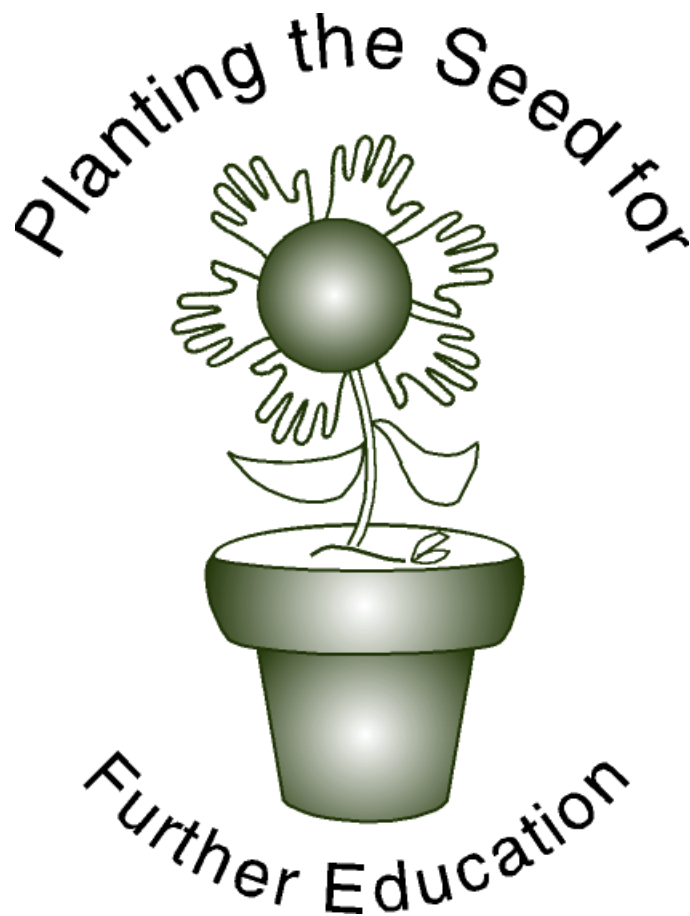


CREATIVE KIDS
BEFORE & AFTER SCHOOL
PROGRAM

PARENT HANDBOOK



"EVERYTHING A CREATIVE KID PARENT
SHOULD KNOW AND MORE!! "

www.creativekidspreschool.ca

INTRODUCTION

Welcome to Creative Kids Before and After School Care Program. We look forward to getting to know all the children, their families, and caregivers.

Our centre has been licensed by the Community Care Licensing Board, for an enrolment of 24 children and two staff.

We hope you will take the time to read through this handbook to familiarize yourself with our policies that will help make your child's time with us an enjoyable one. Also, there is a lot of information in this handbook that parents need to be aware of before your child starts their journey with us.

Each month you will receive a newsletter to keep you up to date on our monthly program plans, special dates and any new information that needs to be shared with the parents. Please read them carefully and keep them handy. Thank you.

PHILOSOPHY

At Creative Kids Before and After School Program, we are dedicated to providing qualified staff, a fun, interactive and stimulating program. Most of all we want the children to feel welcome, safe and genuinely happy when they come into the Centre each day.

Working closely together with the children as a team, we strive to develop a "home away from home" atmosphere. Through sports and recreation, arts and crafts, homework/quiet time, cooking, fieldtrips and much more, we want each child to feel all their individual needs are being met and in turn helping to build his/her self esteem and character.

We realize that time before or after school can be tiring and also overwhelming after a long day at school and that's why we are dedicated to the children making choices about their program, involving them in daily decisions and instilling as much fun as possible.

STAFF QUALIFICATIONS

Here at Creative Kids Before and After School Care Program, we employ two staff. There is also a director that will oversee all details of the program and will visit regularly to ensure that the quality of the program is always at top priority.

