

Phone: 860-6177  
657 Raymer Avenue  
Kelowna, B.C.

# The Clubhouse at Raymer Out of School Care

## Parent Information Handbook

A Branch of The Clubhouse Child Care Center  
Main Office: 839 Sutherland Avenue  
Kelowna, B.C. V1Y 5X4  
Phone: 860-4393

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## **CLUBHOUSE ON RAYMER OSC PARENT HANDBOOK**

### **POLICIES AND ADMISSIONS AGREEMENT**

Welcome to The Clubhouse at Raymer Out of School Center. 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 The Clubhouse at Raymer policies in order for your child/children to attend the Center.**

The Clubhouse at Raymer 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 Raymer is a child-centered facility that utilizes friendly service and a kind, knowledgeable staff to provide a quality program for Out of School Care, Group Daycare and Kindergarten Care. 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**

Our exceptional level of customer care sets The Clubhouse at Raymer apart from other child care centers. When polled, parents cited "kind, caring, and knowledgeable staff" as the single biggest draw to The Clubhouse. Our clean and aesthetic facility provides age-appropriate spaces for all children to enjoy.

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.

### **CLUBHOUSE AT RAYMER OUT OF SCHOOL CARE: PROGRAM PHILOSOPHY**

The Clubhouse at Raymer Out of School Care program provides care for school age children. We strive to provide quality child care for the whole family, recognizing the uniqueness of the family unit and the types of care needed. We believe that each child deserves a stimulating, loving, and safe environment, which we provide through the following program:

The Out of School Care program is a recreational program designed specifically for School Age children. We provide a variety of activities, games, crafts, and sports. Through all our activities, we strive to foster a positive self-image and encourage good sportsmanship, responsibility, and respect for self and others.

### **TIMES AND DAYS OF OPERATION**

The Clubhouse at Raymer is open Monday through Friday, 7:30 a.m. to 5:30 p.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	Canada Day
	Civic Holiday (August)

The Center is closed for maintenance during the last week of August.

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### **HOLIDAY CARE**

The Clubhouse at Raymer program operates on the regular School District 23 calendar. Registered families will be advised of any closures and have the opportunity to book in advance at The Clubhouse on Sutherland for holiday periods when the Raymer location is closed.

### **FEES AND PAYMENTS**

Payment is set at the time of registration. In order for your child to be registered in the program, you must provide a series of post-dated cheques—September to June.

Monthly fees are due on the first day of each month, regardless of absenteeism due to illness, vacations, or statutory holidays. The space that is booked must be paid for. 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 the Board of Directors.

### **PLEASE NOTE:**

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

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

### **REGISTRATION**

In order to register your child with the Center, you must provide the Manager with:

- **signed agreement**
  - **immunization records**
  - **post-dated cheques**
  - **any required subsidy forms**
  - **signed consent sheet**
  - **a copy of any court order pertaining to your child/ren**
- An appointment with the Manager and a tour of the Center are required prior to registration. You will be required to complete a registration form and return it to the Centre. If any information is missing from your registration form, your child is not properly registered with the program and may not attend until all information has been provided.
  - The Clubhouse at Raymer also provides Group Daycare. If you would like more information regarding this program, please do not hesitate to ask. We will be happy to provide you with a handbook pertaining specifically to this program.

**FULL-TIME CARE POLICY**

A full-time child is a child who attends the Center four or more days a week. The full-time child may attend the Center between the hours of 7:30 a.m. and 5:30 p.m. The times of arrival and departure are established when the child is enrolled at the Center. If the drop off or pick up time changes, even for one day, the Center must be notified. It is necessary to maintain a child:staff ratio within the limits of licensing standards.

Payment is set at the time of registration. Post-dated cheques are required for the first day of each month and must be given to the Center in order to complete registration. The space that is booked must be paid for. There is no reimbursement for sick days or statutory holidays that fall on scheduled days. This policy is in place to comply with our child:staff ratio regulations as set out by the Child Care Licensing Department. Any variation of this policy is at the discretion of the manager and the board of directors.

**PART-TIME CARE POLICY**

A part-time child is a child who attends the Center for three or less scheduled days every week over the course of the year, and shares a space with another part-time child so that between the two they attend for the full week. These days are scheduled for the year, and both children are guaranteed a spot as long as both are enrolled in the program. If one child withdraws, the other will be responsible for full-time fees unless another part-time child is found. Part-time spaces for children are limited and are at the discretion of the manager. The cost is set at the time of registration and will be paid the same way as a full time space. Post-dated cheques are required for the first of the month and must be given to the Center to complete registration. Booked space must be paid for. There is no reimbursement for sick days or statutory holidays that fall on scheduled days.

**DROP-IN POLICY**

All children must be registered at The Clubhouse at Raymer prior to being accepted for drop-in. **A spot must be booked at least 24 hours in advance and depends on availability.** Drop off time will be no earlier than 7:30 a.m., and pick up time will be no later than 5:30 p.m. The fee must be paid on the day of service. There will be no drop-in spaces available on non-school days, professional development days, or spring and Christmas break. Unless canceled 24 hours in advance, any booked spot must be paid for. Any variation of this policy is at the discretion of the Manager.

