



Policies

Updated: March 27, 2024



Table of Contents

OUR PHILOSOPHY AND OBJECTIVES	1
CONTRACT AND POLICY CHANGES	1
OUR STAFF	1
PRIVATE CHILD CARE	2
ADMISSIONS AND REGISTRATION PROCESS	2
PROBATIONARY PERIOD	2
TUITION	3
TUITION PAYMENTS AND RECEIPTS	3
GOVERNMENT SUBSIDIES	3
WITHDRAWALS	3
PART-TIME ENROLMENT	3
RE-REGISTRATIONS	3
POLICY & SAFETY IMPLEMENTATION	4
CONFIDENTIALITY	4
CARE AND SUPERVISION POLICY	4
SCOPE OF CARE	5
HOURS OF OPERATION AND HOLIDAYS	5
PRO-D DAYS & HALF-DAYS	5
START FOR NEW KINDERGARTEN CHILDREN	5
GROUP FORMATION	6
ABSENSE NOTIFICATION	6
CLUBS & TUTORING	6
SIGN-IN PROCESS	6
SIGN-OUT PROCEDURES	7
ARRIVAL AND LATE PICK-UP	7
LATE PICK-UP FEE	7
FIELD TRIPS	7
ACTIVE PLAY	8
SCREEN TIME	8
EMERGENCY PREPAREDNESS	8
FIRE DRILLS	8
EARTHQUAKE DRILLS & EVACUATION PREPAREDNESS	8
INSURANCE FOR ASSISTIVE DEVICES	9
TOYS	9
CLOTHING	9
FOOD & DRINK	9
COMMUNICATION	10
BEHAVIOURAL GUIDANCE	10
ILLNESS	12
EMERGENCY TRANSPORT AND INTERVENTION	13
IMMUNIZATION	13
PRESCRIPTION MEDICATION	13
INJURY PREVENTION	13
NOTIFICATION OF PARENTS	14
LIABILITY	14
REPORTING	14
CHILD ABUSE	14
MISSING CHILD	14
SMOKING	14
RECORDS	15
PHOTOGRAPHS	15
VOLUNTEERS	15
NEWSLETTER	15
AGREEMENT	16



Thrive Kids Club



OUR PHILOSOPHY AND OBJECTIVES

Philosophy

Thrive Kids Club VCS is a program founded on Christian principles that exists to support parents as they raise their children. Thrive Kids Club VCS believes itself to be an important component of the support system that surrounds its families. At Thrive Kids Club VCS we encourage children to be intrigued by the world around them, to be excited and to be challenged by what they encounter. By taking on the role of guides and facilitators we seek to journey through new experiences as a group and to be present for each child as they make their own discoveries. We believe that by creating this environment children will thrive emotionally, cognitively, physically and socially.

Objectives

The aim of this program is to give children at Vancouver Christian School the opportunity to take part in activities of different forms while their parents finish their workday. Daily we have structured activities such as arts and crafts, sports, drama, music, quiet reading time and homework support. We have unstructured activity times when children are encouraged to use their imaginations to play, create or just relax. Our main goal is to have children engaged in a safe environment, give them the opportunity to do something fun, be challenged to expand their thinking and become involved in something in which they are passionate.

Values & Beliefs

As a Christian based program, Thrive Kids Club VCS staff will demonstrate Christian attitudes and values. This includes: a loving attitude towards others, a respect and concern for the world around us and an understanding that we are all imperfect beings in need of grace and forgiveness. We will use Christian books as part of our program, and offer Christian crafts around Christmas, Easter, etc.... but they will not be made mandatory. If a child asks a staff member a question regarding Christianity, they will be given an honest answer based on Biblical truths.

Being a Christian based program does not mean that families with different faiths or views are not welcome. Any child

from any faith background is always welcome in any of our programs. We encourage families to talk with their children about what they hear in our program in relation to their own beliefs. We do not set aside specific bible teaching times but rather strive to allow our values to be reflected through our actions.

CONTRACT AND POLICY CHANGES

The policies as presented in this manual are an important tool of Thrive Kids Club VCS for the operation of our program. It is of highest importance that both staff and parents know these policies and abide by them.

From time to time Thrive Kids Club VCS will adjust parts of its policies. If deemed appropriate such changes may become in effect immediately without prior notification.

OUR STAFF

Our facility will adhere to CCLR Div. 4, Sec. 34 in regard to staffing and ratios. We will maintain the required staff-child ratio as required by CCLR, Schedule E. They maintain valid first aid in a combination with other relevant certifications and work experience.

