



Creō Kids Licensed Child Care

Parent Handbook + Guide

2024/2025

Applies to All Licensed Child Care Programs

Before & After School Care // Pro D Day Camps // Spring & Summer Break Camps



1253 Johnston Road, White Rock BC V4B 3Y9
604-531-8512 | info@creokids.ca | www.creokids.ca



Creō Kids Licensed Child Care

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Creō Kids Licensed Child Care

INTRODUCTION

Welcome to Creō Kids Licensed Child Care!

Please take the time to read through this handbook to familiarize yourself with our program and policies that will help make your child's time with us an enjoyable one. ***There is important information in this handbook that parents need to be aware of before your child starts their first day in one of our licensed child care programs.***

PHILOSOPHY

We are dedicated to providing nurturing qualified staff and a fun, interactive and creative environment for children to feel welcome, safe and genuinely happy when they enter our studio each and every day.

Our goal is to provide a space for children to explore and learn through a variety of creative means. Creative activities provide unconventional ways of self expression and help to build on and facilitate positive experiences. Through creative play children learn new communication skills and benefit physically, emotionally, socially and intellectually.



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PROGRAM OUTLINE

We aim to ensure that every child's unique needs are met, which will in turn boost their self-esteem and character development. The safety and well-being of all children participating in our programs is of utmost importance and will be maintained through various measures. We will work with the children to develop guidelines for appropriate behavior and encourage self-discipline. Additionally, we will utilize positive reinforcement methods to foster positive interactions and encourage good behavior amongst the children in the program.

At our facility, we offer a wide range of activities to keep children engaged and stimulated. These activities include arts and crafts, open-ended projects, outdoor play, planned group games, science experiments, reading/quiet time, and homework assistance. We believe that children should be given the freedom to choose activities that align with their skills and interests. We understand that children can become tired after a long day at school, which is why we are committed to providing them with a variety of options that cater to their individual needs and preferences. Our facility has designated areas for both active and quiet activities, which will enable children to socialize and develop their cooperation and problem-solving skills in a group setting.

- Licensed staffing ratio = 1 supervisor to 12 children
- We accept ACCB (Affordable Childf Care Benefit)
- We particiapte in CCFRI (Child Care Fee Reduction Initiative)



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HOURS & CALENDAR

Before & After Care	Pro D Days	Closures	Spring Break	Summer Camps
<p>September 3, 2024 to June 26, 2025</p> <p>Open 7:00am Close 6:00pm</p> <p>For monthly fees see page 5</p> <p>If we have room we offer daily drop in rates</p> <p>Before & After \$60</p> <p>After School \$50</p> <p>Before School \$35</p>	<p>Sept 27, 2024</p> <p>Oct 25, 2024</p> <p>Nov 8, 2024</p> <p>Feb 21, 2025</p> <p>May 2, 2025</p> <p>May 26, 2025</p> <p>June 27, 2025</p> <p>Open 7:00am Close 6:00pm</p> <p>If we have room we offer daily drop in - 8 hours of care</p> <p>\$90 per day</p>	<p>Truth & Reconciliation Sept 30, 2024</p> <p>Thanksgiving Oct 14, 2024</p> <p>Remembrance day Nov 11, 2024</p> <p>Winter Break Dec 23 to Jan 3, 2025</p> <p>Family Day Feb 17, 2025</p> <p>Good Friday April 18, 2025</p> <p>Easter Monday April 21, 2025</p> <p>Victoria Day May 19, 2025</p>	<p>March 17 to 28, 2025</p> <p>Open 8:00am Close 5:30pm</p>	<p>July & August</p> <p>Open 9:30am Close 4:00pm</p> <p>Early drop off & extended pick up available</p>



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BEFORE & AFTER CARE MONTHLY FEES

Before & after school care monthly fee commitment from September to June. Please note: fees are subject to an annual review in March and an approved increase will take effect in April

*Fees reflect **KINDERGARTEN** and **GRADES 1 to 6** after the BC CCFRI subsidy has been deducted

Kindergarten	Opion A	Option B
5 days	\$349.50	\$280
4 days	\$364	\$224
3 days	\$288	\$168
2 days	\$232	\$112

Option A = Includes 7 Pro D Days and spring break for the amount of days that you have registered and paid for. *ie: if your child only attends 2 days per week then only 2 days per week over spring break is included. You may register for additional days of spring break care for an additional fee.*

Option B = No school closure days are included. Your child will only attend on days that school is in session

Grades 1 to 6	Opion A	Option B
5 days	\$554.50	\$485
4 days	\$528	\$388
3 days	\$411	\$291
2 days	\$314	\$194



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REGISTRATION & PAYMENT OF FEES

Secure a Space

To register and secure a space in our licensed before & after school care program we require a \$250 non-refundable deposit. This deposit will go towards your first months fees. We will send you an online registration to complete before your child attends.

