



Philosophy:

At Creative Edge we strive to provide a safe and creative space where children can learn and grow while exploring the arts. Our mission statement of “building self-esteem through the arts” clearly paints the picture of what we are all about. We have built a family friendly setting by fostering a feeling of confidence and safety for both parent and child. Children can grow emotionally, physically and socially in a safe and nurturing environment while exploring many new things and expanding their interests.

This handbook must be read completely and thoroughly by all prospective parents.

Facility:

At our facility, children will have access to both indoor and outdoor space. Our main indoor space is 7600 square feet including 3 large dance studios, a visual arts studio, a studio theatre with stage, 2 music studios, a lounge with change rooms, spacious lobby, kitchen area, water fountain and washrooms. Children will also have use of our outdoor playground space which is fully fenced and equipped for outdoor fun with balance boards, nature play items, picnic tables and more. Before and after school care students will also have access to their own ‘coat area’ to store their items while at the studio.

Caregiver Responsibilities:

Creative Edge staff members are carefully chosen to reflect our commitment to providing a safe, positive and caring environment for the children we teach. We select either individuals who we have known for an extended period of time either as employees in other areas or through other community connections or those with glowing references/recommendations from similar fields of work. All have undergone criminal records checks, have extensive experience working with children, have completed a minimum of 20 hours of coursework in relation to childcare and all instructors keep up-to-date first aid training and safety procedures for our facility. Safety is an important role of caregivers who will supervise children and make sure that they adhere to our safe conduct rules. They will also contact parents/guardians immediately if injury or illness occurs. Caregivers will provide an enriching and fun environment which will include exposure to the arts as well as regular physical activity both indoors and outdoors, as well as an opportunity to form long lasting friendships.

Parent responsibilities:

Parents are expected to keep up to date on correspondence from Creative Edge. We also ask that they communicate regularly with our program to let us know if a child will not be attending that day, or if they are picked-up early. To better care for our students, we would ask parents to also let us know if any major changes or stressors occur with a child that may affect a child’s behavior or needs. If there are any changes to contact information or pick up information, it is the parent’s responsibility to update that information immediately to ensure child safety. Parents are also required to provide a copy of your

child's immunization records. If a child is not immunized, you may be asked to keep them home during an outbreak of a dangerous communicable disease such as measles.

Parents are strongly encouraged to send children with healthy snacks to get them through their day here at our facility, as well as at school. Some healthy snack suggestions would be fruits, vegetables, crackers, granola bars, etc. Please do not send foods that need to be in the fridge since one will not be available for students' use. If items need to stay cool, please send them in an insulated container with an ice pack to ensure food safety. If children run out of snacks and complain of hunger caregivers may supply an emergency snack at their discretion. In addition, parents will need to send their child with an ample supply of water to get them through their time at our facility. We would strongly discourage pop or other sugary drinks and would prefer children to be sent with water. We also ask these items to be labeled with the child's name in case of loss or to if another child has a similar container.

Parents are encouraged to send children in comfortable clothing appropriate for weather conditions that would be suitable to play and do arts and crafts in. We also suggest that parents keep an umbrella for their child at the studio. If a child will be participating in an additional class at our facility that requires a special dress code, parents are asked to also send that with the child (dancewear, etc.). **Non-marking indoor shoes labelled with the child's name are required in case of sudden evacuation (eg. Fire).** Students will be provided with a space to keep their umbrella and indoor shoes at the school.

Communication: Parents will be given the direct contacts of the caregivers (cell phone #s) with which they can contact them to share urgent information outside of office hours (eg. Your child will be late for drop-off) or contact for emergencies (eg. You arrive for drop off and no one answers the door). For less urgent communication, such as a pre-planned absence, you can post in the Before and After Care Facebook group or send the school an e-mail. Inquiries about schedules, classes or billing should be directed to the studio's e-mail address or office phone number: creativeedge@live.ca or (604) 855-3343. Office hours will be kept up to date on our website and front door sign. Invitation to the facebook group will go out by September. If a child gets picked up early or no longer requires pick up after school one day, parents must notify us. If we arrive to pick up a child who has been picked up early by a caregiver without our knowledge we will worry and need to call the parent when the child does not arrive at the flagpole.