Our staff continuously furthers their education through relevant training. All persons working with the children are required to have a criminal record check and emergency first aid. Staff continuously upgrade their education through workshops, training, independent study and researching topics of interest.

Substitutes: Substitute staff will be called in when regular staff are away in order to maintain the requirements



by provincial licensing.

Students: From time to time, Thrive Kids Club VCS will accept students seeking work. They will have cleared criminal record checks and the necessary training prior to attending.

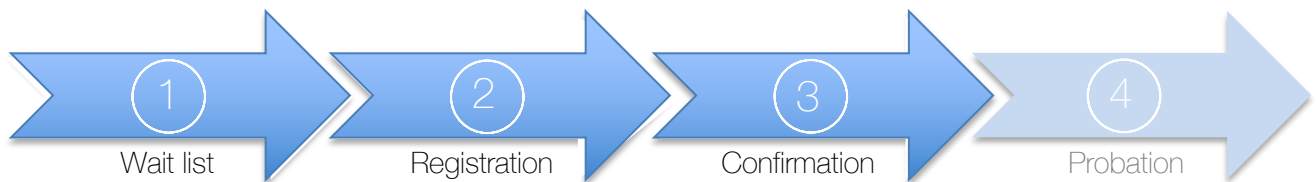
Volunteers: The manager carries out an interview. This includes a criminal record search of all possible volunteers. To ensure that security is maintained, the number of volunteers and students will be limited.

PRIVATE CHILD CARE

Thrive Kids Club VCS strives to create and maintain professional relationships between staff and parents. Parents are not allowed to hire any of our staff to provide private childcare outside of the Thrive Kids Club VCS if the child is enrolled in our program. Non-compliance may result in termination of employment for the applicable staff and termination of care for the applicable child. We strictly decline any/all responsibilities in case such an agreement is made despite this policy.

ADMISSIONS AND REGISTRATION PROCESS

The admission process consists of the following steps:



1. Parents submit the wait list application form.
2. Parents complete the registration process as follows:
 - Completed the on-line registration form
 - Pay the non-refundable registration fee of \$80
3. Thrive Kids Club will review the registration information and confirm enrolment if there are no concerns based on the registration information.

Note: Care will not commence until the above process is complete. The registration fee is non-refundable.

PROBATIONARY PERIOD

Thrive Kids Club VCS has a 3-month probationary period. During the probationary period each child is observed and assessed to ensure that he/she is able to adjust to the new environment and integrate well into our program. In the event a child is not adjusting well, we retain the right to terminate the enrollment immediately. We will pay special attention to aggressive behaviour or if a child is unable or unwilling to follow directions or our code of conduct. No part of the registration fee or any tuition will be refunded if care is terminated during the probationary period. In case we consider it possible that a child may need extra support we reserve the right to pro-long the probation time before confirming admission.



TUITION

Our monthly tuition is as indicated in the contract. There are no deductions for sick days of a child, statutory holidays, professional development days, centre closure, holidays, or times where the child might be absent from our centre. Fees are based on booked days not attendance. Refunds and credits will not be given.

Increases in the tuition fee can be expected from time to time. Any changes in fees will be communicated at least 6 weeks before the changes are implemented.

The current tuition fees are reduced as a result of our participation in the BC Child Care Fee Reduction Initiative and are subject to change in case of a cancellation of our participation in the program.

TUITION PAYMENTS AND RECEIPTS

The monthly tuition payment is required before or on the first of each month. Unpaid tuition is cause for immediate suspension and will lead to termination of care. Tuition is paid by Pre-Authorized Debit (PAD). NSF will incur a fifty-dollar (\$50.00) administration fee due immediately. A tuition receipt for tax purposes will be sent out by email before the end of February for the previous year.

GOVERNMENT SUBSIDIES

Government assistance is available to those that are eligible. Parents of government assisted children need to show their authorization form to the manager before the child can attend our program. For more information about government assistance parents can contact the Ministry of Children and Family Development. Parents are responsible for the renewal of their government assistance. They are responsible for the full payment of the tuition fee should subsidies be cancelled for any reason. If parents wish to start their child before subsidy acceptance a cheque for the full tuition of that month will be needed. The parent will be reimbursed their fees when subsidy is received.

WITHDRAWALS

Withdrawals are possible only on the last day of the month with one month' prior written notice (e.g. for an April 30th withdrawal, written notice must be received by or before March 31st). Withdrawal notices need to be submitted by email. In lieu of notice, one month's fees must be paid. Parents agree to this duration of notice when signing the direct deposit confirmation form within the registration package.

