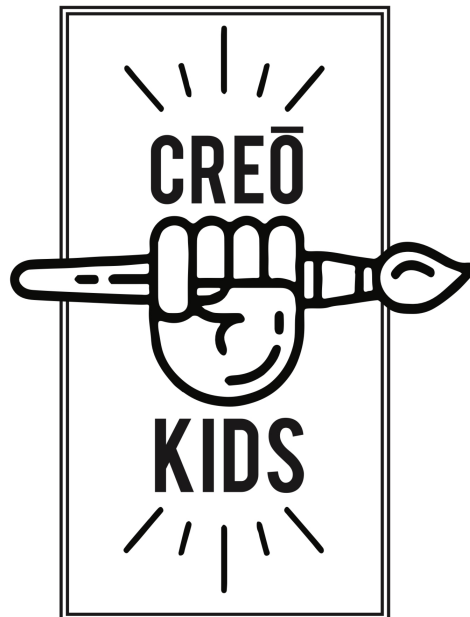


Before & After School Care Parent Handbook

Created: July 2019

Updated: July 2023



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INTRODUCTION

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

Please 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. *There is important information in this handbook that parents need to be aware of before your child starts their first day in our before & after school program.*

PHILOSOPHY

At Creō Kids we are dedicated to providing qualified staff, a fun, interactive and creative environment. Most of all we want the children to feel welcome, safe and genuinely happy when they come into the 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, build on positive experiences and facilitate positive experiences. Through creative play children learn new communication skills and benefit physically, emotionally, socially and intellectually.

OUR PROGRAM

We want each child to feel their individual needs are being met, and in turn, help to build his/her self-esteem and character. The safety and well being of all children in the program is of the greatest importance and will be maintained in several ways. Guidelines for behavior will be developed with the children in their development of self-discipline. Positive reinforcement methods will also be used in order to help children develop a positive pattern of behavior with the other children in the program. Our staff members that will ensure that children are having fun, nurtured and well cared for.

At Creō Kids we encourage a variety of activities such as arts & crafts, open-ended projects, outdoor play, planned group games, science experiments, reading/quiet time & homework assistance. Children have the ability to choose based upon their own skills and interests. We realize that time before and after school can be tiring for the children, and that's why we are dedicated to the children and their choices. Areas will allow for active or quiet activities which give children an opportunity to socialize and work on co-operation and group problem solving skills.

Creō Kids is open Monday to Friday. Before school care opens at 7:00 a.m. The children will then be walked to their White Rock Elementary for the day.

After school care begins at 2:30p.m. - the children will be picked up from their designated meeting areas. The studio is open until 6:00 p.m. Late fees apply for children pick up after 6:00 p.m.

**Please phone the studio directly if your child will not be attending for the day so we know not to expect them.*

FEES

At Creō Kids we believe in fair, competitive fees for all families attending the school. Many factors are considered when determining our fee schedule for our programs. We will strive to be competitive and comparable with other programs in the community but will always put the quality of our programs first. We employ hard working, highly qualified staff and believe in fair and competitive wages. Quality supplies, safe and clean equipment, and new program materials are always considered when setting fees. As quality is our number one priority, the program fees will be reviewed on an annual basis.

Registration Fee - \$75.00 per child (non-refundable). Applies to all registering families annually.

Early dismissal days - Are included in your fees

Professional Days

All professional days are included in the cost of **OPTION A** fees. If your child is not registered for school closures the fee to register for a pro d day is \$85 (if we have space)

*****Please note: No refund or credit will be given for full-time registered children who don't attend all Pro D Days as they are worked into the cost for full-time registered fees.**

- We will be open from 7am - 6pm on Pro D Days
- You must sign up your child in advance for each pro-d day that they will attend so we can organize staff for the day. Additional fees are non refundable.
- Children must bring their own snacks and lunch unless otherwise noted.

Winter Break & Spring Break

- During winter break all programs are **CLOSED**
- We are open for spring break for camps from 8am-5:30pm and is included in the cost of **OPTION A** full-time fees. If we have room available, children registered part-time may attend for an additional fee.

*****Please note: No refund or credit will be given for full-time registered children who don't attend Spring Break as they are worked into the cost for full-time registered fees.**

**Creō Kids Licensed Childcare
2023-2024 SCHOOL YEAR FEE SCHEDULE**

Effective September 1st, 2023
FEES ARE SUBJECT TO AN ANNUAL REVIEW ON APRIL 1, 2024

**OPTION A - INCLUDES SCHOOL CLOSURES
Pro D Days & Spring Break**

KINDERGARTEN

| | | Monthly & Daily Fees | BC Fee Reduction | Parent Portion of Monthly & Daily Fees |
|---|-----------|----------------------|------------------|--|
| <u>School days</u> 7:00 - 8:30am & 2:30 - 6:00pm | FULL TIME | \$650 | \$320 | \$330 |
| | 4 days | \$600 | \$256 | \$344 |
| <u>School closure days</u> 7:00 - 6:00pm | 3 days | \$465 | \$192 | \$273 |
| | 2 days | \$350 | \$128 | \$222 |

