



PARENT HANDBOOK

POLICIES, PROCEDURES **& CONTRACT**

Cell: (250)826-5436

www.thrivekelowna.com



Philosophy Statement

To provide a safe and exciting out of school care, where children Thrive, through relational mentoring, interaction with nature and creative opportunities for personal growth of body, soul and spirit.



*Each Policy is
to be initialed by
parent/guardian

Policies

1. Hours of Operation

School pick up is at 2:30pm. Our onsite program is from 3:00pm – 6:00pm on a regular school day. On early dismissal days school pick-up is at 12:30pm and onsite program runs from 1:00pm to 6:00pm. On school holidays (Christmas and Spring Break) our onsite program runs from 7:45am-5:30pm. On full days all children must be onsite from 9:30am – 4:00pm (unless it has been pre-arranged).

2. Registration and Evaluation Period Policy

All children registered in this center are subject to a three-week evaluation period. This will ensure that our center can provide your child with an environment appropriate to their needs. If following the evaluation period, we find that our program is not suitable for your child; we will inform you and suggest alternatives.

3. Withdraw Policy

If it becomes necessary to permanently withdraw your child from our center, you must give 30 days notice, from the first of the month, **in writing** to the center supervisor, or pay one month's fees in lieu of notice. No refunds will be given.

4. Delivery and Pick-up Procedures Policy

If your child will be unexpectedly absent from our program, please contact the center at (250)826-5436 on or before the day your child will be away. (BEFORE 1:30pm school days) **(Before 9:30 am on full days)**

An authorized person is required to sign your child out each day. If there has been a change with the arrangement to pick-up your child, you must provide staff with a written and signed notice with all pertinent information prior to the change. A staff member will check the I.D. of any unrecognized person attempting to pick up children and check the "Child Pick-up Permission Form" for their information. If they are not on the list, a call to the parent/guardian will be made to obtain verbal consent for the child/children to be picked up by this person.

Please note that our center closes at 6:00pm. (5:30 during on school holidays) The following procedure will be observed (in accordance with the licensing regulations) for any child not picked up by center closing time:

. Every effort will be made to reach the parent(s)/guardian(s) and the alternate persons named on the registration form.

. If we are not able to reach any of the above persons, the Ministry of Children and Families will be contacted. They will deal with the situation accordingly.

After three late pick-ups; we have the right to cancel your child's registration in our center.

4b. Intoxicated/Impaired Parent Pick-up Policy

In the event that a parent should appear to be impaired when arriving at the center to pick-up a child, the following steps shall be taken:

- The staff in charge will direct the parent into the hallway and away from all of the children. The parent will then be asked if they have been drinking, using narcotics, on medication or are a diabetic.
- If the parent denies any of the above, but staff are still unsure about their condition, the parent will be told that we will be more than happy to call an alternate person or a taxi cab to come and get them.

· If a parent is uncooperative and leaves with the child in their vehicle against the staff request then the staff must call the RCMP as well as the Ministry for Children and Families as soon as they leave the premises. Please note that a parent does not have to have consumed drugs or alcohol in order to be intoxicated. A parent may be having a reaction to medication, cough syrup or be a diabetic.

5. Information from Home Policy

It is the direct responsibility of the parent/guardian to promptly advise the center of any changes in address, telephone number, alternate pick-up person, custody arrangements or any other vital information. Up to date records are essential to the wellbeing of the child/ren under our care. It is the parent/guardian's responsibility to communicate regularly with the center staff. Staff must be informed of any event or change of routine at home that may affect your child's behavior.

6. Health / Medication Policy

Sick children are not permitted to be in care at our center. The staff must be informed immediately if your child is ill, or is suspected of having been in contact with a communicable disease.

If your child becomes ill during the course of the day, he/she will be supervised in a quiet area away from the other children. The parent/guardian, or alternate person will be contacted to come to the center and take the child home.

In case of an emergency (medical/dental), the family doctor/dentist and/or the nearest hospital emergency center will be called. Parents will be contacted immediately.

