

Vancouver Island Kids Klub Centre Society



Policies and Procedures

Parent/Guardian Handbook

Updated February 2021

1) Kids Klub Hours

Head Office Hours: (4828 West Saanich Road)

- Monday to Friday 8:30 am - 4:00 pm

Kids Klub Site Servicing Hours:

- Monday to Friday
- Before School Care – 7:00 am until School Bell
- After School Care -- School Bell until 5:30 pm

Kids Klub is CLOSED:

- Weekends
- Statutory Holidays: Labour Day, Thanksgiving, Remembrance Day, Christmas, Boxing Day, New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, and BC Day.
- All programs are closed the last Friday in June AND the last day of summer before Labour Day for site maintenance.

2) Licenses and Inspections

Kids Klub programs are licensed by Island Health and regularly inspected by their licensing officers. The respective regional Fire Marshall has inspected and approved all sites.

3) Code of Conduct and Probationary Period

To ensure a safe and enjoyable experience for all children in our care, it is important that children behave in a manner that does not compromise the safety and respect of other participants and staff. Children must be able to manage appropriately within our 1-12 ratio (as per Island Health regulations). Physical behaviour such as inappropriate touching or hitting will not be tolerated. Our centre staff will work to correct and manage behaviour by using calm and clear direction and guidance.

If a child's needs and/or behaviour exceed the level of available care that the program and staff can safely manage, the following steps will be taken:

- Step 1: The centre manager will discuss the behaviour concerns and documented incidents with a parent/guardian.
- Step 2: If behaviour does not improve, a written warning will be sent to parent/guardian from the director (or program coordinator). A support worker may be required for your child to continue in our program.
- Step 3: If there has not been a satisfactory improvement in behaviour, Kids Klub retains the right to remove the child from the program (refuse care).

Probationary Period

Each new child is accepted on a four-week probationary period.

Kids Klub is committed to a safe and respectful workplace. If you have concerns with care or behaviours within the program, please address this respectfully and calmly with the centre manager. If you do not feel that the matter has been resolved adequately, please contact Head Office and

speak to a program coordinator or one of the directors. Any abuse or verbal aggression towards staff is completely unacceptable.

4) Registration Fees

School Year Registration Fee (non-refundable): \$50.00

Summer Registration Fee (non-refundable): \$50.00

5) Enrollment

Kids Klub offers FULL-TIME CARE ONLY, Monday to Friday; there is no daily registration or drop-in service offered.

6) Payment

Before your child may start in the Kids Klub Program, we must have a Payment Method on file for the duration of your child's enrolment.

Kids Klub offers 2 payment options: credit card and pre-authorized debit. If you are subsidized, please indicate that on your application.

All fees are to be paid in full by the first of each month.

Any extra care received during the month (Pro D Days, early dismissals) will be billed to you on the following month's invoice.

Camps will be billed on the first of the month as follows:

- Christmas Camp: December 1st
- Spring Break Camp: March 1st
- Summer Camp: Please see Summer Camp Payment Agreement Form

7) Co-paying Parents/Guardians

In the event of co-paying parents/guardians, **both** must submit payment agreements to cover fees.

8) Refund Policy

Kids Klub will provide refunds or reimbursements only in the case of client overpayments. Refunds are not given except under extreme circumstances and only under the discretion of the Kids Klub Director. Due to ongoing operational costs, refunds cannot be guaranteed even under emergency circumstances.

9) Subsidy

Kids Klub accepts Subsidy Authorizations through the Affordable Childcare Benefit. If you are interested in obtaining more information about this program, please contact the Child Care Subsidy office directly at 1-888-338-6622. Kids Klub is not responsible for any subsidy-related matters (such

as renewal) or amounts issued. If you are late renewing your subsidy, you will be asked to cover the cost and Kids Klub will reimburse or credit you the amount when they receive payment for the subsidy office.

10) Averaging of Fees

Program Fees are based on an average of number of days of care per month over the entire year.

