Phone: 250-860-4336
2090 Gordon Drive
Kelowna, B.C. V1Y 3J3
Located in A.S. Matheson Elementary

The Clubhouse at A.S. Matheson Preschool

Parent Information Handbook

A Branch of The Clubhouse Child Care Center
Main Office: 839 Sutherland Avenue
Kelowna, B.C. V1Y 5X4

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POLICIES AND ADMISSIONS AGREEMENT

Welcome to The Clubhouse at A.S. Matheson Preschool. To ensure the smooth running of the Center and the well-being of your children, please read the following policies. If you have any questions, please do not hesitate to ask.

You must read, understand, and agree to abide by Clubhouse policies in order for your child/children to attend the Center.

The Clubhouse at A.S. Matheson reserves the right to cancel this agreement at any time if cancellation is in the best interest of the child/children and the Center.

MISSION STATEMENT

The Clubhouse at A.S. Matheson Preschool is a branch of the Clubhouse Child Care Center. We provide a child-centered facility that utilizes friendly service and a kind, knowledgeable staff to provide a quality program for preschool age children. This care is provided in a clean environment that addresses the individual needs of each child through a whole child approach: social, emotional, recreational, and educational.

CUSTOMER CARE

The Clubhouse is a non-profit society governed by a Board of Directors that meets every month. All parents are welcome to attend. A General Meeting is held annually, and it is important that all families attend. Child care and dinner will be provided for the children.

THE CLUBHOUSE AT A.S. MATHESON PRESCHOOL: PROGRAM PHILOSOPHY

The Clubhouse at A.S. Matheson Preschool offers a fun and stimulating program. We strive to provide an environment that promotes the emotional, social, intellectual, and physical development of the individual child. This development is nurtured through art, music, stories, and manipulative and large muscle play. Through positive modeling and loving care, we emphasize appropriate behaviour and problem-solving skills.

Dedicated, caring educators offer a child-centred foundation grounded in our Preschool Partnership with School District No. 23. Working collaboratively with a variety of educators, our preschool staff implement literacy units designed to encourage the growth and development of each child while facilitating a smooth transition into Kindergarten.

ORIENTATION

We will be hosting an important orientation session in early September, and we request that all parents attend. In August, you will receive an invitation that outlines the time and date of the session.

TIMES AND DAYS OF OPERATION

The Clubhouse at A.S. Matheson Center is open Monday through Friday, 7:30 a.m. to 5:30 p.m.

- Preschool classes for 3 year olds are held on Tuesdays and Thursdays from 8:30 a.m. – 11:00 a.m.
- Preschool classes for 4 year olds are held on Mondays, Wednesdays, and Fridays from 8:30 a.m. – 11:00 a.m.

The Center will be closed on the following statutory holidays:

Labor Day	New Year's Day
Thanksgiving	Good Friday
Remembrance Day	Easter Monday
Christmas Day	Victoria Day
Boxing Day	

Please Note:

- Preschool classes will not be in session during Christmas Break, Spring Break, and Summer Holidays.
- Preschool classes will not be in session during all School District #23 (district-wide) Professional Development Days.

FEES AND PAYMENTS

Payment is set at the time of registration. A non-refundable registration fee of $20.00 will be due each year in September. At the orientation you must provide post-dated cheques, dated for the 1st of the month for the duration of the school year—September to June.

Monthly fees are due on the first day of each month, regardless of absenteeism due to illness, vacations, or statutory holidays. There is no reimbursement for sick days or statutory holidays that fall on scheduled days.

This policy is in place to comply with the child : staff ratio regulations set out by the Child Care Licensing Department. Any variation of this policy is at the discretion of the Manager and Board of Directors.

PLEASE NOTE:

- There will be a fee for any N.S.F. cheques.
- 2% interest will be charged on all fees that are 30 days overdue
- Receipts for income tax purposes will be provided at the end of each calendar year.

For more information regarding fees for specific programs, please consult the fee schedule enclosed in your parent package.