In case of injury to your child while in the care, custody or control of the center, all claims against THRIVE After School Care Center will be waived, in excess of public liability insurance carried by the center.

Each time your child requires medication while in the care of THRIVE, it is necessary to complete a "Permission to Administer Medication" form. Without a completed form, the staff will not administer any medication to your child. All medication must be:

- * Current, any expired medication will not be administered to your child.
- * In the original vial or bottle.
- * Have no hand-written changes on the vial or bottle.

For administration of non-prescription medications, the parent and physician must also complete a "Permission to Administer Medication" form.

I, _____, understand and will comply with the policy for administering both prescription and non-prescription medications.

Signature of parent/guardian

Date

7. Behaviour Policy

- a. At THRIVE we have one encompassing rule: Children must show respect at all times, respect for themselves, respect for others, and respect for property. In order to reinforce this rule of respect we have different point incentive programs throughout the year.
- b. For excessive misbehavior, disrespect, aggressive behavior, swearing, bullying etc. the consequences are based on the following guidelines:

· Consequences must be natural and logical. The mistreatment of a toy will result in the child not being permitted to play with that toy for a determined length of time. Poor behavior on an out-trip; will result in the child being suspended from the next trip.

· Consequences must be appropriate for a child's age. A child who has mistreated a toy will be asked to take better care of the equipment so that everyone can enjoy it and will get a warning letting them know that next time it happens, they may lose the privilege of playing with that particular toy for a determined length of time; time will be less for younger children and more for older children.

Children will be approached in a respectful way, establishing eye contact, using a child's name and speaking in a controlled tone of voice will usually help diffuse situations.

· Children's feelings must be acknowledged. In order for the child to perceive the staff as supportive and helpful, they need to know their feelings are recognized and understood.

· Discipline at our center is dealt with in a positive manner. If a child's behavior is inappropriate and requires staff intervention, the staff will talk to the child about the behavior and may ask some questions to find out if everything is okay ie., did they have a bad day at school? A child may also be redirected to another activity and/or a different group of children if necessary. Children will never be isolated from the other children unless the safety of other children is involved, in which case the child will be sent to our office with a staff member to draw up a behavior contract and their parent will be contacted.

Under no circumstances will the staff use any form of corporal punishment to discipline a child.

- c. · If the behavior becomes a serious concern, the center supervisor will call a parent or guardian at work, in such cases you will be required to pick up your child early and to find alternate care for them for their following day of care. They will have a fresh start the day after their “ day off “.

A supervisor is usually available to discuss issues during pick up time. If not an appointment can be made or a phone meeting will be held if necessary.

- d. In reoccurring situations of extreme behavior or if your child is endangering others feelings of safety and security then your child's registration in our program will be terminated.

8. Abuse/Neglect Report Policy

· Please note that if we suspect a child is being *abused* or *neglected*, individual staff are required by law to report this to the Ministry of Children and Families.

9. Programs & Activity Policy

Thrive programs are designed to help your child Thrive in body soul and spirit with their health and safety and development in mind. Each day children are given a variety of activities to chose from including arts and crafts baking, sports, out trips etc.. All activities last until 4:30pm (out trips 4:45) in order for your child to get the most from our program please pick up after 4:45pm whenever possible. Out trips are preplanned, well supervised and have emergency plans in place.

10. Christian Education

Thrive presents the teachings of the Bible, encouraging children to think critically, and making decisions for themselves. Spiritual development is intergraded into activities by using statements and questions like the following: “the Bible says ...What do you think?” Or “I believe that... What do you believe?” “What does your family believe? Why?”

The following Biblical concepts and accounts are examples of what may be presented throughout the year at Thrive:

- Characteristics of God the Father & Jesus the Son and the Holy Spirit
- God's great love for all people from all cultures, back grounds and beliefs.

- Christmas, Easter, creation and other Bible stories.
- To Love your neighbor, and help take care of the world
- Do to others as you would want them to do to you.
- Forgive when someone hurts you

Biblical character qualities such as LOVE, JOY, PEACE, PATIENCE, KINDNESS, GENTLENESS, and SELF CONTROL will also be taught.