11) Tax Receipts

Tax receipts will be provided by February 1st for the year prior.

12) Withdrawal from Kids Klub School Year Programs.

If you are withdrawing your child from *any portion* of our program, four weeks written notice to Head Office -- via letter or email -- is required

In the event of your child being away for any reason (including, but not exclusive to, holidays and maternity leave), your regular monthly fee will be charged to keep your spot.

13) Withdrawal from Kids Klub Summer Camp Programs

Once you have submitted your application to Head Office, there will be NO OPTION TO WITHDRAW or REIMBURSEMENT FROM ANY WEEK REGISTERED!

You may add weeks if space permits.

14) Absentee Without Notice and Late Drop Off

School Year After School Care: In order to prevent any *missing children* concerns, it is imperative that the site is contacted before **1:00 pm** if your child will be absent that day. If there is no answer, please leave a voice message.

Looking for children at the school or calling the police due to failure to notify of absentee causes undue stress for everyone. A **\$20.00** fee will be charged if you do not call and notify the site prior to the after school pickup time. With three or more failure to notify charges, Kids Klub reserves the right to terminate care.

School Year Morning Care: Sites have strict drop-off schedules to ensure that children arrive at their schools on time. If this is a concern, please talk to your site manager to find out their departure time in the mornings.

Summer Camps

During the Summer Day Camps, out-trips often begin in the morning so we ask that your child arrive no later than 9:30 am to the Summer Program.

15) Late Pick Up (School Year and Summer Camps)

A late pick up fee of **\$15.00 for every ½ hour**, or portion thereof, is charged to the parent/guardian when the child is not picked up at their site by 5:30 pm. Please phone the site as soon as possible when you are going to be later than your usual pickup time.

If a guardian has not picked up a child or called their site by 5:45 pm, staff will try to contact the family and then the alternative person(s) from the authorized pickup list. If that person is unavailable and the parent/guardian has not contacted staff 20 minutes after the site closes, staff is required to notify the Ministry of Children and Family Development.

If late pick up becomes a problem, you will receive a warning letter. If late pick up is an ongoing problem and a reasonable effort has not been made to solve it, Kids Klub may choose to terminate care for your child.

16) Emergency School and Site Closures

If Kids Klub has to close due to an emergency such as fire, earthquakes, flood, snow days, power outages or any other emergency beyond our control, the parent/guardian will be asked to come immediately to pick up their child. If they cannot be reached, the alternative person(s) will be contacted.

If a closure occurs during Non-Program hours, we will either contact you directly by email or phone and/or update our Social Media outlets listed on our website kidsklub.ca

**If your child's school is closed due to snow, Kids Klub will also be CLOSED. If your child's school district is not running transportation, we will not be running our buses either.*

There will be no refunds for emergency school and/or site closures; this also includes School Strikes.

17) Persons Authorized to Pick Up Your Child

The parent/guardian is required to notify Kids Klub staff **in writing** if someone else will be picking up the child. If staff does not know the person picking up the child, information about the person will also need to be provided: name, phone number, and physical description.

- The person will be asked to show photo identification.
- A person must be 16 years of age to pick up any child up from Kids Klub.
- Children will not be permitted to leave Kids Klub by taxi, bike, or without a parent/guardian or authorized person.

Release of a child:

If a parent/guardian or any person authorized to pick up a child appears incapable of safe care, Kids Klub staff will:

- Assess the situation
- Contact another parent/guardian or authorized person as an alternative, or
- Contact an emergency contact person as an alternative, or
- Contact the local authorities if necessary

If an unauthorized person requests the release of a child, the Kids Klub staff will:

- Not release the child; the child will remain under the supervision of staff
- Contact the parent/guardian
- Must receive written confirmation that this person is able to take the child (email is permitted).