Covid Health and Safety regulations:

Our school's Communicable Disease Prevention Measures are kept up to date on our website: creativeedgebc.com

Parent-Guardian sign in/out procedures:

Parents are required to verbally sign their child in and out each day with the caregiver on duty. Do not drop off or pick up without connecting with the caregiver. If the designated pick-up person changes, you are required to phone and let us know and that person should be on your list of people who can pick up unless we will be unable to release the child.

Any person picking up your child for the first time should have a piece of ID on them to show the teacher. If the parent does not inform us, and an unauthorized person comes to pick up, an

attempt to contact the parents will be made. If the parent cannot be contacted the child will not be released.

If a child is not picked up by end of care time the caregiver will attempt to contact the parents or emergency contact to pick up the child. When no individuals can be contacted the caregiver will keep the child with her until parents arrive. If, after a reasonable amount of time, we are unable to reach a parent or emergency contact we are required to contact the Ministry of Children and Families. The teachers will not release a child to someone who appears unable to provide safe care for the child.

A child will NOT BE RELEASED if:

- Persons picking up a child appear incapable of providing safe care (i.e. appears to be impaired by alcohol or drugs)
- An unauthorized person attempts to pick up a child
- A person arrives to pick up a child and a custody or court order is on file that restricts that person access to that child

If a child is not released the teacher will then use the child's contact numbers to call other parent/guardian and/or emergency numbers. If contact cannot be reached the child will still not be released and further procedures will be taken (i.e. calling a health officer).

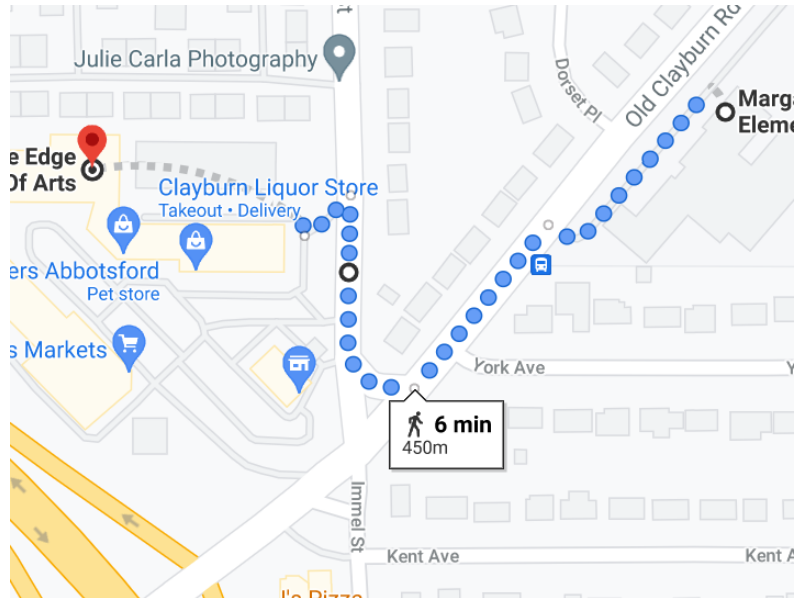
Keep in mind that we have other classes to run and other children to care for, so it is important that you not arrive early for drop-off or late for pick-up. If a parent is late more than once, they may be asked to pay the wages of the staff member who remains with the child past pick-up time.

School (Margaret Stenersen) Drop off and Pick up Procedures:

The qualified before school care giver will provide walking drop off and pick up of students at Margaret Stenersen. When students are dismissed, they will walk through the hall of the school to exit the front door and meet us at the flagpole where we will be waiting prior to the bell ringing. Kindergarten students will be picked up at their outside door. Students will be transported back to Creative Edge School of Arts in a safe and orderly fashion, on foot, by the caregiver-maximum ratio of up to 12 students to at least 1 caregiver. Depending upon enrollment this number could be less. Children will wear high-vis vests while walking. We will be using sidewalks and crosswalks monitored by crossing guards via the "island" of the intersection and enter the Clayburn Plaza parking lot via the route that takes us along the road by 7-11 then to the covered walkway from the Westland Insurance space to the entrance of Creative Edge. (see map below)

