



COMMUNICATION AND CONNECTION

Family Handbook + Registration Forms for KLO Location

CREATIVE ADVANTAGE INC. FAMILY HANDBOOK

Communication:

As a partner in your child's care, we focus on open lines of communication. Our interactions with you are as important as our interactions with your child. Families are welcome to visit our center at any time. We have a parent's bulletin board set-up to post information as well as resources.

Please feel free to call any time of the day to discuss any concerns or suggestions in regard to your child's care. Please take the time to read this "Connection and Communication" booklet carefully in order to ensure that we are on the same page with policies and procedures so that we can maintain an open and amicable relationship.

If you have any questions, please don't hesitate to ask. If there is anything that you find confusing in this handbook or anything that you do not agree with, please make sure to voice your questions or concerns before signing the last page which is our contract. It must be signed before your child can attend Creative Advantage.

Open communication is a vital part of both the success of our program and a comfortable relationship. At any time we will make accommodations for a parent/teacher meeting to address any concerns or questions that you may have. We not only want the children to be happy, we want parents to be happy too!

Our Philosophy:

One of our main goals is to facilitate a variety of environmental benefits to suit the ever-changing stages of a child's development. Encouraging creativity, curiosity and healthy boundaries and expanding on communication skills, responsibility, respect, self-esteem and the fundamentals of education.

At Creative Advantage, we are also dedicated to partnering with you in ensuring the success of your little one's future. We believe that our job of caring for and influencing children in the tender years of their lives is of utmost importance and that responsibility is at the forefront of our minds. We take pride in our work because we are passionate about seeing children to live up to their fullest potential. To achieve this, we will strive to build a foundation of profound experiences that will foster individuality and creativity. As a team, we are passionate about exceeding the industry standards of childcare by creating a home away from home environment. This care and compassion combined with specialized classes is what we believe will be a uniquely wonderful daycare environment which will give children a Creative Advantage that they will have for the rest of their lives.

Most importantly; we will foster intellectual growth, expose them to meaningful and inspiring opportunities and strive to protect their physical and emotional health at all times. It is our intention to break the mould in Childcare with unique opportunities incorporated into the curriculum. At Creative Advantage we vow that the children in our care will be comforted, respected, educated, cherished, and inspired. They will have the freedom to pursue their individual creative interests and to JUST BE KIDS!

Our Staff:

Our staffing guidelines follow the licensing regulations. In the 3-5 Program the ratio is 8:1. In this program our minimum staff requirements are as follows: An ECE qualified staff member must be present along with an ECEA and a Responsible Adult. We have hired staff that we feel are not only educated and qualified but also warm, friendly, fun and compassionate individuals. Between us, we have variety of strengths that complement one another. This creates fantastic working relationships and a positive, productive and unprecedented environment. It is part of what sets us apart from the rest.

If at any time you feel that a staff member is not living up to these standards, we implore that you speak to a member of management. It will be dealt with very seriously. Please read our staff BIO's posted to learn more about us as individuals!

Hours of Operation:

7:30 a.m – 5:30 p.m. We are open Monday to Friday. We are not open on any statutory holidays and close for a week over Christmas. Though rare, we could potentially close due to weather and disaster circumstances. This will be based on school closures which would be announced by a Kelowna radio station or be broadcast on the news.

Arriving/Picking up:

The final drop-off time is 10:30, care will be denied past this time. All children must be signed in and signed out daily by a parent. Anyone that is not recognizable by staff as a parent of the child will be asked to provide identification. They also must be listed in the child's file as an authorized pick-up person. If the child's parent/s have not authorized the person and/or the person cannot show identification, the child will not be released. We also adhere to all custody arrangements and require copies of the court documents if there are custody orders in place.

If you are going to be late picking your child up, please give as much notice as possible. If you have not called to say you're going to be late and none of your authorized contact persons can be reached by 6:00 p.m, we will have no choice but to call the Ministry for Children and Families as we cannot be personally liable for removing your child from the premise. We will not be charging any fees for late arrivals until the 2nd offence. At which time a \$50 fee will be applied.

