

Vancouver Island Kids Klub Centre Society



Policies and Procedures

Parent Handbook

Updated July 2023

1) Kids Klub Hours

The Head Office Hours: (4828 West Saanich Road)

Monday to Friday 9am-4:30pm

Kids Klub Site Servicing Hours:

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

Kids Klub is CLOSED:

- Weekends
- Statutory Holidays (Labor Day, Truth & Reconciliation Day, Thanksgiving, Remembrance Day, Christmas, Boxing Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day).
- All programs are closed the last Friday in June for site maintenance and last day of summer programs for September Start Up.

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. Our Site staff will work to correct and manage behavior by using calm and clear direction and guidance.

If a child is unable to co-operate and/or manage their behavior in a program, especially any physical behavior such as touching or hitting, and/or runs away from the group the following steps will be taken:

- Step 1: Centre manager will discuss with parent behavior concerns and document incidents.
- Step 2: If behavior does not improve a written warning will be sent to parent / guardian from director (or programs coordinator).
- Step 3: If there has not been a satisfactory improvement in behavior, Kids Klub retains the right to remove child program (refuse care) should safety be compromised.

Probationary Period

Each new child is accepted on a four-week probationary period. Parents/guardians are expected to make other arrangements for their child if he/she demonstrates an inability to function in our program.

Parent Centre Concerns

Kids Klub is committed to a safe and respectful workplace. If you have concerns with care or behaviors within the program, please address this respectfully and calmly with the center manager. If you do not feel that the matter has been resolved adequately, please contact head office, and speak to the Programs Coordinator or the Executive Director. 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, Mon-Fri (Drop-in care is not an option)

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 at Kids Klub.

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 on the first of each month.

Any extra care received during the month (Drop-in Pro D Day & 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: July Fees due on July 1st & August Fees due on August 1st.

7) Co-paying Parents

In the event of co-paying parents/guardians, **both** must submit payment methods to cover the fees. Fees can be set up based on the percentages requested by the parents.

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 at the discretion of Kids Klub's 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 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 for the amount when received by Subsidy.

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.

Four weeks *written* notice via letter or email to the Head Office, is required if you are withdrawing your child from any portion of our program.

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.

Christmas Camp, Spring Break & Pro D Days: Once your application is submitted you are committed to care. If you would like to withdraw from this care, please contact the registrar.

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 & Late Drop Off

School Year After School Care: To prevent any missing children concerns, it is imperative that the site is contacted before **2PM** if your child will be absent that day.

When notifying your child will be away it's best to contact the site directly. Please do one of the following:

- 1. Call the site directly, if no answer, leave a message as staff will check before pick ups**
- 2. Message using the Current Parent App, please select the class directly.**
- 3. Email the site directly, ask your manager for their site email if you don't have it.**

If your unable to do any of the 3 options, then please call the office at 250-881-1223.

Looking for children at the school or calling the Police due to notice not given 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 after school pick up 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 for ensuring that children arrive to their schools on time. If this is a concern, please talk to your 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 9:30am to the Summer Program.

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

A late pick-up fee of \$20.00 for every ½ hour, or portion of, is charged to the parent when the child is not picked up at their site's by 5:30pm. 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 5:45pm, the staff 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 staff 20 minutes after the site closes, the staff 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.

16) Emergency School & Site Closures

If Kids Klub must close due to an emergency such as **fire, earthquakes, flood, snow days, power outages etc.** or any other emergency beyond our control, you will be asked to come immediately to pick up your child. **Decisions to close are dependent on access to our rental facilities, transportation access, staff safety and availability.**

If a closure were to happen during non-Program hours, we will either contact you directly by either email/phone and/or Update our Social Media outlets.

**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.*

There will be no refunds for emergency school & site, camp closures, this also includes School Strikes.

17) Persons Authorized to Pick Up your Child.

The parent / guardian is required to notify the staff **in writing** if someone else will be picking up the child. If the staff 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.
- You must be 16yrs 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.

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.
- Contact local authorities if necessary.

If no one comes to pick up your child by closing, 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.

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

- Will 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.

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, Kids Klub assumes no liability for drop off or pick up. All arrangements must be made with the manager prior to being executed. Verbal arrangements to the other staff members are not honored or recognized as legally binding.

19) Staff/Parent Contact Outside Kids Klub Hours

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

20) Signing in and out

Children **must** be signed in and out each day by a parent/guardian or authorized individual at the site Sign In/Out Sheet or via a QR code posted at your site. Parents/Guardians are responsible for their children up to and until they have been fully signed in or out of our programs. Kids Klub will not be held responsible for care until after sign in.

21) Nutrition

Kids Klub promotes healthy eating and nutritional habits at all our locations. We encourage all the children to choose their healthy options first, during snack and lunch times. Safe drinking water is always available for the children and our staff will encourage them to have water breaks throughout their time with us. All staff are made aware and will comply with any allergies or food preferences of any child in our program and a list of concerns will be posted at all locations. Parents supply all food and snacks, and we ask that you supply healthy and nutritious options for your child.

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

After school out-trips take place in which the children do not return to the site until 5:00 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.

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 too ill to enjoy Kids Klub activities.
- If your child contracts a communicable disease, he or she may not return until your doctor or public health nurse gives written permission.

If your child becomes sick at Kids Klub, we will contact you to pick up as soon as possible.

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.

25) First Aid

All Kids Klub Site 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 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 anaphylaxis allergy must have a completed Care Plan, Allergy Form, and Medical Form

Concerning EpiPens: This applies to any child in a Kids Klub program who has severe allergies and needs 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 always carry the EpiPen with them, including out-trip.

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

28) Current Parent Portal

Once you've been accepted into the Kids Klub program you will be invited to join the parent portal. Please accept the invite to join as you will have access to all the following: **News, Messages, Billing, Child Info, Calendar, Attendance, Contacts, Settings**

Please make sure notifications are turned ON under settings so that you don't miss any updates through the newsfeed.