Annual Fees

A \$75 annual registration fee per child applies to all families and will be billed with your first months fees.

Payment of Monthly Fees

All fees are due on or before the first of each month (September to June inclusive) by e-transfer to info@creokids.ca.

*To avoid late payments a good idea is to set up an automatic e-transfer payment

ACCB (Affordable Child Care Benefit)

Families are required to first get approved for ACCB through the government and are required to submit all applicable forms. Once approved, the monthly approved amount will be sent to us and we will deduct it from your monthly fees

Late Payments

A \$50 late payment fee will be issued for payments recieved after the 1st of the month.

Refunds

Refunds will not be issued on monthly fees or any portion thereof, regardless of sickness, school holidays, family vacations, snow or weather related closures or power outages.

Reciepts

Tax receipts for the past year that your child attended will be emailed by the end of February of the current year.

Withdrawal

We require one full month's written notice for withdrawal of your child before the 1st of the following month. After receiving notice, all future registrations will be terminated. The \$75.00 annual registration fee is not refundable.



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Registration & Payment of Fees continued...

Withdrawal notices will not be accepted after March 31st and there is an obligation of payment of the monthly fees during the last three months of the school year (April - June) if notice of withdrawal is not received on or before March 31st and if we cannot fill your spot. We have a supervisor/child ratio that must be maintained and it is unlikely that we will fill your child's spot after this date.

DROP OFF, PICK UP & ABSENCES

Drop Off & Pick Up

Please sign your child in and out each day that they attend - The sign in/out sheet is located at the front desk. If someone other than you will be picking up your child, they are expected to sign the sheet also. 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 via email/text or phone the center and verbally give your permission for that person to pick up your child.

Please inform us 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. It is difficult for the staff to have to look for your child if they do not show up after school because they are away.

Absences

If your child will be absent please contact the studio by phone or email to let us know in advance

Late Pick Up

We understand that circumstances arise that are out of your control and late pick ups sometimes happen. If you will be late please call the studio at 604-531-8512. If it is a regular occurrence we are obligated to charge you for the staff's time.

Parking

Ample street parking is available in front of the studio and the surrounding area. Alternatively, parking is available in the lot at the rear of the building.



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CHILD RELEASE POLICY

1. Children will be released only to those stated in writing on their registration form.
2. 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.
3. We will not release your child to a sibling or friend under the age of 12.
4. 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.
5. If an individual approved to pick up your child who is under the influence of drugs or alcohol or who is incapable of providing safe care to your child comes into the center , the staff will recommend an alternate person 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 the police if necessary.
6. If a child has not been picked up from the facility at closing the following steps will occur:
 - Contact guardians
 - Contact emergency contacts
 - Contact Director for further instructions

After 45 minutes of attempting contact with guardians/ emergency contacts the Ministry of Children and Family Services and RCMP will be contacted for support.

Custody Agreements

If one parent is not allowed to have access to a child by law we are required to keep a copy of the custody agreement on file stating so. Without this, we are not legally allowed to deny a parent access to their child.



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FOOD POLICIES

Parents/guardians will ensure that children are provided with an afternoon snack in their lunch bag each day. Afternoon snack time allows the children to keep up their energy throughout our program. Snack times vary based on each child's needs. We allow children to have a snack when they are hungry at our tables designated for eating.

On full care days such as PRO D days & camps a nutritious lunch and snacks must be provided by parents/guardians. Lunch should be stored in an insulated lunch kit; an ice pack is recommended to keep it cold as we will not keep lunches in our fridge.

Example Full-Day Care Meal Schedule: (Times are approximate)

The first snack time will be between 10:00am - 10:30am, lunch will be between 12:00pm - 12:30pm, the second snack will be between 3:00pm - 3:30pm.

- On special occasions such as a child's birthday or holiday we may offer a treat to the children.
- Occasionally we will eat outside or have a picnic during the warmer months
- Keep sugary foods such as pop, chips, candy and gum for at home. If children bring such items for their snack/lunch we will ask them to save it for home

Food Allergies and Restrictions

- During the registration process parents/guardians are advised to inform us about any food related allergies or restrictions
- We will follow any and all written instructions given by parents/guardians
- We will ensure that all families are aware of any serious food allergies

WE ARE A NUT FREE FACILITY



ILLNESS POLICIES

When Is a Child Too Ill To Attend Before and After School Care?

