



Kids Klub Program Conditions

Kids Klub Centre is a VIHA licensed non-profit, Christian-based organization that is committed to providing your child with a safe, supervised environment, staffed by competent, responsible people. The staff members at Kids Klub are focused on providing opportunities for the continued development of each child's social, physical, emotional, cultural and intellectual needs. For the program to provide effectively for you child's needs, your involvement in planning and decision-making is necessary and welcomed.

KIDS KLUB HOURS

The Head office is open from 8:30am-4:30pm, Monday-Friday
Kids Klub sites servicing early morning care open at 7:00am and afternoon sites close at 6:00pm.
Kids Klub is closed Weekends and Statutory Holidays

LICENSES AND INSPECTIONS

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

PROBATIONARY PERIOD

Parents/guardians are expected to make arrangements for the child if he/she demonstrates an inability to function in our program. **Each new child is accepted on a four-week probationary period. Kids Klub reserves the right to refuse care.** If a child is unable to co-operate and manage in a program, a manager will send a letter to the parent/guardian. If there has not been a satisfactory improvement in behaviour, Kids Klub may terminate care.

REGISTRATION FEES

There is a \$10.00 Registration fee for the application to the School Year Programs and a \$25 Registration fee for the Summer Programs which includes a T-Shirt and hat. These fees are non-refundable.

PAYMENT

Before your child may start in the Kids Klub Program, we must have Payment Method on file for the duration of your child's enrolment at Kids Klub. Kids Klub offers several payment options (credit card, pre-authorized debit from chequing and post-dated cheques) please contact the Head Office if have any questions. If you are subsidized you need to include your authorization number. **All fees are to be paid, whether subsidized in whole or in part, in advance on the first day of the month. All extra charges incurred to your account need to be paid by the third Friday of each month in order to avoid interruption of care.** If you foresee a delay in payment, please let the office know and we will be glad to discuss it with you. Kids Klub will not accept cheques from clients whose cheques have been returned/NSF three times. A charge of \$25.00 applies to all NSF cheques

INTEREST

Kids Klub will charge 2% interest on any balance outstanding at the end of each month.

REPAYMENT AGREEMENT

Kids Klub will provide refunds or reimbursements only in the case of client overpayments or if we are unable to provide care due to extenuating circumstances.

SUBSIDY

Kids Klub accepts Subsidy Authorizations from the Ministry of Human Resources. If you are interested in obtaining more information about this program please contact the Human Resources Department directly at 387-5400. 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 received by Subsidy.

WITHDRAWAL FROM KIDS KLUB

Four weeks written notice to the Head Office, is required if you are withdrawing your child from any portion of our program. If the four weeks written notice is not given, you are required to pay for six weeks from the date of withdrawal. This applies also to children who are going from Full Time to Part Time or Drop In Care.

LATE DROP OFF

In order to prevent any "missing children" concerns, it is imperative that the site be contacted before noon if your child will be absent that day. If there is no answer please leave a voice message. Please let the site manager know if your child will be late arriving to Kids Klub. During the School Year sites have strict drop-off schedules for ensuring that children arrive to their schools on time. If this is a concern please talk to your site manager to find out their departure time in the mornings. During the Summer Day Camps, out-trips often begin in the morning so we ask that your child arrive no later than 9.30am to the Summer Program.

LATE PICK UP

A late pick up fee of \$10.00 for every ½ hour, or portion of, is charged to the parent when the child is not picked up at the site's specified closing time. Please phone the site as soon as possible when you are going to be later than your usual pick up time. If a guardian has not picked up a child or called by 6:00pm, the caregiver will try to contact the family and then the alternative person/s from the authorized pick up list. If that person is unavailable and the parent has not contacted the caregiver 20 minutes after the site closes, the caregiver is required to notify the Ministry of Children and Families. If late pick up becomes a problem, you will receive a warning letter. If late pick up is an ongoing problem and reasonable effort has been made to solve it, Kids Klub may choose to terminate care for your child.

PERSON'S AUTHORIZED TO PICK UP YOUR CHILD

The parent / guardian is required to notify the caregiver **in writing** if someone else will be picking up the child. If the caregiver does not know the person picking up the child, information about the person will need to be provided (name, phone number, and physical description). The person will be asked to show photo identification. Children will not be permitted to leave Kids Klub by taxi, bike, or without a parent/guardian. Release of a child:

If a person authorized to pick up a child is incapable of safe care the Kids Klub staff will:

- Assess the situation
- Contact the other parent as an alternative
- Contact an emergency contact person as an alternative

If a person authorized to pick up a child is incapable of safe care and insists on taking the child, the Kids Klub staff, will:

- Contact the RCMP

If no one comes to pick up the child, the Kids Klub staff will:

- Contact the parent or emergency contact, if no answer
- Contact the Ministry of Children and Families

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 the caregiver
- Contact the parent or legal guardian
- Must receive written confirmation that this person is able to take the child. The parent can fax in a request but the signature need to be compatible with one on file at the site
- Request the parent come to the site to give confirmation of the release of the child.
- Speak to the unauthorized individual and explain the policy that no child will be released without written authorization by the parent or guardian
- Make all reasonable efforts to ensure the safety of the child and other children.
- If necessary, the police will be called for assistance.