When picking up from the school if a child is not at their designated meeting area within 5 minutes of the designated time the following will occur:

1. The caregiver will immediately be in contact with a school employee, whether it be a teacher or the main office, to verify the child's attendance for that day.
2. If the office confirms that the child attended that day we will ask the office to page the child, send one caregiver to walk around the school looking for them and call the parent using the phone numbers on the emergency card.
3. If the child still cannot be located the parent will notify the appropriate authorities.
4. If the school is unable to contact the child's parent or guardian, the police will be called.



Parental Access:

Parents will always have reasonable access to their children. If a parent's access to a child is restricted or denied, a copy of a legal document must be provided for the child's file.

Transfer of Care to Creative Edge Fine and Performing Arts Classes

Parents who also enroll their children in Creative Edge classes that overlap the after-school care time will sign a permission form giving the after-school care giver the authority to sign the children out of care into their class.

The after-school care provider will keep a record of each child's class schedule. When it is time for a child to go to their Creative Edge class the caregiver will make sure they have the supplies they might need, and the child will be signed out of the after-school care program to attend their class. After the class, the after-school care giver will pick up the child at the class room and sign them back into care until pick up time.

Bathroom Supervision Plan:

During the hours of Before and After School Care the main 'girls' and 'boys' washrooms with 2 enclosed toilet stalls and two sinks in one room and one enclosed toilet and 1 sink in the other, will be redesignated as the unisex Before and After School Care washroom only. The main door of this washroom will remain closed to afford the children privacy and there will be a sign posted to indicate as such and the new 'rule' will be communicated to all students and staff. This washroom will be cleaned prior to the start of the AM and PM before and after

school care session, and checked mid PM session for cleanliness and supplies, by the office staff. The washroom is very nearby both Before and After Care 'home rooms' so children needing to use the washroom will be asked to notify the care provided prior to leaving the room and to return promptly after use. They will be reminded to wash their hands verbally and by signs in the washroom.

Health & Illness Policy:

If your child becomes ill during the class, they will be kept comfortable until we are able to reach you. Teachers will only give medicine to students if the parent fills out a "Permission to Administer Form". Medication must be in the original container and will be kept in a lock box. The same rules apply to a student who carries an EpiPen for severe allergies.

Any child that is not well enough to participate in the total program should not attend the center. Please inform the center if your child has a communicable disease. The following symptoms may act as a guideline keeping your child away from class.

- Covid-19 (or it's variants) Symptoms (most common symptoms include fever, cough and fatigue). Verbal screening for Covid-19 will occur at each drop-off as well as no-touch temperature checks for students and staff.
- Symptoms which require children to be excluded from Child Care Facilities
- Pain - any complaint of unexplained or undiagnosed pain
- An acute cold with fever, runny nose and eyes, coughing and sore throat.
- Difficulty in breathing-wheezing or persistent cough
- Fever (100°F/38.3°C) accompanied by listlessness may be an early sign of illness that requires a physician's attention.
- Sore throat or trouble swallowing
- Infected skin or undiagnosed rash
- Headache or stiff neck
- Diarrhea, nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral infection that is very easily passed from one child to another. The child should be kept home until all symptoms have passed. Nausea and vomiting may be an early sign of illness that require a physician's attention.
- Severe itching of body or scalp
- Children with known or suspected communicable disease (Parents are required to inform the school in this event)
- Any child that is not well enough to take part in the regular program of the facility. In any of these cases, you should seek medical advice for treatment

Emergency Plan:

Children and staff will be educated about what to do in an emergency.

In case of a fire, we will sound the alarm and the building will be evacuated. We will meet in front of Studio D, unit 560, located beside Choices grocery store. The fire department will be called, and we will not go back into the building until the all-clear has been announced.

In the event of an earthquake children will be directed to quickly move to the safest nearby space, away from any glass or overhead dangers. After shaking ceases, they will evacuate the building through the nearest safe exit.