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 (100.4F or 38C)
- 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 center.
- 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.

Protocol & Procedures

1. If a child becomes sick while at the studio, they need to be picked up as soon as possible by the parent or the emergency contact.
2. If your child will be absent due to illness, please call or email the centre to let us know. In addition, we must be advised within 24 hours if your child has been in contact with a communicable disease.
3. If a child is diagnosed with a communicable disease that has attended the centre our protocol is to report to licensing and to advise all families whose children also attended with instructions from Fraser Health Licensing

*****For more information regarding illnesses contact the 24 hour BC Nurse Line @ (604) 215-4700.*****



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CHILD INCIDENT / ABUSE POLICY

- 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.

GUIDANCE AND CARING POLICY

A variety of strategies are used to help guide children's behavior. One strategy will be effective in some situations and with some children but may not be effective at another time. Each child and situation is different so different strategies may be used.

The following strategies will be used to promote positive interactions among children and adults in our facility: We set clear and consistent limits by explaining what is expected of each child. We take the time to explain why a behavior is expected and we speak slowly and clearly using a calm, friendly voice

- Reinforce appropriate behavior with both words and gestures. It is important to acknowledge positive behavior. This helps to encourage the child to repeat the behavior.
- Redirect or divert children when appropriate. This means having the child redirected to another activity or area.



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Guidance and Caring Policies continued...

- Offer simple reminders to children about the limits and expectations. Children will often become distracted during play activities and will need to be reminded of appropriate behavior patterns.
- Encourage children to use problem solving strategies or techniques. This helps to build their self-esteem and communications skills.
- Encourage children to verbalize their feelings and their needs at all times. This creates a sense of trust.
- Provide children with appropriate choices for their behavior. This gives them the opportunity to make decisions. e.g., "Would you like to wait here for your turn to paint a picture or would you like to play somewhere else and I will call you when it is your turn?"
- Help the children with natural and logical consequences so they can understand the outcomes of their behavior, e.g. "When a cup is placed on the edge of the counter, it will fall and spill the water." "Here is a sponge to wipe it up."
- Corporal punishment (spanking, hitting, shaking, and deprivation of meals or snacks, washroom facilities) or verbal abuse (yelling, name calling) would never be used as a form of punishment by any means and is prohibited.

ACTIVE PLAY POLICY

In accordance to the Fraser Health Licensing Standard of Practice for Active Play, Creō Kids is dedicated to the overall health and wellness of each child in our care. In each of our programs, there will be planned Active Play sessions scheduled into the daily routine as well as incidental additions when time or occasion permits.

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping. All programs will be planning age appropriate activities to successfully meet these daily physical requirements.

Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of



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Active Play Policy continued...

gross motor (large muscle movement) and fine motor (small muscle movement) skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

Creō Kids will follow the below daily requirements for Active Play

Length of program	Amount of active play per day
2 - 3 hours	30 minutes
3 hours or more	60 or more minutes

Active Play can be accumulated through out the day in a minimum of 15 minute sessions or continuously depending on the program and will take place outdoors when weather and/or space is appropriate.

Planned activities may include but not limited to

- Obstacle Courses
- Sports Games – Soccer, Dodgeball etc.
- Group Games
- Playground play

We will use the grounds of White Rock Elementary as an off site playground for outdoor active play. Parents/guardians will be required to sign a consent form allowing their children to participate in off site play.



OFF SITE PLAY AREA PLAN

Activities will change daily to meet the children's changing needs and interests. This will be determined based factors such as weather for example: on a rainy day we may get geared up have more nature play outdoors. On a snowy day we may head to the grass field and build snowmen. On a nice sunny day we may play tag or have free time on the play structure. On a fall day, collect leaves and acorns under the oak tree to incorporate in an art project. All of these being opportunities to grow socially, emotionally, creatively, cognitively and physically.

Traveling to and from the play area

- Distance to play space away is approximately 50 steps or 38.1 meters from door to entrance of school grounds
- Walking will be the form of transportation to the play space away
- The route includes sidewalks and a marked crosswalk with flashing lights

Ensuring safety at the play area

- The entire area is fenced and all the play structures are suitable for all ages and abilities of school aged children.
- The school grounds are looked over and cleaned up daily by school staff. Supervisors will do a scan of the area before children enter to ensure that the area is safe for children at all times ie: free from animal feces, glass, garbage etc. Children will be told to tell their supervisor(s) immediately if they see something that shouldn't be on the playground.
- Supervisors will carry a bag that consists of disposable gloves, bag for garbage, a first aid kit and their cell phone



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If a child needs to use the washroom

- **On a school day** Access to washrooms are usually available at White Rock Elementary until 4pm - One supervisor will walk the child or children to the outside entrance to the washrooms where they can visibly watch them enter the washroom and wait until the children return to safely walk them back to the play area.
- **On a non-school day** One supervisor will safely walk the child or children across the street to Creō Kids to use that washroom. Once the children have used the washroom the supervisor will safely walk them back to the play area.