Mrs. Sandra Christian is the owner and director of the Before and After School Care Program and also the owner and director of Creative Kids Preschool right across the street. I have taught in the E.C.E field for 20 years and have owned Creative Kids Preschool since 1996. I am excited to be able to offer this program to the community and it has been a big success at Colebrook School. Please feel free to chat with me anytime you need to. I can be reached easily by e-mail info@creativekidspreschool.ca or phone the Preschool at 604-594-8880.

Ms Carrie Baker is the manager of our Before and After School Program. She has a passion for working with children of all ages and has been doing just that for over 20 years. Carrie's work experience includes working at Kenneth Gordon Maplewood School for the past 10 years. KGMS is a school with a specialized program for children with specific learning needs. Carrie is a Orton Gillingham Therapeutic Tutor and has completed several courses through the Para Educators Program and also has a current first aid certificate and Food safe certificate.

Miss Kaela Zink has volunteered in elementary schools, at Creative Kids Summer Camps and has completed the 20 hour responsible adult working with children course. She is currently taking University courses and planning to complete her teaching certificate in a few years to come. Kaela also has her First aid and Food Safe certificates.

OUR PROGRAM

Our program is based on fun and choices for the children. Our goal is that each child enjoys coming to our program and looks forward to the activities that are planned for the day. We have two responsible staff that will ensure that children are having fun and well cared for.

Each day there will be arts and crafts, indoor activities, home work time, computer time snack and a sports and recreation program. These are just a few of the activities each day. Each child will have a choice of either staying in the classroom with the activities that are planned, or join our fun sports and recreation program. Keep in mind an extra change of clothing will be needed for the Sports program and running shoes are a necessity.

HOURS OF OPERATION

Creative Kids Before and After School Program is open Monday to Friday. Our Before School Care Program opens at 7:00 a.m. The children will go to their individual classes when the bell rings at 8:40 a.m.

After School Care begins at 2:40 p.m. and children will be required to come directly to our classroom after the bell rings. The Centre is opened until 6:00 pm. All children must be picked up no later then 6:00 pm or late fees will apply.

*Please phone the Centre directly if your child will not be attending for the day so we do not expect them. Thank you

PROGRAM PLAN

7:00 a.m. - Centre is open. Children start to arrive.

7:00 a.m. to 8:20 a.m. - Greetings, activities, free play time, computer time etc. This time is also for children to eat or finish their breakfast brought from home.

8:30 a.m. - Children clean up their activities and prepare for school.

8:40 a.m. - Children are off to classes for the day

2:40 p.m. - Children arrive from classes. Put belongings away. Greeting of children. Gathering of group to talk about our activities for the afternoon. Children wash hands for snack time. Children sit at tables for snack. After snack, children help to clean up and washroom time.

3:15 p.m. – 3:45 pm – Children will get their homework for the day or a book to read quietly. A staff member will be there to help the children with homework if they need it.

3:45 p.m. to 5:30 p.m. - Activity time. Children have a choice of activities each day. There will be arts & crafts, computer time, floor space, cooking etc. in the classroom or a sports and rec. activity inside or outside on the days provided. Activities will be planned in advance, on a monthly calendar located outside the classroom.

5:30 p.m. to 6:00 p.m. - Quiet time, washroom time and clean up. Time to wind down the day and wait for parents to arrive.

AFTERNOON SNACKS

Creative Kids does not supply afternoon snacks for the children on a daily basis. You will need to ensure that your child has an afternoon snack in their lunch box each day and snack time in our program will be ensured so the children can keep up their energy throughout our program. We will have “snackactivities” included in our program where the children will enjoy cooking, baking and making some yummy foods to eat. These activities will not be in place of their after school snack supplied by the parents each day though. Also, as usual movie days will always include endless bowls of popcorn.

OUR FEE PHILOSOPHY

Creative Kids Before and After School Care believe in fair, competitive fees for all families attending the program. We also believe in fair wages for our hard working, amazing staff, our quality program endless supplies. Your fees ensure quality throughout the Centre and keep our standard of fun and care as our top priority.

