

The Clubhouse Child Care Center

The Clubhouse on Sutherland
Out of School Care
Parent Information Handbook

Phone: 860-4393
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V1Y 5X4

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CLUBHOUSE ON SUTHERLAND GROUP DAYCARE PARENT HANDBOOK

POLICIES AND ADMISSIONS AGREEMENT

Welcome to The Clubhouse Child Care 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 Child Care Center policies in order for your child/children to attend the Center. The Clubhouse Child Care Center **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 on Sutherland is a Catholic, child-centered facility that utilizes friendly service and a kind, knowledgeable staff to provide a quality program: preschool to pre-teen. This care is provided in a clean environment that addresses the individual needs of each child through a whole child approach: spiritual, social, emotional, recreational, and educational.

CUSTOMER CARE

Our exceptional level of customer care sets The Clubhouse 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, including a gym, for all children to enjoy. The Center is also equipped with an integrated security system, as risk management is a key priority.

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 OUT OF SCHOOL CARE: PROGRAM PHILOSOPHY

The Clubhouse on Sutherland provides school-age care for 5-12 year-olds. 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 program is a recreational program for children Kindergarten to Grade Seven. We provide a variety of crafts, activities, games, and sports. The Center also offers a homework program, in which staff assist students with their assigned homework and provide extra support in reading and math. Through all our activities, we foster a positive self-image and encourage good sportsmanship, responsibility, and respect for self and others.

FEES AND PAYMENTS

Payment is set at the time of registration. A non-refundable registration fee will be due each year in September. 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.

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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.

TIMES AND DAYS OF OPERATION

The Clubhouse on Sutherland is open Monday through Friday, 7:00 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 summer holidays.

HOLIDAY CARE

Families registered at The Clubhouse will have the opportunity to book for Christmas care, Spring Break care and Summer care. Fees will be calculated according to time booked. The Clubhouse will not charge for pre-booked summer holidays.

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 registration and consent forms. 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 on Sutherland also provides Preschool and Daycare. If you would like more information regarding these programs, please do not hesitate to ask. We will be happy to provide you with handbooks pertaining specifically to the programs in which you are interested.

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 7:00 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 prior to being accepted for drop-in. A spot must be booked at least 24 hours in advance. Drop off time will be no earlier than 7:00 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.

Unless it was 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/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.

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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/children 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/children.

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

It is also parent's responsibility to notify the Center if parents will be picking up their child/children at school. This is especially important for Casorso students. According to new regulations, more than 7 children being transported in a van require 2 staff in the vehicle. This is an added expense, and makes it all the more important for staff to know the exact number of children being picked up.

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 your child's scheduled 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. The Center accepts no responsibility for loss of clothing or other articles.

Children need safe footwear, such as runners or sturdy sandals with ankle support and a strap around the heel. Shoes with slippery soles, backless sandals, flip-flops, or slippers may **not** be worn in the Center. Dress shoes are not appropriate for the gym 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

The Clubhouse Child Care Center 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.

Between 7:00 a.m. and 9:00 a.m., we will enter and exit the building from the northwest door (the side door facing Sutherland Avenue). All other doors are fully alarmed during this time. At 9:00 a.m., this door will be alarmed. If you arrive after 9:00 a.m., you must use the entrance by the office (southeast corner of the building).

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Between 9:00 a.m. and 5:30 p.m., we will enter and exit the building from the southeast door (the door closest to the school parking lot). There is more parking available at the back of the building, and the lighting is much better. There is also a camera at the southeast door which allows us to carefully monitor all arrivals and departures. All other doors in the building will be alarmed, and the alarm will sound if anyone exits from those doors.

When you exit the building between 9:00 a.m. and 5:30 p.m., you must inform the staff in the office. A staff member will ensure that the alarm is disarmed temporarily (for approximately 30 seconds). If this procedure is not followed, the alarm will sound when **you exit**.

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 / she will not be permitted to pick up your child unless you have provided written notice prior to the 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 comes to 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 unacquainted with the person designated for pick up and 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 affect.

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 (p.14-15).

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 Child Care Center 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

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NUTRITION

Parents are responsible for providing a nutritious, age-appropriate lunch for their children, and the Center will provide morning and/or afternoon snacks. Breakfast is also available until 8am each morning. 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 ON SUTHERLAND IS A NUT-AWARE FACILITY. PLEASE DO NOT SEND YOUR CHILD WITH ANY ITEMS THAT MAY CONTAIN TRACES OF NUTS.

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. The group will walk to the Adventure Playground fence and wait for the other children and staff to join them.
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 by the door will go outside to join the group.
4. The supervisor will collect the attendance sheet and the emergency file box, check the Center 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 over to St. Joseph Elementary School.
6. Phone the Fire Department.
7. Parents will then be called to pick up their children at St. Joseph Elementary.

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.

INSURANCE AND FIELD TRIPS

The Clubhouse on Sutherland 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 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.

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.

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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 or electronic games 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 and games for all children to enjoy.

CONTACT NUMBERS

Clubhouse Child Care Center (Main)	860-4393
Caroline Noga (Executive Director)	
Daphne Bowden (General Manager)	
Joanne Muller (Manager of Early Learning)	
Central Okanagan Child Development Association (C.O.C.D.A)	250-763-5100
Child Care Subsidy	1-888-338-6622
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
St. Joseph Elementary	250-763-3371
Casorso Elementary	250-763-8088
A.S. Matheson Elementary	250-860-2525
Raymer Elementary	250-762-4823
The Clubhouse at A.S. Matheson	250-860-4336
The Clubhouse at Cottonwoods	250-860-1448
The Clubhouse at Raymer	250-860-6177