Fire drills will be practiced monthly and earthquake drills will be practiced yearly.

FIRE EVACUATION PROCEDURE

1. Ring the bell
2. Gather all students together
3. Do a head count
4. The care provider will be sure they have the attendance records ,first aid kit and health forms (always kept close) they will perform a head count and lead children out the nearest exit.
5. Students will proceed with caregiver assemble at Studio D, located beside the grocery store where a second head count is taken.
6. 911 emergency is contacted
7. Wait for the emergency response team to arrive
8. Caregiver maintains the health and safety of the students until they return to the building or reunite with their parents/guardians

Earthquake Evacuation Procedure

1. Stay calm and quickly find the closest safe space to wait out the shaking.
2. Children are then instructed to line up at the safest exit door to take them to the exterior of the building.
3. Caregiver does a head count.
4. Caregiver is responsible to collect the classroom student list (attendance sheet}, pen, cell phone, and emergency earthquake kit prior to proceeding to meeting point. These items will always be near the Caregiver.
5. Caregiver will check that the exit route is safe and clear. (No fallen trees, telephone lines, electric power lines, etc. ... }
6. Using the buddy system, the children will exit in pairs. When exiting, the children will be directed to move directly away from the building.
7. Caregiver will escort the class to the designated safe meeting place, in front of Studio D beside the grocery store.

8. Once at the designated safe meeting place, attendance will be taken, children will be cared for and supervised, and all parents will be contacted.
9. Children will remain under our supervision until a family member or friend authorized to pick up your child arrives to assume responsibility for the child.

Discipline Policy:

Our program's behavioural expectations will be clearly explained to the children at the start of the school year and at frequent intervals throughout. They will also be displayed in a visual reminder poster in their main rooms. Children's needs and feelings will be considered in any behavioural situations. In a situation where something the child is doing requires the caregiver's attention, they may redirect the child to another activity and/or take the child with them to another area in the room to calm down and re-focus. In some cases, children may lose privileges to certain equipment or areas of the room because of any unsafe or unkind actions.

If the child is experiencing severe emotional distress to the point that they are harming themselves, the caregiver will offer comfort and support. Children in our care will never be subject to any form of corporal punishment, deprivation, negative speech, or intentional emotional distress.

Caregivers will record any behavioural concerns daily and communicate with guardians at pick-up time about what can be done to help prevent them in the future. If a situation continues and the safety of the other children is at risk, parents may be asked to temporarily withdraw the child from the program. Bullying of any kind will not be tolerated.

Our goal is to assist children in developing self-control, respect, self-confidence, self-discipline, and sensitivity in their interactions with others. We will work hard to establish clear, consistent, and simple limits and state them in a positive way. The teachers will also reinforce good behavior with words and gestures.

Times and Fees:

We are now offering two cohorts of before and after care with differing times, fees and 'extras.'

- **Cohort 1: Full-Time Before & After School Care: \$510/mo.** *Child Care Fee Reduction Initiative is applicable at our facility and will reduce your tuition fees! CCFRI reduction will be applied to your tuition starting in Sept and the credit from any June 25th Sept tuition overpayment will be applied to the next upcoming month's tuition. Rate includes drop-off as early as 7am and pick up as late as 5:30pm*, Mon-Fri, including Pro-D Days, 4-day winter break camp week and SD34 Spring Break. This rate remains the same each month, regardless of holidays, days missed for illness, winter break, etc. Rate is also the*

same whether child utilizes full range of care times or not. Rate also includes 2 free *group* fine and performing arts classes (up to \$135/mo value, does not include Mainstage program). On Pro-D Days, Winter Camp and Spring Break, care will be provided from 7am to camp start time and from camp end time to 5:30pm*.