FEES

Registration fee - \$35.00 per child (one time yearly fee, non refundable)

Full time before and after school care	\$400.00 monthly
Full time mornings only care	\$175.00 monthly
Full time after school care	\$325.00 monthly
Drop in morning care	\$20.00 per child
Drop in after school care	\$30.00 per child
Drop in Am & pm care	\$40.00 per child
<u>Professional days</u> – 5 to 6 days in one school year	Included
<u>Early dismissal days</u> are included in your fees.	Included

Every Professional Day cost is included in our monthly fees and each Professional day fieldtrip includes a fun fieldtrip. **There may be extra costs for the families on some of these fieldtrips**, as Creative Kids cannot cover all costs. If we need to rent a bus to safely transport the children or we are going to an exciting destination that has a large entrance fee etc., we will ask parents to cover these extra costs. Creative Kids takes responsibility for extra staff wages, supplies and lease costs during professional days but cannot cover all fieldtrip costs as well. Thank you.

WHY DO WE PAY THESE FEES?

Your fees each month pay for operational costs, including staff salaries, supplies, art & craft materials, equipment in the classroom, daily supplies, fieldtrips, transportation, insurance, school lease and much more overhead costs. All of these variables must be available for your child to maintain a quality program. You are reserving the time, space and provisions for your child whether he/she attends. There will be no refund on monthly fees or any portion thereof, regardless of sickness, statutory holidays or family vacations. There will also be no withdrawals after March 31st. We have a teacher/child ratio that must be maintained and it is impossible to fill your child's spot after this date.

TAX RECEIPTS

Tax receipts for the past year that your child attended will be given out by the end of February of the current year. Duplicate copies will not be given out if lost, therefore please keep them in a safe place. Thank you.

HOLIDAYS

Creative Kids Before and After School Care Program will not remain open during Christmas or Spring Break holidays. The school would like us to follow their schedule and they do not want us operating during these holidays. Also, enrollment is very low during these times and not worth the costs of staying open. We are located in a school, so when the school is closed we are also. The only exception is professional days. Keep in mind that regular fees remain in effect during these two months. We base our fees on a 10 month school year and adjust for school closures when basing these fees.

PAYMENTS

All fees are payable by post dated cheques dated for the first of each month (September to June), due at time of registration. NO EXCEPTIONS. **One month full written notice must be given BEFORE the first of the month must for withdrawal of your child or children. There will be no withdrawals after March 31st, as it is extremely difficult to fill that spot so late in the year.** After receiving notice, all remaining post dated cheques will be returned to you.

Keep in mind, our focus is on the children and the program, the staff's job is not to be collecting fees each month from all the families, therefore; we must be in possession of all post dated cheques for your child to be considered registered. Thank you.

There will be a \$25.00 charge for all returned cheques

LATE PARENT PICK UP'S

If you are late to pick up your child, there will be a late fee that will be charged to you. Please remember that the staff have families and commitments they need to attend to and we need to respect their time also. PLEASE DO NOT BE LATE!

The late charge will start to take affect at 6:05 pm. The fee is \$5.00 per child and will apply each 5 minutes. First late charge is in effect at 6:05 pm. Subsequent charges at 6:10 pm, 6:15 pm, etc. These charges are due in full the next day your child attends the Centre. No exceptions. We hope you understand that we need to have a strong policy in effect to not have our staff taken advantage of. Thank you.

REGISTRATION FORMS

When you register your child at Creative Kids Preschool, you will receive a detailed registration form outlining important information about your child. Please fill out all areas. Immunization dates are especially important as the licensing board comes to our centre regularly to ensure children's forms are all up to date. It is also important to have all areas filled in to the best to your knowledge, so the staff at Creative Kids can make your child's experience here fun and enjoyable. Please be sure to fill in all areas of the Emergency Card, as these cards will accompany us on all community walks and fieldtrips. Thank you

PARENT DROP OFF AND PICK UP

PARENTS: You must sign your child in and out each day that he/she is present. The sign in/out sheet is located right outside our entrance door under our parent information board. If someone other than you will be picking up your child, he/she is expected to sign the sheet too. We have a record of anyone authorized by you to pick up your child. If the person picking up your child is not on our records then you need to give us written notice or phone the centre and verbally give your permission for that person to pick up your child. Thank you.