SUBSIDY

- Applications for Provincial subsidies are available. Please see the Manager to discuss.
- Limited number of internal subsidies are available. Please see Manager to apply.

PHOTOGRAPHS

Throughout the year photographs may be taken of the preschool children busy with various activities. If you wish to give permission for the preschool to photograph your child, you must initial the photo consent section in your registration package.

REGISTRATION

In order to register your child with the center, you must provide the manager with:

- **signed registration form**
- **immunization records (copy)**
- **any required subsidy forms**
- **registration fee**
- **signed consent sheet**
- **a copy of any court order pertaining to your child/ren**

- New families are required to make an appointment with the Manager to tour of the Center prior to registration. You will be given a registration package including a registration form, consent form and Parent Information Handbook.

- Once you have completed and returned the registration form and consent form this information will be entered into the computer. At the orientation meeting in September you will be asked to confirm the information

- Returning families will be required to confirm all their child's information as entered in the computer program. Once the annual registration fee is received the child's space will be confirmed.

- The Clubhouse at A.S. Matheson also provides Out of School Care. If you would like more information regarding this program, please do not hesitate to ask. We will be happy to provide you with an Out of School care handbook.

ARRIVAL OF CHILDREN

Children must be delivered by a parent or guardian into the care of the staff at the Center. Parents or guardians are responsible for signing their child/children in on the daily attendance sheet. Children must never be left at the door or dropped off outside the building. It is unacceptable for anyone under the age of 19 to sign a child in or out of the Center, even if the parents/guardians are waiting for the child/children in the vicinity of the room. Please ensure that you only use the door designated for the Preschool. As this door is always locked, a staff member will greet you when class is ready to begin.

WITHDRAWAL

In the interest of both parties, there is a 30 day trial period beginning on the child's start date. The contract may be terminated by either party during this time. The family will be charged for the days of care given, and any unused fees will be reimbursed within two weeks.
After the 30 day trial period, one month's written notice is required if a child is leaving the Center. One month's fee will be required in lieu of notice. Unused post-dated cheques will be returned to the parent upon withdrawal from the Center.

SEPARATION

The beginning of preschool is an exciting time in a child's life, but that excitement may also be accompanied by confusion and uncertainty. In order to foster feelings of confidence and security, and to ease the transition from home to preschool, we offer the following suggestions to parents:

- In advance of the first day, discuss preschool in positive terms with your child. Affirm that preschool is a safe and fun place to learn and play.
- Explain to your child that the preschool staff are always available to help.
- Explain to your child when you will be leaving and when you will be returning.
- Say goodbye in a positive but firm manner, and reassure your child that you will see him/her soon.
- Tears are not uncommon. Be assured that they dry quickly once children begin to play and explore.

DEPARTURE OF CHILDREN

Parents or guardians are responsible for signing their children out on the daily attendance sheet.

When the parents/guardians pick up their child/children from the playground or courtyard parents/guardians must first inform the staff who are at the playground or courtyard and then enter the Center to sign out their children.

Children must be picked up promptly at the end of their scheduled class. Parents are responsible for notifying the Center if they are going to be delayed picking up their child for any reason.

The Clubhouse at A.S. Matheson maintains an open door policy to ensure that parents have easy access to their children. However, for the safety of the children and the Center, the exterior doors remain locked. In order to gain entry into the Center during class time, please ring the buzzer located at the Springfield Rd entrance. A staff member will greet you at the door once preschool has ended.

PLEASE NOTE:
Class times are strictly enforced. If your child is picked up after 11:00 a.m., there will be a $10.00 late charge per child.

Staff will not release a child to anyone other than the parent, unless informed in writing prior to pick up. Anyone permitted to pick up a child must arrive at the Center with photo identification.

If a child has not been picked up by the parents/guardians at closing time, every effort will be made to contact the parents/guardians and the emergency contact(s). If the staff are unable to contact the appropriate adult within two hours, the Manager will contact The Ministry of Children and Family Development and arrange care for the child until the parents can be contacted.