TERMINATION OF ENROLMENT

If children and/or parents fail to adhere to our established rules and policies, we will collaborate with them to resolve the matter. Nevertheless, if no resolution is reached, we retain the authority to permanently suspend a child from our program.

PART-TIME ENROLMENT

Thrive Kids Club VCS has a limited number of part-time spots. While we accept part-time enrolment, priority is given to any full-time applicants. Part-time spots are guaranteed for a maximum of one academic year at a time.

RE-REGISTRATIONS

Thrive Kids Club VCS requires a yearly re-registration. Returning children in our program have priority over new applications.



POLICY & SAFETY IMPLEMENTATION

Thrive Kids Club VCS adopts a policy implementation process in case where our policies are not followed to ensure the safety and care environment.

Thrive Kids Club VCS reserves the right to suspend or terminate care of any child without notice, should it be deemed necessary for the safety and well-being of our staff and/or other children in our care. If care is terminated no fees will be reimbursed.

CONFIDENTIALITY

It is the policy of Thrive Kids Club VCS that any information or records held regarding the family and child are kept confidential. The release of information or records would only take place a) for a legal matter that is requested or required by law or b) in our collaboration with Vancouver Christian School. In cases where information such as an incident report or a care plan is shared with Vancouver Christian School information could be made available to the superintendent, child's principal, and/or the child's teacher.

To comply with our privacy policy, we will use the first name and initial of the family name at the sign-in station. Parents who want us to use another way to identify their child at the sign-in station are asked to inform us of their preference before their child starts attending our program.

CARE AND SUPERVISION POLICY

The purpose of these guidelines is to emphasize our commitment to providing a safe and secure environment for the children in our after-school care program, and to delineate the expectations for our staff in terms of their responsibilities and supervision of the children.

1. Staff-to-Child Ratio: We will consistently maintain a staff-to-child ratio in compliance with childcare Licensing regulations to ensure proper supervision.
2. Certification and Screening: We will uphold high standards by maintaining up to date first aid certificates and criminal record checks for our staff.
3. Communication: Effective communication among our staff regarding changes and transitions is essential to ensure seamless operations.
4. Attendance Records: We will diligently maintain attendance logs and incident records for each child in our care.
5. Individualized Care: We prioritize understanding and attending to the unique needs of each child under our supervision.
6. Safe Play: Staff members will be vigilant in identifying and redirecting unsafe play, guiding children toward positive and secure activities.
7. Headcounts: Headcounts will be conducted before and after transitions to ensure the safety of all children.
8. Sign-In/Sign-Out: Families are required to sign their children in and out of the program using the provided sign-in sheet.



9. Clear Rules: Children will be reminded of clear, simple, and easily understandable rules for their safety and well-being.
10. Immediate Support: Our staff will always be readily available to aid and support to children in need.
11. Visual Contact: The layout of our rooms will facilitate continuous visual contact with the children in our care.
12. Behavior Observation: We will proactively observe play and behavior to identify and address potential safety concerns.
13. Scanning Position: Staff members will maintain a scanning position when interacting with other children, teachers, or parents.
14. Hazard Mitigation: We will take proactive steps to eliminate potential hazards and ensure that play areas are equipped with safe, well-maintained equipment and materials.
15. Continuous Monitoring: Staff will continuously scan, monitor, and count the children in our care.
16. Visual Contact: We will be conscious of our positioning to maintain visual contact with the children.
17. Bathroom Supervision: Younger children will not be allowed to go to the bathroom without supervision. A staff member will stay in the hallway or near the bathroom, ensuring safety and support. The older children will be allowed to go to the bathroom by themselves after notifying their leader.
18. Buddy System: A buddy system will be in place that allows the older children in our program to leave the direct supervision of the leaders for short amount of time for purposes such as retrieving an item from their classroom.

SCOPE OF CARE

Our primary goal is to ensure the safety and well-being of every child enrolled in our program. We prioritize providing appropriate levels of supervision to meet the needs of each child. However, given the scale of our organization, we are unable to offer additional staffing or specialized care and supervision for children with a care plan or extra support or special needs.

HOURS OF OPERATION AND HOLIDAYS

Hours of operation are Monday to Friday, 3:00 a.m. – 7:15 p.m. on school days of Vancouver Christian School. Thrive Kids Club VCS will not operate on days when the Vancouver Christian School is closed. No separate program is run for grade 6 students on elementary school closure days.