Teaching is done through normal daily activities like games, arts and crafts, singing and music, movies, drama, free play etc.

Thrive program does not include a specific bible study program

If you have any questions or concerns regarding the spiritual aspect of our program please don't hesitate to talk to a staff person about it.

11. Out-trips Policy

Out-trips are a vital part of Thrive. Parents are notified about all pre planned out-trips with a monthly calendar and/or notices. Due to weather conditions and other factors some spontaneous out-trips within walking distance or 5 min. drive may occur i.e. to a neighborhood park, Capri bowling alley etc. All Out trips planned or spontaneous will return to the center no later than 4:45pm unless otherwise stated. All out trips pre planned or spontaneous have an emergency plan in place and are well supervised. If there are any specific days your child can not participate in an out-trip, please let the Thrive staff know before 2pm that day, we will try to have your child chose a local activity. Please note that all children are required to attend out trips during all school holiday camps. Please pre arrange any early pick-ups with a staff. If your child is unable to attend a holiday camp out trip please find alternate care for that day.

Please do not send your child with additional spending money for out-trips unless otherwise indicated ie. For treat walk or concessions.

We have a \$10.00 limit for spending money on out-trip days only. The Thrive center staff will not be responsible for any money sent with your child.

12 . Nutrition Policy

Children are provided with a designated snack time after school but **must bring their own snack** that meets the Canadian Health Food Guide. During Pro D days and holiday camps, please send your children with a nourishing lunch and 2 snacks as well as a re fill-able water bottle from home. Lunches and snacks must meet the standards set in the Canadian Health Food Guide. There is an on-site water fountain for your child's convenience.

13. Clothing Policy

Your child should be sent to the center wearing comfortable, washable and weather appropriate clothing. On rainy days, both boots and running shoes should be sent.

Please label all of your children's belongings, including coats, boots, lunch bags & backpacks!

In respect for themselves and other children clothing must be modest, no spaghetti straps, tube tops or low cut pants or gory images.

14. Clean-up Policy

All children are responsible to help keep Thrive program areas clean and orderly. Please allow time for your child to clean up what they are using before they leave. All crafts and projects left at the center on Friday evenings will be thrown out.

15. Smoking Policy

Smoking is not permitted on the Thrive program property during hours of operation; it is against our licensing regulations. If we become aware of someone smoking on Thrive property during hours of operation they will be asked to put out their smoke, or remove themselves from the program property.

16. Staff Policy

Staff behavior is monitored and controlled by Program Manager or Director during regularly scheduled program hours during on and off site activities. Although staff are encouraged to live a life worthy of modeling at Thrive as well as outside of work, Thrive does not, monitor the conduct and actions of staff members while outside of their work hours away from the program areas.

17. Emergency Evacuation Plans Policy

Building Evacuation: We will meet in our parking lot for a head count and then cross the street to Calmels Park. Parents will be notified if it becomes unsafe to re-enter the building. We will practice fire drills once a month to ensure children and staff know what to do.

Neighborhood evacuation: In the case that we need to leave the neighborhood we will relocate to our alternate Thrive location 2100 Gordon Drive (250)763-3738. We always carry the Thrive cell 250-826-5436 with us in the case of an emergency evacuation.

City Evacuation: In the case of a city evacuation we will relocate to Enderby Chapel 706 Mill Avenue, Enderby, BC 1-250-803-8402.

18. Closure Days Policy

We will be closed on all statutory holidays as well as Easter Monday unless otherwise specified. We are also closed for the first and last day of school. Holiday Camp registrations are separate and may include other various closure dates.

19. Parental Access Policy

Authorized parents/guardians will have access to their child/children while in care whether at the center or on an out trip.

20. Homework Policy

Home work club is from 4:30- 5:00pm Monday – Thursday. All children are required to participate in reading or homework. Program staff help with homework during this time. A small snack is served during home work club to all children.