Confidentiality:

We promise to protect the rights of your child and to keep any and all information pertaining to your child and your family confidential.

The topics of confidentiality include:, addresses, phone numbers, personal information, developmental or behavioral concerns, ethnic background, religious beliefs, economic status and family relationships.

Behavior Management/ Guidance:

We all know that children require guidance. Our goal in mentoring the children in socialization and boundaries is to help them achieve self-control and to see the positive outcome of effective interactions. In this endeavor we rely heavily on role modeling.

Strategically manipulating conversations and scenarios as lessons and demonstrating positive reactions. We also believe in the power of positive reinforcement with older children and in redirection with younger children. Providing choices is often used an effective way to avoid conflict as well as utilization of natural consequences.

We believe that through following a routine, providing a stimulating environment, and by having a caring touch; that the children will feel relaxed and gain trust and security. These aspects along with respecting and recognizing each child's feelings and setting limits will discourage escalated situations.

Potty Training:

Once again, we are partners in your child's care and we are here to help! We will happily help your child in achieving development milestone's. So long as the child is showing interest in using the potty, it will be encouraged and fit into our daily schedule. Please let us know of any techniques that are working and we will adopt them.

Naps:

All children will have the opportunity to nap or rest according to their individual needs. Older children who cannot get to sleep will be given a quiet activity. It cannot be guaranteed that your child will sleep or be on the same sleeping schedule as they are at home, however, we do try to make them as comfortable and rested as possible.

Food:

All meals and snacks are to be provided by parents. Water will be provided at all snack and meal times. If you would like to provide an alternate beverage you are welcome to do so. We encourage nutritious food and eating habits that coincide with Canada's Food Guide. During our lunch and snack times we focus on proper behaviour and a positive social atmosphere. Please be advised that we are a "Nut Free" facility.

Gradual Entry:

Is based on the individual needs of the child. We will work with you on a gradual entry schedule that best suits your needs. Gradual entry days will be charged as drop-ins.

Smoking:

There is to be no smoking in any area of the facility or on it's grounds. We appreciate your compliance on this matter.

Medicine:

Administration of medicine to your child will be carried out at your request. However, we must have written permission and detailed administration instructions. Your child's name must be labeled clearly on any medicine container and prescription medication must be in the child's name.

Immunizations:

Please photocopy your child's Health passport for us to keep on file. We are required to have this information on hand so if you do not have a health passport you can obtain a copy of their record from Interior Health.

To bring for your child:

In order to care for your child we MUST have the following items; Indoor shoes (or slippers), bedding (fitted sheet, blanket)diapers, wipes and extra pairs of underwear/clothing. A lunch kit with a main course and at least 6 snacks daily. Also, sunscreen/sun hat in summer and mits/snow pants/toque in winter. In winter it is important that gloves are water proof. All belongings must be clearly labeled!

If personal items have not been labelled by the parent, the teachers may do so with permanent marker as it is necessary for our staff to keep things organized and to be

efficient. Clothing soiled by "accidents" will be sent home in a bag. Remember to return additional back-up clothing. Children are comforted by familiar bedding and will go down for nap-time easier. All bedding items can be taken home on Fridays for washing, please return bedding on Mondays. If you forget to return bedding, we will provide it.

Subsidy:

We will work with you in obtaining government funding or "subsidy" for your childcare. We will be patient in receiving the funds if they are late, however, you will be held personally liable for any outstanding fee's due to cancellation of the policy.

Monthly fee Schedule:

Monthly fees are collected prior to services rendered on the 1st of each month. We ask to be provided with 4-6 months worth of post-dated cheques. If you are registered for a part-time spot and you need an extra-day we will do our best to accommodate but it is not a guarantee. A drop-in fee will be applied and allocated at month end. Fees are not based on attendance. The rates are set and are not deducted under any circumstance i.e. holidays/sick days. A fee of \$25 will be charged for cheques returned N.S.F.