**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.

**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/ren 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.

If your child will not be attending the Center on a scheduled day, you must inform the Manager prior to the anticipated time of the child's arrival. Informing Raymer Elementary is not equivalent to informing The Clubhouse at Raymer. You must call 860-6177 to ensure that Clubhouse staff are aware of your child's absence.

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### **DEPARTURE OF CHILDREN**

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

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

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

Consistent arrival and departure times must be set by parents and adhered to. This is important in maintaining a correct staff : child ratio.

### **PLEASE NOTE:**

Closing time is strictly enforced. If your child is picked up after 5:30 p.m., you will be billed a \$10.00 late charge per child. This late fee will also apply if the child is picked up later than the set departure time.

Staff will not release children 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. 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.

### **CLOTHING**

Upon arrival at the Center, your child must be fully and appropriately clothed for the season. Children need safe footwear, such as runners or sturdy sandals with ankle support and a strap around the heel. Running shoes must only have velcro bindings. Shoes with slippery soles, backless sandals, flip-flops, or slippers may not be worn in the Center. Dress shoes are not appropriate for the daycare room or the playground. During the winter, please ensure that your child brings shoes which are designated for indoor use only.

### **ROUTINE FOR ENTRY AND EXIT AT THE CLUBHOUSE AT RAYMER**

The Clubhouse at Raymer maintains an open door policy to ensure that parents and guardians have easy access to their child/children. However, for the safety of the children, the exterior doors remain locked.

Please follow the procedure outlined below. If you have any questions or concerns, please do not hesitate to address them to the management.

Clubhouse families will enter and exit through the West door of the building. Ring the doorbell, and a staff member will let you in. This allows the staff to carefully monitor all arrivals and departures.

Please note: children are never allowed to open the door, they must wait for an adult before they enter or exit the building.

### **Please Note:**

**The Clubhouse Child Care Center is a smoke free zone. Please refrain from smoking in and around the Center.**

**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 the 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 in a lunch box will be removed and given to the parent.

**THERE WILL BE NO EXCEPTIONS**

You must give permission for the staff of The Clubhouse at Raymer 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**

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

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### **NUTRITION**

The children will be offered breakfast before school each day as well as a healthy and nutritious afternoon snacks. The Center is responsible for ensuring that every child receives the proper daily nutritional requirements, as outlined in the Health Canada Food Guide.

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 to describe your child's allergies and outline 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 RAYMER 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 behavior. 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 behavior rather than the child.
4. Reinforce appropriate behavior and redirect unacceptable behavior.

These guidelines will be reinforced during the daily activities of the Center, and all staff will model appropriate, acceptable behaviour. Unacceptable behaviour 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 insist 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 to the playground.
2. One staff will stand at the door and send children outside to join the group.
3. When the children have left the building, the staff at the door will go outside to join the group.
4. The supervisor will collect the sign-in sheets and the emergency clipboards, check the Centre and the bathrooms for children, close all doors, and then proceed outside to join the children and staff.
5. Outside, attendance will be taken. When all the children and staff are accounted for, the group will walk to Osprey Park on Richter Street.
6. Phone the Fire Department.
7. Parents will then be called to pick up their children at Osprey Park.
8. If necessary proceed with Emergency Relocation Plan.

**EMERGENCY RELOCATION POLICY**

Should an incident occur in the vicinity of the Centre that makes it necessary to relocate the children to another area of town, the following procedures will be in effect:

1. Follow the emergency evacuation plan
2. Call Daphne Bowden, the General Manager (250-863-5497), explain the emergency and request transportation for the children and staff.
3. The General Manager will call Immaculata Regional High School (250-762-2730). They will be informed that there is an emergency evacuation required and we will need to relocate the children to their location.
4. Put all the children into the Clubhouse vehicles.
5. If necessary, staff vehicles will also be used to transport children.
6. Upon arrival at Immaculata, settle the children in the gym with the staff.
7. Call the children's parents and request that they pick up the children immediately at Immaculata Regional High School.

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### **INSURANCE AND FIELD TRIPS**

The Clubhouse at Raymer 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 licence required by the Motor Vehicle Branch. Our transportation policy is available to parents upon request.

You must provide your consent for The Clubhouse at Raymer to take your child/ren 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**

<b>The Clubhouse at Raymer</b> .....	250-860-6177
<b>Raymer Elementary</b> .....	250-762-4823
<b>Central Okanagan Child Development Association (C.O.C.D.A)</b> .....	250-763-5100
<b>Child Care Subsidy</b> .....	1-888-338-6622
<b>Clubhouse Child Care Center (Main)</b> .....	250-860-4393
Caroline Noga (Executive Director)	
Daphne Bowden (General Manager)	
Joanne Muller (Manager of Early Learning)	
<b>The Clubhouse at A.S. Matheson</b> .....	250-860-4336
The Clubhouse at Cottonwoods.....	250-860-1448
<b>Casorso Elementary</b> .....	250-763-8088
<b>A.S. Matheson Elementary</b> .....	250-860-2525
<b>Health Unit</b> .....	250-868-7700
<b>Hospital (KGH)</b> .....	250-862-4000

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**Kelowna Child Care Society.....250-762-3536**

**Ministry of Children & Family Development.....1-877-387-7027**