The Chill Zone. Items in these bins will be disinfected daily. There will be a lot of outdoor play, rain or shine, as it is easier to maintain social/physical distancing outdoors. Please take note that we cannot always keep our distance with children and children keeping distant from each other is very difficult. Specific materials will be used to identify socially acceptable distances, i.e., chalk markings, colorful tags, signs.

MASKS: Children who have symptoms should be kept home from childcare rather than relying on masks. Masks can be irritating and may increase touching of the face and eyes, which increases the risk of infection. We, at The Chill Zone, will follow the guidelines provided by the school board and Vancouver Coastal Health. At times it may be difficult to keep 6 feet apart. Staff may wear a mask when we are unable to socially distance from a child, i.e., in an emergency situation. Staff are currently not wearing masks on a regular basis, but this could change. We encourage parents to teach children the importance of staying socially distant from friends and how to wear a mask in case it becomes mandatory once school begins.

HAND WASHING IS THE BEST WAY TO REDUCE THE SPREADING OF GERMS AND WE WILL CONTINUE TO ENCOURAGE THIS.

WHAT WILL OUR AFTERNOONS LOOK LIKE?

2:45-3:00 wash hands and sign In
3:00-4:00 outdoor play time (Rain or Shine)
4:00-4:30 wash hands and then snack time
4:30-5:15 daily activity/indoor playtime/homework help
5:15-5:45 outdoor playtime/indoor playtime
5:45 Wash Hands and Sign Out
SUBJECT TO CHANGE – Pick Up Time is any time before 5:45pm

For the well-being of children, staff and families, open transparency and candor is required around all the above requirements. Although this may lead to some challenging conversations, staff and families need to acknowledge and respect their necessity and their intention of care during the pandemic.
We sincerely appreciate your compliance and understanding!

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

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