DROP IN FEES

Drop in fees are added on top of the monthly fees and are based on age category. Please refer to our fee schedule for rates. Drop-in fees are to be paid on the day of service prior to drop-off.

CHANGING YOUR SELECTED DAYS

Any alteration to the contract must be approved by a manager. You can put in a request to either increase or decrease days, however neither are guaranteed to be granted. If you wish to increase days and the space happens to be available, you can take the spot right away and the month will be pro-rated. Otherwise you will have to be put on the waitlist for the days needed. By requesting to decrease days, you will be forfeiting your contract and will need to be re-enrolled for the days requested. This may require being put on the waitlist for the part-time spot that fits our schedule. Full-time spots cannot simply transfer to part-time spots and a day cannot simply be changed or dropped, the contract has to be re-examined by a manager to ensure the schedule meets the needs/requirements of the center.

WITHDRAWAL

We require 30 days written notice that commences on the 1st day of the month if you intend to withdraw your child. With proper notice and associated payment, a parent may withdrawl their child at any time. Accounts that have a balance upon withdrawal will be sent to our collections agency. There are no refunds issued due to withdrawal. Creative Advantage Childcare Inc. retains the right to discontinue service at their discretion and without notice. Creative Advantage Childcare Inc. is not under contract to provide service. Clients however, are under contract is in association to the policies outlined in the Parent Handbook, the selected days and associated payment.

REPAYMENT AGREEMENT – THIS IS YOUR WRITTEN COPY

We require 30 days written notice if you intend to withdraw your child. At this time we will return any post-dated cheques. There are no refunds. Notice must be provided on the 1st of the month. If notice is not received on the 1st, it will be calculated from the first of the next month.

BEFORE STARTING

Before your child starts childcare at Creative Advantage, we require: Immunization records, court custody documents, signed waivers, post-dated cheques, signed contract, labeled bag of personal belongings, \$50 in Registration fee, and a photo of your child.

HEALTH POLICY – Please refer to detailed description of symptoms provided.

If your child arrives at Creative Advantage with obvious signs of vomiting, rash, hives, lice, foreign matter in the eyes/ears or fever, they will not be permitted entry. If you can see that your child is potentially contagious or too ill that they will be unable to participate in our daily activities, please keep them home as this will help to protect the other children in care and their families.

If your child becomes sick while in care (fever over 101, vomiting, diarrhea, etc.) will we call you to arrange a pick up for your child. It is important to be available by phone so that we can contact you at any time during our day.

The guidelines for knowing whether your child is well enough to attend can be found at www.healthlinkbc.ca/healthfiles/index.stm. Please use this as a resource in your decision-making. If you are still unsure, please see your family doctor to confirm. As all runny noses and coughs are not necessarily communicable and are a normal part of childhood, we try to be as reasonable as possible within the guidelines of health and safety.

TRANSITION INTO THE 3-5 PROGRAM

Children that enter the 3-5 program before the age of 3 will be required to pay the rate for children under 3 UNLESS the child is fully potty trained and does not require any increased level of supervision. Rates are according to age and not program. However, an exception will be made upon the above stated requirements. As soon as the child turns 3, regardless of being potty trained, the rate will change.

INJURIES/ILLNESS AND UNEXPECTED EVENTS

Any injury sustained on our premise, as well as any illness or unexpected event, will be recorded and reported to parents promptly.

EMERGENCIES

Each child within the facility will have access at all times to an Educator trained in First Aid. In the event of an injury to your child we require your consent to perform first aid within the parameters of our training. You will be contacted ASAP in the event of any substantial injury to your child or if there are any emergency circumstances at the facility.

MAJOR DISASTERS AND EVACUATION PROCEDURES

With the \$10 emergency kit charge, we keep on-site enough provisions to care for your child for 72 hours. Once each month our facility will perform fire drill procedures. Once each year we will carry out neighborhood evacuation procedures. In the event that such events actually happen, we want to make you aware of where we will be relocating too.