Please let us know directly of any changes regarding 'pick ups' (parent picking up child early at school, child walking to a friend's home, early dismissal because of illness, etc.). Your communication with us is extremely important. Thank you.

ALL PARENTS MUST CALL THE CENTRE BEFORE 2:00 PM TO TELL US IF YOUR CHILD WILL NOT BE ATTENDING THAT AFTERNOON. It is unfair to the staff to have to look for your child if they do not show up after school because they are away.

CHILD RELEASE POLICY

Children will be released only to parents or to people stated in writing on their registration form. Children will not be released to people who are not on the registration list unless staff, have written or verbal permission directly from a parent.

Please inform people listed on the registration form as "alternate persons to call in case of an emergency", that they may be called if needed. These people would be called if a staff member could not reach either parent. An "emergency situation" could involve injury to the child, sickness/vomiting, parent is late and cannot be contacted past 20 minutes or an uncontrollable child who is putting staff or other children's safety at risk.

If an individual who is under the influence of drugs or alcohol or who is incapable of providing safe care to your child comes into the Centre, the staff will recommend an alternate person to be called to pick up your child. If a parent or alternate refuses our request and we feel your child's safety is at risk we are required by law to report the incident to the Ministry for Children and families or to the police if necessary.

WITHDRAWALS

As stated above, we do require one full month's written notice in writing before the first of the month to withdraw from our program. Without this proper notice, we cannot fill your spot in time. If one full month's notice is not given, parents are expected to pay one month fees in lieu of notice. We will not accept any withdrawals from our program after March 31 due to the fact that it is impossible to fill your child's spot so late in the year.

Creative Kids Learning Centers also reserves the right to automatically withdraw services of care for a family due to circumstances which cannot be resolved between the existing parties. Examples of automatic withdrawal could consist of, consistent late pick ups, fee discrepancies, inappropriate, disrespectful behavior by a child or parent, a child who is not consistently dis-respecting the staff, program or other children in the center. Someone who causes disruption to the dynamics of the program and creates stress within our environment to the staff and other children. These are a few examples.

ILLNESS

If your child is ill, please do not send him/her to school, including Before and After School Care. If your child is away for more than two days, please call and inform us. In addition, we must know within 24 hours if your child has been in contact with a communicable disease.

Children are required to stay at home and parents need to seek alternate care arrangements under the following conditions:

- An acute cold with a fever, runny nose and eyes, coughing, sore throat and trouble swallowing.
- A fever (100F/38.8C)
- Vomiting, nausea
- Infected skin, eyes or undiagnosed rash
- Headache and stiff neck (should see physician)
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps need to be excluded from the Centre.
- Severe itching of body and scalp (if diagnosed as lice the child needs alternate care for 72 hours).
- Any communicable disease which we need to report to licensing.
- A case of head lice

If a child becomes sick while at school, he/she needs to be picked up by the emergency contact or parent, not by the Centre. **Understand, the Centre is not to be the child's emergency contact.**

If a child becomes sick while at the Centre, he/she needs to be picked up as soon as possible by the parent or the emergency contact. We are unable to keep a child here at the Centre once they have vomited. Thank you for your understanding.