The Clubhouse at A.S. Matheson is a smoke–free zone. Please refrain from smoking in and around the Center.

CLOTHING

It is common for preschool children to have accidents, so please ensure that your child has a full change of clothes - socks, underwear, pants, and a shirt. All clothing must be labeled with your child's name. The Center accepts no responsibility for loss of clothing or other articles.

The staff understand that all children develop differently, and we are prepared to support your child through the challenges of toileting. During the registration process, please inform the staff of your child's needs; if necessary, ensure that you provide us with a supply of pull-ups and wipes.

Upon arrival at the Center, your child must be fully and appropriately clothed for the season. During the winter, please ensure that your child brings shoes which are designated for indoor use only. Children need safe footwear, such as runners or sturdy sandals with ankle support and a strap around the heel. Running shoes with velcro straps are recommended. No shoes with slippery soles, backless sandals, flip-flops, or slippers may be worn in the Center. Dress shoes are not appropriate for the preschool room or the playground.

CUSTODY, ACCESS, AND CHILD SAFETY

On the registration form you must list everyone who has permission to sign your child out of the Center. As the Center provides service to many blended families, there may be many adults on each child's pick up list. Staff must be certain that the person who has come for your child is the person you have designated for that day. To ensure the safety of the children and the Center, we must all adhere to the regulations outlined below.

Staff will not release your child to anyone who is not on your pick up list. Changes to your pick up list must be made with the manager and initialed .

Even if someone is on your pick up list, he or she will not be permitted to pick up your child unless you have provided written notice prior to pick up.

If you have not notified the Center of an alternate arrangement, or if there is any confusion regarding pick up, a staff member will call you to clarify the situation. If we cannot reach you, we will not allow your child to be signed out. If necessary, we will phone your designated emergency contact and request that he/ she pick up your child.

Anyone on your pick up list must be prepared to show identification when requested. There may be a staff member on duty who is not acquainted with the person who is designated for pick up; in that event, the staff member is obligated to verify identity.

You are responsible for ensuring that anyone designated to pick up your child is aware of these policies. When staff request identification or refuse to release a child to someone who is not on the pick up list, they are following mandatory safety protocol. These measures are not based on a judgment of suitability and should not be taken personally.

The Clubhouse has an open door policy for parents only. No one else will be granted access to your child while they are at the Centre. Copies of court orders pertaining to custody and access to your child must be supplied at the time of registration, or when they come into effect.

MEDICATION AND ILLNESS

Children who are ill must remain at home. The parent shall call before 9:00 a.m. to inform the staff when a child will not be attending the Center due to illness. If the child becomes sick at the Center, the staff will call the parents/guardians and request that they pick up the child.

If a child has been absent from the Center because of a contagious illness, the child must have a doctor's permission to return to the Center. When visiting your doctor, please ask for a written note stating when your child is no longer contagious and can return to the Center. Some examples of contagious illnesses include: pink eye, chicken pox, impetigo, etc. For a more complete list of common illnesses, symptoms, and recommendations, please refer to ILLNESS IN CHILD CARE, A QUICK GUIDE.

Please Note: The Medical Health Officer is the ultimate authority if there is a dispute about a child's suitability to return to the Center.

NO MEDICATION WILL BE ADMINISTERED WITHOUT FOLLOWING THE PROPER PROCEDURES

If you wish any medication to be given to your child, you must fill in a medication form. We may only administer prescription medication, or non-prescription medication that is accompanied by a doctor's note. Prescription medication will only be given if it is in its original container. Vitamins or medications found in a child's possession or backpack will be removed and given to the parent.

THERE WILL BE NO EXCEPTIONS

You must give permission for The Clubhouse at A.S. Matheson staff to obtain the necessary medical aid,

including ambulance service, for your child/children in case of an accident or injury.