1) Facility evacuation (in the event of a building fire):

Williams Automotive Service – 1790 K.L.O Road, Phone: 250-860-2812

2) Neighborhood evacuation (in the event of an earthquake):

Owner Jen Kennedy's personal residence- 3466 Hall rd, Phone: 250-681-7116

FEE SCHEDULE

Our fee schedule (based on monthly payments) according to age group, is as follows:

Days Per Week	Monthly Payment based on Care Category	
	0-36 months	3-5 years
1 day	\$300	\$230
2 days	\$500	\$370
3 days	\$700	\$510
4 days	\$875	\$630
5 days	\$1025	\$770
Drop-in Fees	\$50/day	\$40/day

Additional Fees: \$40 – Registration Fee; \$10 – Emergency Preparedness Kit

Post dated cheques are collected each December for January-June and again in June for July-December. A late payment fee of \$25 is applied to all late payments.

PLEASE NOTE: There will be a rate increase every 2 years in the month of June. This will be necessary to keep up with inflation, staff wage increases and center upgrades. This policy was implemented in June of 2016.

CREATIVE ADVANTAGE INC. REGISTRATION FORMS

CONNECTION – GETTING TO KNOW YOUR CHILD!

We want to get to know your family! Please feel free to write as much or little as you see fit. Add any helpful ways for us to address situations in a manner that is similar to that of home. Please put ‘n/a’ beside any question that does not apply so that we know you have not missed the question accidentally.

Child’s Name that HE / SHE (check one) Prefers: _____

Child’s Legal Name: _____

Date of Birth: MM_____ DD_____ YYYY_____ Age: _____

Hair Colour: _____ Eye Colour: _____

Sensitivities: _____

Uniqueness: _____

Areas of Creative Interest: _____

Family Dynamics (please note any custody arrangements or family situations): _____

Family Members in Child’s Home and Relationship to Child: _____

Physical/Mental Health: _____

Past Illness or Hospitalization: _____

Is your child on any medication? NO YES
If yes, please explain: _____

Developmental or Language Concerns: _____

Social Development Concern: _____

Sleeping Comforts/Habits: _____

Toilet Use/Accidents: _____

Additional Information (ie. Personality, Tendancies): _____

MEDICAL INFORMATION

Has your child ever experienced any of the following (please circle):

- | | | |
|-------------|--------------------|----------------|
| Head Injury | Asthmatic Reaction | Stomach Upsets |
| Fracture | Diabetic Reaction | Worms |
| Fainting | Ear Infection | Skin Rash |

Family Doctor: _____ Phone #: _____

Family Dentist: _____ Phone #: _____

Child's Care Card Number (10 digits): _____

Does your child have any allergies? NO YES

If yes, please explain: _____

Does your child have any family members that have severe allergic reactions?

If your child has allergies or sensitivities, please fill out a Care Plan

Has your child tried the following? (Please circle any they have NOT tried)

- Peanuts Nuts Strawberries Milk Wheat Honey

PARENT INFORMATION

Parent/Guardian names (please print):

Mother:		Father:	
Guardian(s):			

Mother/Female Guardian Info:

Home Phone:		Cell Phone:	
Address:			
Email:			
Workplace:		Work Phone:	

Father/Male Guardian Info:

Home Phone:		Cell Phone:	
Address:			
Email:			
Workplace:		Work Phone:	

EMERGENCY CONTACTS/PERSONS AUTHORIZED FOR PICK-UP

In the case of an emergency, we will call the emergency contacts in the order listed below. These individuals will also be authorized to pick-up your child from daycare.