SIGNING OUT

Children must be signed out each day on the site Sign-Out Sheet.

SNACK

On school days, an afternoon snack (including juice or water) is provided. On full days, children must have a nutritious morning snack and lunch. Afternoon snack is provided as usual.

OUT-TRIPS

Several after school out-trips take place in which the children do not return to the site until 5:30 p.m. 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—we will do our best to accommodate your request.

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, or pink eye, or is too ill to enjoy Kids Klub activities. If your child becomes sick at Kids Klub we will contact you to pick him or her up. Staff will not administer any medication to a child without prior written consent. If lice is found at home, Kids Klub or school, out of consideration for other children in the program, your child cannot return to the program until the lice has been treated, the nits combed out, and the problem is removed.

FIRST AID & MEDICATIONS

First aid treatment does not include any form of orally ingested medications. Medication will only be administered on the written request of the parent/guardian or upon permission given via telephone to the centre for an emergency situation. If your child contracts a communicable disease, he or she may not return until your doctor or public health nurse gives written permission.

A note 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 & the child is conscious:

1. Staff will call an ambulance for assistance
2. Guide/help the child administer their own medication
3. Call the parent and advise them of the situation

In case of Anaphylactic Shock & the child is unconscious:

1. Staff will call an ambulance for assistance
2. Administer First Aid
3. Medication only administered by staff if the parent/guardian has given written approval

It is the responsibility of the parent to ensure the staff know how to administer the Epipen. The child must carry the Epipen with them at all times, including out-trips.



Guidance and Discipline Policies

Guidance and discipline in Kids Klub Centre is provided to ensure a safe and healthy learning environment in which each child can feel secure, respected and valued. Each child will be encouraged and supported to develop positive relationships with peers and staff. Staff will strive to be positive role models, showing respect for children, parents, co-workers and their environment. To this end, parents/guardians can expect that staff will:

- Demonstrate physical interaction as well as provide clear, simple and consistent limits regarding appropriate behaviors within the Centre; such limits will be offered in a positive manner.
- Harsh or belittling language will not be used at any time.
- **Physical punishment will not be used at any time.**

Kids Klub Staff will use the following intervention strategies to help correct inappropriate behavior and encourage suitable behavior:

1. Give verbal direction or re-direction as the main and first means of guidance and discipline.
2. Clearly communicate the expectations of each child and the logical consequences of inappropriate behavior.

For example... when a child uses physical aggressions as a means of expressing anger, we would

- Acknowledge the child's feeling and remind the child that we cannot allow anyone to hurt anyone else in Kids Klub.
- Model problem solving skills by explaining that other children do not like to be hurt and that the other child may not understand what the first child was upset about. We would then ask the child to tell the other child with words why he or she is angry. Together with the support of the staff, the children will be given the opportunity to work through the situation.

3. Provide an opportunity for the child to have some "time away" if they need to gain self-control.

Time away is a method used to show children that being redirected from an unfavorable situation to a more calming area allows them to manage their own behaviours. When a child displays the same inappropriate behavior repeatedly, even after verbal intervention by staff, the child is given the choice to either change the inappropriate behaviour or leave the activity they are involved in and go to a quiet space in another area of the room. The staff will go, when the child is calmer, and discuss better ways to solve his/ her problem in the future, and/or engage the child in a dialogue on this subject. When the child has regained control of his/her emotional and physical state, the staff person will invite the child to participate in the activity with the group.

In addition, Kids Klub staff will:

- Strive to recognize and identify the child's feelings in situations that may cause difficulties for her/him.
- Holding or physically restraining a child should **only** be used if she/he presents a physical danger, either to self or peers, this technique will only be used as a last resort and be implemented by staff that have had the appropriate training. Such restraint will protect the child until she/he is once again in control of her/himself.
- Supervise the child at all times and will not remove the child to an unsupervised area as a means of discipline.

Parents/guardians are encouraged to question staff if they are unclear about the handling of any incident within the Centre. As partners guiding your child through these key development years, it is desirable that staff and parents work closely and honestly together. Staff will be pleased to discuss any questions you may have about any aspect of the Guidance and Discipline guidelines.