Illness In Child Care — A Quick Guide

Disease	Symptoms	Infectious	Remove from Centre
Chicken Pox	Fever, blister-type rash	YES	YES from when spots first appear until dry
Cold with Fever	Runny nose, clear discharge, lack of appetite, slight cough, fever above 37°C.	YES before and during symptoms	YES
Common Cold	Runny nose, clear discharge, lack of appetite, slight cough	YES before and during symptoms	NO
Diarrhea #1	Runny stools	NO	YES
Diarrhea #2	Runny stools, fever above 37°C, bad smell, fussy, cranky, pain and/or vomiting	YES	YES
Ear Infections	Fever, clear discharge from nose, cranky, pulls on ear	NO	YES for 24 hours
Flu	Fever above 37 C, cranky, in pain, may have runny nose, nausea, vomiting	YES	YES until symptoms are gone for 24 hours
Hand, Foot, & Mouth Disease	Spots on palms of hands, fingers, and soles of the feet. Sometimes on buttocks; for 7 to 10 days	YES	YES
Herpes Simplex Virus (Common Cold Sore)	Fever blister or sore around mouth	YES	YES
Impetigo	Crusty rash, mostly on face, arms, or legs	YES	YES Until on antibiotics for 24 hrs
Nausea/Vomiting		YES	YES Until vomiting has stopped for 24 hrs
Pink Eye	Thick discharge from one or both eyes, redness or itching of one or both eyes	YES	YES Until seen by a doctor who says child may return
Rashes	Red spots anywhere— could be measles, chicken pox, allergies, impetigo	YES	YES Until doctor determines that it is not contagious
Sore Throat	Fever	YES	YES Until on antibiotics for 24 hrs

NUTRITION

The Clubhouse at A.S. Matheson Preschool will provide a healthy snack for the children in accordance with requirements outlined in the Health Canada Food Guide. We believe that it is important for children to be exposed to a variety of healthy alternatives and are encouraged to try different foods. On your child's birthday you may wish to send a special treat, such as cupcakes or cookies.

Please discuss your child's individual nutritional needs with the staff. To ensure the health and safety of your child, it is crucial that you inform the Manager of your child's allergies. Depending on the severity of those allergies, the Manager may have you complete a separate form which describes your child's allergies and outlines the proper procedures for staff to follow in the event of an allergic reaction. All staff will be aware of the information contained in this form. We hope that due diligence in this area will protect your child from harm.

PLEASE NOTE:
FOR THE SAFETY OF CHILDREN WITH ALLERGIES, THE CLUBHOUSE AT A.S. MATHESON IS A NUT-AWARE FACILITY. PLEASE DO NOT SEND YOUR CHILD WITH ANY ITEMS THAT MAY CONTAIN TRACES OF NUTS.

GUIDANCE POLICY

Behavioural guidance is essential to the smooth running of the Center. It is a continuous process of guiding behavior to assist children in developing self-control, self-confidence, and self-discipline. The children will learn to be responsible and accountable for their own
behaviour. We want to enhance the child's self-respect and respect for others. With the staff's knowledge of child development and the growing relationship with the children, potential problems can be anticipated and avoided if we:

1. Set limits and expectations with simple, clear and consistent guidelines.
2. Explain limits in a positive rather than negative manner.
3. Focus on the behaviour rather than the child.
4. Reinforce appropriate behaviour and redirect unacceptable behaviour.

These guidelines will be reinforced during the daily activities of the Center, and all staff will model appropriate, acceptable behavior. Unacceptable behavior will result in a conference between the child, staff, and the parent.

It is requested that children do not bring their toys to the Center. Toys from home often cause added disruptions for both the children and the staff. We provide a wide range of stimulating, educational toys for all children to enjoy.

HEALTH AND SAFETY OF CHILDREN: OUR LEGAL RESPONSIBILITY

Suspected Abuse/Neglect

It is our legal responsibility to report any suspected abuse or neglect. In the event that we suspect abuse or neglect, it will be reported to the Ministry of Children and Family Development. If your child has had an accident — no matter how insignificant it might seem— please inform the staff as soon as possible.