GRADES 1-6

| | | | | |
|---|-----------|-------|-------|-------|
| <u>School days</u> 7:00 - 8:30am & 2:30 - 6:00pm | FULL TIME | \$650 | \$115 | \$535 |
| | 4 days | \$600 | \$92 | \$508 |
| <u>School closure days</u> 7:00 - 6:00pm | 3 days | \$465 | \$69 | \$396 |
| | 2 days | \$350 | \$46 | \$304 |

OPTION B - NO SCHOOL CLOSURE DAYS

KINDERGARTEN

| | | Monthly & Daily Fees | BC Fee Reduction | Parent Portion of Monthly & Daily Fees |
|---|-----------|----------------------|------------------|--|
| <u>School days</u> 7:00 - 8:30am & 2:30 - 6:00pm | FULL TIME | \$540 | \$320 | \$220 |
| | 4 days | \$435 | \$256 | \$179 |
| <u>School closure days</u> NO CARE | 3 days | \$325 | \$192 | \$133 |
| | 2 days | \$220 | \$128 | \$92 |

GRADES 1-6

| | | | | |
|---|-----------|-------|-------|-------|
| <u>School days</u> 7:00 - 8:30am & 2:30 - 6:00pm | FULL TIME | \$540 | \$115 | \$425 |
| | 4 days | \$435 | \$92 | \$343 |
| <u>School closure days</u> NO CARE | 3 days | \$325 | \$69 | \$256 |
| | 2 days | \$220 | \$46 | \$174 |

OPTION C - DROP IN (If space is available)

| | | | | |
|--|------------------------|------|-----|------|
| K - Grade 6 DROP IN Rates | DROP IN Before & After | \$60 | N/A | \$60 |
| | DROP IN After School | \$50 | N/A | \$50 |
| | DROP IN Before School | \$35 | N/A | \$35 |
| | DROP IN PRO D Day | \$85 | N/A | \$85 |

**Please refer to the following schedule for
Pro D Day dates and holiday closures**

Surrey School District 2023 /2024 Schedule

First day of school: September 5th, 2023

Last day of school: June 27th, 2024

| DATE | DESCRIPTION | HOURS/PROGRAM | OPERATING |
|--------------------|---|------------------------------|------------------|
| September 25th | Pro D Day #1 | Open 7am-6pm | LICENSED |
| October 2nd | National Day for Truth & Reconciliation | CLOSED | CLOSED |
| October 9th | Thanksgiving Day | CLOSED | CLOSED |
| October 20th | Pro D Day #22 | Open 7am-6pm | LICENSED |
| November 10th | Pro D Day #3 | Open 7am-6pm | LICENSED |
| November 13th | Remembrance Day | CLOSED | CLOSED |
| Dec 25th - Jan 5th | Winter Break | CLOSED | CLOSED |
| February 19th | Family Day | CLOSED | CLOSED |
| February 23rd | Pro D Day #4 | Open 7am-6pm | LICENSED |
| March 18th - 28th | Spring Break | DAY CAMPS OPEN 8am-5:30pm | LICENSED |
| March 29th | Good Friday | CLOSED | CLOSED |
| April 1st | Easter Monday | CLOSED | CLOSED |
| May 3rd | Pro D Day #5 | Open 7am-6pm | LICENSED |
| May 20th | Victoria Day | CLOSED | CLOSED |
| May 27th | Pro D Day #6 | Open 7am-6pm | LICENSED |
| June 28th | Pro D Day #7 | Open 7am-6pm | LICENSED |

PAYMENT OF FEES

All fees are paid on the first of each month (September to June inclusive) e-transfer, post dated cheques or cash.

**There will be no refund on monthly fees or any portion thereof, regardless of sickness, school holidays, family vacations, snow or weather related closures or power outages.

*****One full month's written notice must be given for withdrawal of your child before the 1st of the following month.** After receiving notice, all future withdrawals will be terminated. The \$75.00 registration fee is not refundable. **Deadline for September withdrawal is July 31. There will be no withdrawal notices accepted after March 31st.**

There will be 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. We have a teacher/child ratio that must be maintained and it is impossible to fill your child's spot after this date.

****** A \$50 late fee will apply for returned cheques or if payments are not received by the 1st of each month with an additional \$50 for each week there after******

REGISTRATION FORMS

When you register your child at Creō Kids, 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 inspects regularly to ensure children's forms are all up-to-date. It is also important to have all areas filled in to the best of your knowledge, especially if your child has special needs.

The staff at Creō Kids want to make your child's experience here is fun and enjoyable. Please be sure to fill in all areas of the Emergency Card, as these cards will accompany us on all pro-d days, community walks and field trips as well as transportation to and from school.

HOLIDAYS

Creō Kids before and after school care will be closed for all statutory holidays. We will offer licensed day camps for spring & summer. Families already enrolled in before and after school care will have an opportunity to sign up for day camps before we advertise to the public.

Keep in mind that regular fees remain in effect during Statutory holidays. We base our fees on a 10 month school year and take into account school closures when basing our fees.