1.	Name:		
	Relationship:	Phone #:	
2.	Name:		
	Relationship:	Phone #:	
3.	Name:		
	Relationship:	Phone #:	

Out of province contact for emergency purposes:

Name:			
Relationship:		Phone #:	

Is there anyone that is UNAUTHORIZED to access your child? NO YES

If yes, please list their name(s): _____

CONSENT

With regards to the child listed here: _____

I give my consent for my child to be photographed or recorded on video for use on a website or in displays at the discretion of Creative Advantage Childcare Inc.

Mother/Father or Guardian Signature: _____

I consent for my child to be taken on planned field trips, walks, or walk-throughs of emergency procedures by any member of Creative Advantage Childcare Inc. staff.

Mother/Father or Guardian Signature: _____

I acknowledge that this document shall serve as a waiver of liability between myself and my kin and the Creative Advantage Childcare Inc.

Mother/Father or Guardian Signature: _____

In the event that my child is involved in an emergency, I consent to all measures deemed necessary by the staff of Creative Advantage Childcare Inc. to ensure the health and safety of my child. This includes but is not limited to: CPR, mouth-to-mouth resuscitation, emergency first aid and transportation by ambulance to the hospital (parents/guardians will be responsible for all associated costs).

Mother/Father or Guardian Signature: _____

I consent for any member of Creative Advantage Childcare Inc. to apply sunscreen or diaper cream that I have provided upon my child at the staff's discretion.

Mother/Father or Guardian Signature: _____

With my signature, I _____ (please print name) take responsibility for the understanding of all information provided within the "Creative Advantage Communication and Connection Parent Handbook + Registration Form" and agree to all terms and conditions.

Mother/Father or Guardian Signature: _____

Please initial each point indicating your awareness of the following:

_____ I am aware that I may be denied care if arriving after 10:30.

_____ I have received a written copy of the Health Policy for Creative Advantage Childcare Inc.

_____ I have received a written copy of the Repayment Agreement at Creative Advantage. The copy of Repayment Agreement (In this handbook) that I have states the following: Creative Advantage requires 30 days written noticed if you intend to withdraw your child. At that time, any post-dated cheques will be returned to you. There are no refunds. Notice must be provided on the 1st of the month for the commencing month.

_____ I am aware that Creative Advantage is a licenced facility. The regulation for licenced daycares dictates that “a licensee must ensure that each child has healthy food and drink according to the Canada’s Food Guide” and that “food and drink given to children is sufficient in quality and quantity to meet the developmental needs of the child.” To stay within these guidelines, my child may be offered canned fruit or vegetables if food is not provided in sufficient quality or quantity. *Creative Advantage recommends that you refer to the Canadian Food Guide when packing food for your child’s day.*

_____ I am aware that as of June 2016 the rates at Creative Advantage Childcare Inc. will increase every two years.

_____ I am aware that Creative Advantage Childcare is closed on all stat holidays. Besides stat holidays, Creative Advantage Childcare Inc. will also be closed on weekends, one week over Christmas and on Easter Monday.

_____ I am aware that Creative Advantage Childcare Inc. receives Child Care Operating Funding from the province of B.C. In the event that the Province of B.C conducts an audit in regard to this funding, I am aware that Creative Advantage Childcare Inc. may be required to provide the province with limited personal information pertaining to my child as requested by the province.

CREATIVE ADVANTAGE CHILDCARE INC. CONTRACT

This contract signifies enrolment in Creative Advantage!

Child's Name: _____

Child's spot will be: Full-time Part-time

Days required: Monday Tuesday Wednesday Thursday Friday

Approximate Drop-off Time: _____

Please note that your child must be dropped off no later than 11:00am. We will refuse service past this point. Signature of understanding: _____

Approximate Pick-up Time: _____

First month's payment will be due on _____ in the amount of \$_____ and such stated amount will be collected on the first day of each month by deposit of a post-dated cheque.

Child's Start Date: _____

We are so pleased that you have chosen Creative Advantage!

We look forward to getting to know you and your child even better!

All of the above parent/guardian signatures were signed the _____ day of _____, 20_____.

Parent/Guardian Signature: _____

Last day of care provided: _____