- **Cohort 2: Reduced Full-Time Before & After School Care: \$475/mo.** *Childcare Fee Reduction Initiative is applicable at our facility and will reduce your tuition fees! CCFRI reduction will be applied to your tuition starting in Sept and the credit from any June 25th Sept tuition overpayment will be applied to the next upcoming month's tuition.* Rate includes drop-off as early as 7:30am and pick up as late as 4:30pm*, Mon-Fri, including Pro-D Days, 4-day winter break camp week and SD34 Spring Break. This rate remains the same each month, *regardless of holidays, days missed for illness, winter break, etc.* Rate is also the same whether child utilizes full range of care times or not. Rate also includes **1** free *group* fine and performing arts classes (up to \$70/mo value, does not include Mainstage program). On Pro-D Days, Winter Camp and Spring Break, care will be provided from 7am to camp start time and from camp end time to 4:30pm*.
- *In 2024/2025 we will offer a 15-minute window of late pick-up flexibility where if you are late for pick-up by 15 minutes or less we will continue caring for your child within the building at no additional cost. Pick-up more than 15 minutes past your cohort's latest pick up time will result in charge of \$1.00/minute.
- **Pro-D Days:** Parents can add the 'Pro-D Camps' for **40% off**. Before Care on these days run 7am-9am, then children go into camp, and after care begins at 3pm when we 'pick them up' from camp.
- **Gradual Entry and Planned Early Dismissal:** Additional care for any SD34 planned early dismissal days is **included in the monthly fee**. Additional care hours are available for **kindergarten gradual** entry for a flat fee of **\$175** (this optional fee is due by Sept. 4th and covers any amount of gradual entry hours, between before and after care, that you'd like to utilise in the month of September). *If you confirm your child's gradual entry schedule with us prior to Sept 6th, we will take them to and from any sessions at Stenersen that are 2 hours or longer (we will not take them to and from parent interviews or the 1 hour group sessions).*
- **Winter Break 2024: 1 week (4-days) Winter Break Full Day Care** (with normal before and after care) is **included in your monthly tuition** for Dec 30th-31st and Jan 2nd-3rd 2024.
- **Spring Break 2025:** Parents can add the full day (9am-3pm) Fine and Performing Arts Spring Break Camps for **40% off** Before and After Care runs as normal over Spring Break going until camp drop off and starting at camp pick up.
- **Summer 2025:** We will offer week to week care for all 9 full weeks of summer. This allows parents to book care as needed. Parents have two options for length of care provided and can choose whatever works best for them each week:

- **Option 1:** Day Camp Only, 9am to 3pm
- **Option 2:** Day Camp + Extended Hours, 7am earliest to 6pm latest
- **Additional fees:** While the before and after care monthly fee covers tuition for one to two free classes, it does not cover additional fees that may be associated with them eg. Costume Fee, drama performance fee, competition fee, ballet uniform, tickets to watch performances, etc. Parents are responsible for familiarizing themselves with fees, performance dates, etc. upon selecting their 2 free classes.
- Before and After Care families will often have some priority registration for camps. You must register for the camps you need (using the discount code in the checkout) in order to hold your space.

2024/2025 Closures with no Care or Camp Option:

- Sept 30, 2024
- Dec 23-Dec 27 2024
- April 21 2025
- June 27-July 1 2025

Payment Policies

Payment Methods

Payment can be made one of 2 ways:

Option 1: In full for the year upon registration via Visa, Mastercard, e-check or (if registering in person) cash can be accepted.

Option 2: Registration fee and first months' fee paid at registration* and automatic installments set up for future months (to be charged the 25th of the month prior). This method can use Visa, Mastercard or E-Check.

**For parents registering prior to June 25th 2024 we will have installments set up to take only the registration fee upon registration and September tuition will come out June 25th as a non-refundable deposit. Following that, installments will follow the normal schedule where October tuition comes out Sept 25th and so on.*

If you will be applying for ACCB childcare subsidy, please register using installments as normal. Bring us your forms and we will fill out our section. Once we receive your approval documents, we will adjust all monthly tuition down to what's owed after the subsidy amount (if anything) and use any excess paid for Sept to apply towards what remains of upcoming payments, or if nothing is owed, left as a credit (not refunded) that will not expire and can be used for anything at Creative Edge.