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!

LUNCH/AFTERNOON SNACKS

Creō Kids does not supply afternoon snacks for the children on a daily basis. Parents/guardians will need to 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 time will be between 3:00pm - 3:30pm in the afternoon.

On full care days such as PRO D days 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.

Pro D Day Meal Schedule:

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. If we do we will inform parents beforehand via email
- Occasionally we will eat outside or have a picnic during the warmer months
- Please 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 and will offer them a nutritious alternative

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

PLEASE DO NOT SEND ANY ITEM WITH YOUR CHILD THAT CONTAINS ANY NUTS

PARENT DROP OFF AND PICK UP

PARENTS: Please sign your child in and out each day that he/she is present. The sign in/out sheet is located at the front desk. If someone other than you will be picking up your child, he/she is 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 or phone the center and verbally give your permission for that person to pick up your child.

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. **ALL PARENTS MUST CALL THE CENTER BEFORE 2:00 PM TO TELL US IF YOUR CHILD WILL NOT BE ATTENDING THAT AFTERNOON.** 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. Thank you for understanding.

PARKING

Ample street parking is available in front of the studio. Parking is allowed in the lot at the rear of the building. Entry through the back entrance of the studio is prohibited.

LATE PARENT PICK UP

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. The late charge will start to take affect at 6:05 pm. The fee is \$10.00 per child and will apply each 5 minutes. Subsequent charges at 6:10 pm, 6:15 pm, etc. These charges are due in full the next day your child attends the studio. No exceptions.

We hope you understand that we need to have a strong policy in effect to not have our staff taken advantage of but realize outside influences can affect pick up too. As long as we receive a call prior to you arriving and this is not a recurring event, we will be as understanding as possible.

CHILD RELEASE POLICY

Children will be released only to those 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. Also, we will not release your child to a sibling or friend under the age of 12.

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 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.

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

WE WILL NOT RELEASE YOUR CHILD TO ANY OTHER PERSON UNLESS WE HAVE WRITTEN PERMISSION. (There must be a custody agreement on file if there is one parent who cannot pick up your child.)

ILLNESS

If your child is ill, please do not send him/her to school. We realize it is often upsetting to the child to stay at home on a school day, but at this age, colds and flu are so easily transferred among children. If your child will be away, please call or email the teachers to let them know. In addition, we must know within 24 hours if your child has been in contact with a communicable disease.

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.

If a child becomes sick while at the studio, he/she needs to be picked up as soon as possible by the parent or the emergency contact.

*****If you need more information you can call the 24 hour BC Nurse Line @ (604) 215-4700.*****

CHILD INCIDENT / 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.

GUIDANCE AND CARING POLICY

We believe that guidance should be done in a positive, gentle way to maintain a child's sense of self-esteem. We recognize that children are unique and special and that they have specific needs and considerations. The goal is for children to become self-disciplined so that they are aware of ways to handle different emotions and situations.

Strategies That Will Be Used

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
- We 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.
- We redirect or divert children when appropriate. This means having the child redirected to another activity or area.
- We 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.

- We encourage the children to use problem solving strategies or techniques. This helps to build their self-esteem and communications skills.
- We encourage children to verbalize their feelings and their needs at all times. This creates a sense of trust.
- We 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?”
- We 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.”
- We do not use corporal punishment (spanking, hitting, shaking, and deprivation of meals or snacks, washroom facilities) or verbal abuse (yelling, name calling) as a form of punishment by any means.

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 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 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:

- Yoga
- 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. Building dams with sticks and small rocks etc... which is a good activity for small muscle skills and an opportunity to grow creatively. Noticing which creatures come out in the rain like worms and slugs. 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 which is monitored by a crossing guard on school days before and after school

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 a cell phone

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.

**** Please note that 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 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 will practice our fire drill monthly and our emergency preparedness plan annually*****

Action Plans

Letting parents know the plan!

Parents will receive notification of the existence of the EPP through the first parent newsletter of the school year (September). A brief information package outlining the emergency contact person and their duty and the supplies required by each family will also be sent home with each family at the start of the school year (September).

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. Please take the time to talk to your child(ren) about our emergency plan and we urge you if you have not already to consider a plan for your home as well.

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 5.

The professional days that we will remain open are included in OPTION A monthly fees (*Refer to "Fees" on page 4 for more information*). However, In order to facilitate staff for an entire day, field trip costs and all other overhead for a full day of care, a small fee may apply to cover transportation costs and or admission costs depending on our selected field trip. 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.

WITHDRAWALS

As stated previously, we do 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.

PICTURES

Throughout the year, we would like to take photographs of the children at play. These photos may be posted within our classroom, on our website and/or our social media channels. Please be assured that no personal information in any form will be revealed at any time. If you do not want your child's picture taken, please be sure to mark off your decision on their registration form.

Thank you for taking the time to read our Parent Handbook. We hope we have answered all your questions and what you have read will be beneficial to you and your child's before and after school care experience.

Jennifer Findlay

Owner/Operator - Creō Kids & Creō Art Studio
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