If a parent/guardian cannot be contacted and a written confirmation is not given, Kids Klub staff will:

- Speak to the unauthorized individual and explain the policy that no child will be released without written authorization by a parent/guardian
- Make all reasonable efforts to ensure the safety of the child and other children.
- Contact local police or the Ministry of Children and Family Development for assistance if necessary.

18) Custody Agreements

Kids Klub will not deny a parent access to their children unless in receipt of a court order denying access. All custody arrangements are the responsibility of the parents. Each parent/guardian listed on the registration form is deemed to have legal custody/guardianship UNLESS a court order to the contrary is provided. All custody arrangements are the responsibility of the parents/guardians.

19) Staff and Parent/Guardian Contact Outside Kids Klub Hours

Any contact between families and staff members outside of the Kids Klub Centre, either business-related or personal, is strictly between these parties and should remain outside of Kids Klub operations.

20) Signing In and Out

Children **must** be signed in and out each day by a parent/guardian or authorized individual on the site Sign In/Out Sheet. Parents/guardians are responsible for their children up to and until they have been fully signed in, and from the time they have been signed out of our programs.

21) Nutrition

On school days, an afternoon snack (including juice or water) is provided.

On full days, children must bring a nutritious morning snack and lunch. Afternoon snack is provided as usual. A monthly snack calendar of the food/drink being provided to children is available upon request.

22) Loitering

Due to Licensing Requirements, anyone over the age of 12 at any of our locations must have a current Criminal Record Check on file. While parents/guardians can drop off and pick up without a Criminal Record Check, we ask that you do not loiter at the locations during our care hours.

23) Out-Trips

Several after school out-trips take place in which the children do not return to the site until 5:00 pm. If your child needs to be picked up before this time on any particular day, or on a regular basis, please request that your child stay at the Kids Klub site on those days and we will do our best to accommodate your request.

24) Sickness

Kids Klub is committed to providing a safe and healthy environment.

If your child is sick or displays the following symptoms, we ask that you make alternative care arrangements:

- A persistent fever (38.8 C or higher), unexplainable rashes, vomiting, diarrhea, cough, ring worm or pink eye, anything contagious or is feeling too ill to enjoy Kids Klub activities.
- If your child contracts a communicable disease, he or she may not return until your doctor or a public health nurse gives written permission.

If your child becomes sick at Kids Klub, we will contact the parent/guardian to pick up the child up as soon as possible.

Staff will not administer any medication to a child without prior written consent.

Out of consideration for other children in the program, if lice is found at home, at the Kids Klub site, or at school, your child cannot return to the program until the lice has been treated, the nits combed out, and the problem is completely removed.

25) First Aid

All Kids Klub centre staff have up-to-date First Aid Certification and will administer first aid as needed. First aid treatment does not include any form of orally ingested medications.

26) Medications

Medication will only be administered once a parent/guardian fills out a Care Plan and Permission to Administer Form.

All medications must be in their original containers, labeled and with clear directions.

27) Anaphylaxis

Any child with an anaphylaxis allergy must have a completed Care Plan and Permission to Administer Form, an Allergy Form, and a Medical Form on file.

Concerning EpiPens: This applies to any child in a Kids Klub program who has severe allergies and is in need of a medication administered in an EpiPen.

In case of Anaphylactic Shock when the child is conscious:

- Step 1. Staff will call 911/an ambulance for assistance
- Step 2. Staff will guide/help the child administer their own medication
- Step 3. A parent/guardian will be contacted and advised of the situation

In case of Anaphylactic Shock when the child is unconscious:

- Step 1. Staff will call 911/an ambulance for assistance
- Step 2. Staff will administer first aid
- Step 3. Medication will only be administered by staff if the parent/guardian has given written approval as per the care plan.

It is the responsibility of the parent/guardian to ensure staff knows how to administer the EpiPen. The child must carry their EpiPen with them at all times, including during out-trips.

Any medical conditions or concerns, significant allergies (concerns, preferences), and behaviour concerns will require a Care Plan and additional medical forms.