Cancellations/Refunds/Credits for Care Fees and Additional Fees

The following payments are not eligible for refunds or credits under *any* circumstances: First month's fees (coming our June 25th, can be cancelled up to May 25th but non-refundable after that point), 2024/2025 Registration Fee (only one per student per school year to cover all Creative Edge programs),

Drama Performance Fee, the first half of all costume fees. After your first month, before and after care cancellations are valid if received one full month prior to when you want to cancel (eg. If you need to cancel March and on we must receive notice by Feb 1st). Payment for care before the monthly cut-off will still be owed. If upon registration you select to pay the year in advance the same cancellation policies apply to refunds for pre-paid classes. All refunds processed are subject to a 5% fee, alternatively credits can be kept on accounts with no fee indefinitely for future use on tuition, merchandise, private lessons, tickets, etc. Clients who opt to instead save a credit on their account with us for later use are exempt from this refund fee. Costume and competition fees are not eligible for *refunds*. The first half of a costume fee is forfeited if you cancel your registration in that class. The second half can be cancelled if notice is received before the second payment installment (see installment dates above).

Refused payments/Outstanding Fees

Refused e-checks will incur an NSF fee of \$10. Outstanding fees will incur late payment fees of 5% per week. Outstanding fees more than 1 month late will result in the cancellation of your registration and the space in the class being given away. Accounts with outstanding fees may also be refused participation in performances or special events or have performance costumes withheld until accounts are caught up.

Before & After School Routine

Daily schedule:

(7am or 7:30am, depending on cohort)-8:20 am- Parent drop off and student check in/free play/reading time

8:15-8:30 am- Washroom and pack up items for school

8:30-8:45 am- Walking transport to Margaret Stenersen

School

2:36-2:45 pm - Pick up students at Margaret Stenersen meeting at the flagpole.

2:45-2:55 pm – Walking transport to Creative Edge

2:55-3:00 pm - Students clean their hands and eat their after-school snacks

3:00-(4:30pm or 5:30pm, depending on cohort) - Students will either be finishing their snacks, in one of our existing classes or spending time with the after-care teacher and rest of the group doing arts and crafts, guided activities like dance or drama games, playing in our outdoor play area or reading/homework/puzzles/board games.

Full Day Routine for Pro-D Days and Spring Break Camp

Students in the Before and After School Care program will be able to participate in our unlicensed full day fine and performing arts camps (9am-3pm) for Pro-D Days and Spring Break at an exclusive discount of 40% off or and free for the 4-day Winter Break camp. Before/After school childcare students will be given priority for registration in these camps. Sample full-day schedule:

Daily schedule:

(7am or 7:30am, depending on cohort)-8:45am- Parent drop off and student check in/quiet activity time (eg. Reading, puzzles, colouring, board games, story time, students can eat breakfast if they did not do so at home)

8:45-9:00am – Suggested washroom break before ‘camp’ begins

Below is a sample of our camp day, again, this program is not a licensed care program but a day camp:

9:00-10:15am – First class of camp (eg. Music or Drama class)

10:15-10:45am – Hand washing, snack time and outdoor play

10:45-12:00pm – Second class of camp (eg. Dance or Tumbling class)

12:00-12:15pm – Washroom break/hand washing before lunch

12:15-12:45pm – Lunch (eaten outdoors at our picnic tables whenever weather permits)

12:45-2:00pm – Pro-D: Extra class or outdoor play time. Spring Break: Walk to Margaret Stenersen Playground (weather and camp size permitting)

2:00-3:00pm – Last class of Camp Day (eg. Art)

3:00-3:15pm – Suggested washroom break, extra art project finishing and clean-up time

3:15-3:30pm – wash hands and snack time outdoors if weather permits

3:30-(4:30pm or 5:30pm, depending on cohort) - Students will either be in one of our existing classes or doing arts and crafts, guided activities reading, homework, puzzles, board games, science experiments, etc. When weather permits there will be additional outdoor play during this time

Inclement Weather Days or Other School Closure Days

On days where snow, ice, flood, or other inclement weather prompts SD34 schools to close we will follow suit and close our before and after care. There are no credits or refunds for days we close due to inclement weather. If schools close down for other reasons that are not an issue to staff safety, such as teacher strike, we will make every effort to provide full-day camps (at 40% off) to supplement your care.