Under Child Care Licensing Regulations, the following policy is in effect:

If the staff believe or suspect that the parent or guardian picking up the child/children seems to be under the influence of alcohol or drugs, or if the adult does not seem able to provide safe care for the child/children:

1. The staff will explain their concerns to the parent/ guardian and offer to call a cab.
2. The staff will offer to call the emergency contact.
3. If the adult is a designated person who has per-mission to pick up the child, the parent or guardian will be called and asked to pick up the child/ children.
4. If the parent /guardian insists that the child/children leave with them, the staff will call the R.C.M.P. and the Ministry of Children and Family Development to inform them of the situation.
5. If the situation becomes dangerous, the staff will call 911 and request assistance.

EMERGENCY EVACUATION PLAN

1. At the sound of the fire alarm, one staff will walk to the door and lead the children out of the building.
2. The group will walk to the adventure playground fence and wait for the other children and staff to join them.
3. One staff will stand by the door and send children outside to join the group.
4. When the children have left the building, the staff at the door will go outside to join the group. The supervisor will collect the sign-in sheets and the emergency clipboards, check the Center and bathrooms for children, close all doors, and then proceed outside to join the children and staff.
5. Outside, attendance will be taken. The children will be counted.
6. When all the children and staff are accounted for, the group will walk to The Clubhouse on Sutherland.
7. Phone the Fire Department.
8. Parents will then be called to pick up their children at The Clubhouse on Sutherland at 839 Sutherland Avenue.

EMERGENCY RELOCATION POLICY

1. Should an incident occur in the vicinity of the Center making it necessary to relocate the children to another area of town, the following procedures will be in effect:
2. Follow the emergency evacuation plan
3. Call Daphne Bowden, the General Manager (250-863-5497) and request transportation for the children and staff.
4. The General Manager will call Immaculata Regional High School (250-762-2730) and inform them of an emergency evacuation required and that we will be relocating the children to their location.
5. Put all children into Clubhouse vehicles.
6. If necessary staff vehicles will also be used to transport children.
7. Upon arrival at Immaculata, settle the children in the gym with the staff.
8. Call the children's parents and request that they pick up the children immediately at Immaculata Regional High School.

INSURANCE AND FIELD TRIPS

The Clubhouse at A.S. Matheson maintains fire, theft, and liability insurance. Staff vehicles that may be used occasionally for transporting children carry extra liability insurance. All staff driving children will carry the proper license required by the Motor Vehicle Branch. Our transportation policy is available to parents upon request.

You must provide your consent for the Clubhouse at A.S. Matheson to take your child/children on suitable field trips. Your permission will be obtained when you initial the field trip consent section of your registration form. The Center will give ample notice when field trips are going to occur.

COMMUNICATION

Open communication between the staff and the families is essential for the smooth running of the Center. Newsletters will be sent out monthly, and notices will be posted on the parent communication board.

Please advise us of any changes in your family or schedule, however insignificant you think those changes might be. When you need to inform staff of holidays, alternate pick ups, changes in scheduling, etc., please submit a written copy of those changes to the room supervisor or Manager.

Everything must be taken into consideration when caring for your child. Ask questions, share concerns, express your needs, and tell us what you like about the Center. We want to hear from you. Parents are welcome to drop in at any time.

In partnership, we will be able to provide a wonderful experience for your child.

CONTACT NUMBERS

The Clubhouse at A.S.Matheson..... 250-860-4336

A.S. Matheson Elementary ……250-860-2525

Central Okanagan Child Development Association (C.O.C.D.A) ……250-763-5100

Child Care Subsidy……...1-888-338-6622

Clubhouse Child Care Center (Main)…….. 250-860-4393
Caroline Noga (Executive Director)
Daphne Bowden (General Manager)
Joanne Muller (Manager of Early Learning)

The Clubhouse at Raymer……250-860-6177
The Clubhouse at Cottonwoods ……250-860-1448

Casorso Elementary…… 250-763-8088
Raymer Elementary…… 250-762-4823

Health Unit……250-868-7700
Hospital (KGH) ……250-862-4000

Kelowna Child Care Society…… 250-762-3536

Ministry of Children & Family Development…… 1-877-387-7027