GUIDANCE AND DISCIPLINE POLICY

The purpose of guidance and discipline in this Centre is to provide a safe and healthy learning environment in which each child can feel secure. Each child will be encouraged and supported to develop positive relationships with peers and staff. Staff will strive to be appropriate behavioural models, showing respect for children, parents, co-workers and their environment. To this end, parents can expect that staff will:

- Demonstrate affection and caring to your child through appropriate forms of verbal and physical interaction.
- Maximize opportunities for appropriate and positive behaviors for your child through the program and activities.
- Provide clear, simple and consistent limits regarding appropriate behaviors within the Centre, such limits will be offered in a positive manner.
- We will not, at any time, use corporal punishment (spanking or hitting. No physical means). Harsh or belittling language will not be used at any time.
- Give verbal direction and redirection as the main means of guidance and discipline.
- Recognize and label your child's feelings in situations which may be difficult for him/her.
- Physically control your child only if he/she presents a physical danger either to himself/herself or peers. This restraint will protect your child until your child feels he/she is again in control of himself/herself.
- Supervise your child at all times and will not remove your child to an unsupervised area as punishment.

Parents are encouraged to question staff if they are unclear about the handling of any incident within the Centre.

As partners guiding your child through these important developmental years, it is desirable that staff and parents work closely and honestly together.

Staff will be pleased to discuss any questions you may have about any aspect of this guidance and discipline guideline.

CHILD ABUSE POLICY

Parents, please note:

- We are required by law to report suspected or disclosed abuse.
- Failure to report abuse can result in prosecution under the Family and Child Service Act.
- We are NOT permitted to contact the parent, unless specifically directed to do so by the Ministry of Social Services and Housing, or Police.
- Reporting procedures are designed to protect the child.
- Our responsibility is to report suspicious / disclosures, NOT determine if abuse has occurred.
- It is the responsibility of the Ministry of Social Services and Housing to investigate and decide if the child is in need of protection.
- Our concern is the safety and well being of the child.

EMERGENCY PROCEDURES

In keeping the children aware that an emergency situation can happen at any time, we conduct fire and earthquake drills once a month. We have emergency containers available that are stocked with the very basic necessities.

In the event of a major snow fall. Our policy has always been, if the Surrey public schools close, we will close too. Also, if one of our staff members cannot safely make it to the school, then we will have to close the program for that day. Each staff member keeps up-dated class lists at home and will be sure to personally call each family to inform them of any school closures.

In the event of a power failure, the staff will call BC Hydro to see if they have an estimated time for the power to be reinstated. If the power will be on within two hours we will continue the program. If the power is estimated to be off for more than two hours or we cannot get a confirmation from BC Hydro, we will contact all families to come and pick up their child from the program or inform you that you cannot drop your child off in the morning

FIELDTRIPS

At Creative Kids Before and After School Care Program we look forward to engaging in fun and exciting fieldtrips with your child. We will plan our fieldtrips around the school professional days each year. All information about each fieldtrip will be posted in our monthly newsletter. There will also be a sign-up sheet for the parents to give their permission to attend each trip. If you do not give your permission, your child will not be able to attend.

We will be utilizing public transportation or a private bus service for our fieldtrips. **Some costs** for our Professional day fieldtrips will be covered by Creative Kids (please see Fee Schedule pertaining to professional day costs). Keep in mind that you will need to provide a disposable lunch and snack for your child on each fieldtrip.

Please know that your child will be under direct supervision of a teacher at all times. We will always be carrying each child's emergency card, a cellular telephone and first aid kit with us. There will be a designated meeting place explained to everyone at every destination. Roll call will be taken at each unloading and reloading of all children at each destination. We will not leave any premises without ALL the children accounted for.

COMMUNITY WALKS

We are so lucky to be situated in the beautiful neighborhood called Panorama Ridge. Within this neighborhood are beautiful trails, fields and nature surrounding us. Some of our program will be planned around the neighborhood. We might utilize Joe Brown Park for activities, take a Nature walk through the fields, and go on a scavenger hunt or whatever else we dream up.

Please know that whenever we are away from the school with your child, they will be well supervised at all times. The teachers will have the center's cell phone with them, first aid kit and children's emergency cards.

Going on adventures is a ton of fun and we will be planning a lot of adventures throughout the year!

Thank you for reading through our Parent Handbook. If you have any further questions, please do not hesitate to contact the director further.

Sincerely,
Sandra Christian
Owner/Director
Creative Kids Before and After School Care Program