Before leaving for outdoor play time children will be advised to use the washroom if needed to help minimize the chance of needing to take a washroom break

Outdoor time will be determined as follows

After school Meet for pick up at 2:30 and play for approximately 20-30 minutes on a play site before heading to Creō Kids around 3:00. Next outdoor playtime will around 4:00 - 4:30. Times will vary based on weather and based on children's desires to play outdoors or indoors.

Pro D Days & camps Outdoor time will be in increments of every 1.5 - 2 hours. Again, times will vary due to weather and children's desires. And, having two supervisors present at all times will allow for one to take out smaller groups at a time.

PERSONAL SCREEN TIME POLICY

It is our policy that if children have a phone or tablet in our facility that they will not be allowed to use them and they will stay in their backpack.

If parents are concerned about being able to contact children they will always be able to call the facility



EMERGENCY PREPAREDNESS PLAN

We practice our fire drill monthly and our emergency preparedness plan annually

Action Plans

Staff/Alternate Caregiver Training

- The Staff Policy Manual will include the EPP in full for reference. The manual will be stored in an accessible area at all times.
- A step by step emergency plan will be posted in plain view in the studio. A record form will be posted for staff to record the monthly practice drills.
- Both emergency and/or fire drill procedures are practiced once per month to ensure staff and children are familiar with the safety procedures.

Storage of Emergency Supplies

- Supplies will be stored in rolling suitcase marked EMERGENCY KIT behind the front desk.

The staff will do everything possible to ensure the safety and comfort of the children is foremost in the case of an emergency. Please do not attempt to contact the studio in the case of an emergency as this will tie up the phone lines necessary for emergency crews and minimize the possibility of our emergency contact parent being able to reach your family. We appreciate the worry everyone may experience and appreciate even more your understanding and support of our procedures.



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PROFESSIONAL DEVELOPMENT DAYS

The Surrey School Board allocates 6 Professional Days a year plus 1 administrative day after the last day of school. We understand that you may require extra care on these days that your child would normally attend school. Creō Kids will remain open for all 7 of these school closure days - you can find the specific dates on the calendar on page 3.

The professional days that we will remain open are included in OPTION A monthly fees (Refer page 4 for more information). To register for a drop in Pro D Day pre-payment is required a week in advance and refunds will not be given if your child does not attend.

COMMUNITY WALKS

Some of our program will be planned around the neighborhood, weather permitting. We might utilize the beach, fields/trails and parks for activities, take a nature walk, 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 supervised at all times. The supervisors will have a cell phone, first aid kit and children's emergency cards with them.

EMERGENCY PROCEDURES

In the event of a major snowfall. Our policy is, if the Surrey public schools close, we will close too. Also, if one of our staff members cannot safely make it to the studio, then we will have to close the program for that day. We will 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. We realize this may pose an issue for you if you are at work, so we suggest you have a backup form of childcare at all times.



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WITHDRAWAL POLICIES

As stated previously, **we require one 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 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 difficult to fill a registered spot so late in the year.

Creō Kids reserves the right to withdraw services immediately and without notice in situations that are detrimental to the operation of our facilities or programs, to our staff or to other clients or children in our programs. **Some examples of situations where our right to withdraw services may be exercised include:** consistent late pick-ups; a failure to pay fees as and when they are due; inappropriate or disrespectful behavior by a child or parent; behavior by a child that shows a consistent lack of respect for the staff, the program or other children; and behavior which causes disruption to the dynamics of our programs or which creates undue stress for our staff, other clients or other children in our programs. These are but examples, not an exhaustive list.

Creō Kids reserves the right to cancel, move or adjust services at anytime within a 10 month registered period.

PERMISSION TO SHARE

At times we may take photographs, video and/or audio (the "Media") during our programs to post on our social media channels and for use on our website and promotional materials. We are the sole owner of any Media and may use the Media in any way, in our sole discretion. You grant us permission to use your child's image without any restriction and waive your right to inspect or approve the Media unless you specifically request not media be used of your child at the time of registration.

Thank you for taking the time to read our Parent Handbook + Guide. We hope we have answered all your questions and what you have read will be beneficial to you and your child's experience at our studio.

Jennifer Findlay Owner/Operator - Creō Kids & Creō Art Studio | 604.531.8512 | info@creokids.ca