21. THRIVE After School Care Center Responsibilities Policy

1. To make sure the club program areas inside and out are safe for children, utilizing risk management in all activities, training staff in safety regulations and ensuring all toys and play apparatus is in good repair.
2. To ensure the program keeps kids healthy and Thriving, getting ample fresh air and exercise, healthy food, water, rest, hygiene, adult mentorship and free play time etc.
3. To ensure all children are supervised at all times by qualified staff.
4. To notify parents of physical & emotional or other concerns noticed about their child while in care.
5. To call the parent, or if necessary, an ambulance, if a child is suddenly ill or injured.
6. To be able to handle anxiety, sickness, injury, emergencies in a safe way.
7. To make sure that everyone over 12 years age (volunteers, substitutes and others regularly on the premise of Thrive) have had a Criminal Record Check and are always accompanied by a licensed senior staff member.
8. To ensure appropriate qualifications for all staff including caregivers, other employees and volunteers.
9. To notify parents of the names and qualifications of the substitute caregivers that may be used.
10. To keep confidential, all information received about a child or a family.
11. To have a written and followed behavior management policy that is acceptable under the Child Care Regulations.
12. To ensure that, while in care at Thrive, children are happy and able to Thrive, through relational mentoring, interaction with nature and creative opportunities for personal growth of body, soul and spirit.

22. Parent Responsibilities Policy

1. To bring or pick-up your children on time: not dropping off before opening or picking up after closing.
2. To let Thrive staff know if your child will be late or not coming; or if you will be picking up early, to notify staff in advance if someone other than yourself is picking up your child.
3. To give all information needed to care for your child by thoroughly filling in the application form including emergency form & attaching a recent head and shoulders photo.
4. To sign in your child when dropping off your child for full days and sign out your child when or picking up.
5. To notify Thrive staff & keep your child home if they are sick, or to pick up early if called, in the case that they become sick while at Thrive.
6. To let the Thrive know if your child has a communicable disease, health issue or has been in contact with a communicable disease or health issue. Including but not limited to issues like head lice, pink eye, chicken pox, colds and flu strands etc.
7. To let Thrive know if there are major changes in your child's life including but not limited to: moving, addition to family (new babies or siblings, roommates, new parent relationships, etc.) separation, divorce, custody battles the kids may become aware of, death or sickness in your family that may affect your child and especially changes in medication that may affect your child's behavior. This information is vital to understanding and assisting your child's emotional and behavioral well being while at Thrive.
8. To send your child with a healthy snack for after school and to ensure it meets Canadian Health Food Guide standards.
9. To leave extra clothes at Thrive in case of accidents or be available to bring them if called by staff.
10. To pay fees on time, keep subsidy contract current, including having the required registered online payment plan.
11. To notify staff or manager if at any time your child becomes uncomfortable or discontent attending Thrive for any reason.
12. To notify Thrive staff, manager or Director if at any time you have health, safety or programming concerns or questions.
13. To immediately notify Thrive Manager of any changes of pick up details, phone #, email, address, or work placement.

_____ I agree to provide monthly payments by setting up payment plan online for the school year my child will be in attendance. (detailed in Financial Policies)

_____ I will be on time in picking up my child (or children) by 6:00pm on school days and 5:30pm on school holidays. Anytime over and above the agreed hours of care, will be charged a late pick up fee \$10 for each 10 minute interval late (or portion of), billed weekly. (detailed in Financial Policies)

_____ It is the responsibility of both Thrive and the parent or guardian to notify each other if a child seems unhappy or not thriving while in care of Thrive for any reason, or if the child's attendance has become unsatisfactory at any time. The contract can be terminated by either party. If Termination of Thrive registration and attendance is required for any reason, **30 days written notice from the 1st of the month is required** by either party **in writing**. (If your child is putting other children or staff at risk, immediate expulsion will take place, without 30 days notice.)

_____ Thrive facility, program and all application/registration information is open to visits and viewing from Interior Health Authority staff including: licensing officers, public health nurses, fire chiefs etc. These visits are to ensure health and safety standards within our facility meet or exceed licensing regulations.

Signing below acknowledges that you have read and understand and agree to all of the initialed THRIVE After School Care Center's policies and procedures,

Signature of parent/guardian

Date

Signature of Thrive manager or Director

Date