PRO-D DAYS & HALF-DAYS

Thrive Kids Club VCS is usually open on pro-d days and half-days. However, Thrive Kids Club may not always have access to the classrooms and therefore may be closed on days such as during parent-teacher meetings.

START FOR NEW KINDERGARTEN CHILDREN

Kindergarten students are welcome to attend our program during the gradual entry period in September while they have a half-day program at VCS. However, we are not set up to provide care for the students between



12:00 p.m. - 3:00 p.m. Parents of students in kindergarten who want their child to attend our program during gradual entry period are required to let us know by mid-August.

GROUP FORMATION

Thrive Kids Club runs in several groups called 'Nests'. Each 'Nest' has between 12 and 15 children per leader depending on the age of the children. The children are assigned to 'Nests' based on their age and grade as much as possible. To allow the maximum number of children to join our program children may be assigned to a different group if needed.

ABSENSE NOTIFICATION

Parents are required to notify us ahead of time **by text** if their child is not attending or is joining a club at VCS. Please, do not email for communication regarding attendance unless it is regarding a permanent change in enrolment and includes a change in tuition payments.

Phone numbers to be used to send absence notifications:

- Nests 1 and 2: 604-900-2172
- Nests 3 and 4: 604-900-2173

Only one message needs to be sent per family if more than one child is absent.

CLUBS & TUTORING

Due to licensing regulations regarding staff to child ratios, Thrive Kids Club VCS is unable to bring children to and from any clubs or other extra-curricular activities such as library, chess club, running club, or tutoring. It is the parent's responsibility to organize these transitions, especially for children in grades K-1.

Thrive Kids Club VCS cannot be held liable for anything that happens to a child or is done by a child while on its way to an extra-curricular activity, during an extra-curricular activity or on the way back from an extra-curricular activity such as a VCS club or other similar activity.

Parents are required to inform Thrive Kids Club of any changes in the schedule of any clubs (i.e. chess club is starting or not running.)

SIGN-IN PROCESS

Our sign-in process is designed to ensure a safe and quick sign-in process for the children at Thrive Kids Club VCS. Students in Kindergarten and grade 1 are picked up daily at their classroom. Students in grades 2-6 go to our sign-in station by themselves to sign in and join our program.

If a child who is supposed to be in our program is not signed in by 3:20 p.m. our staff will start looking for the child by scanning the school building and the outside area around the school. If we cannot find the child, we will first try to find out from the teacher if the child was at school before contacting the parents. If the child was at school and we cannot reach the parents, we are required to call the police and report them as missing.

Thrive Kids Club VCS cannot not be held responsible for children that are not yet picked up by our staff (Kindergarten – grade 1) or not signed in yet (grades 2-6).



SIGN-OUT PROCEDURES

Parents or authorized persons are required to sign out children on the note pad before picking them up. After signing out a child, parents and caregivers are asked to wait outside the classroom for their child. Our leaders will help the children to clean up, collect their items, and leave the group as quickly as possible.

Parents are to ensure that a member of the staff is aware of the departure of their child. It is crucial that parents sign out each child at pick up time. It is the responsibility of the parents to not leave their child unattended after the child is released from our program.

Release of Children

Parents are required to inform our staff in writing to authorize any individuals who are allowed to pick up the child. All parents and/or authorized individuals are to sign-in and sign-out each day the child is dropped off and picked up. Only persons designated to pick up a child will be allowed to do so.

Unauthorized Pick-Up

Parents are required to notify our team in writing if someone else, other than an authorized person, will pick up their child. Parents have to provide the name and phone number. The person will be asked to show photo identification. If necessary, police will be called for assistance. Children will not be released to anyone under the influence of drugs or alcohol, or any person under the age of 14.

ARRIVAL AND LATE PICK-UP

The centre closes promptly at 7:15 p.m. *Parents/Guardians need to arrive at no later than 7:05 pm to ensure sufficient time to pick up their child so that staff can lock up and leave by 7:15 p.m.* If parents are not able to pick up their child before 7:05 p.m. alternate arrangements must be made. Parents will have to inform the staff if they will be arriving late for pickup due to some unforeseen circumstances.

In the event a parent cannot be contacted, it is the policy of Thrive Kids Club VCS to call an emergency contact should a child remain in care after 7:10 p.m. If the parents or an authorized alternate cannot be contacted within 30 minutes, we will consider the child abandoned and call Ministry of Children and Family Development (MCFD). The MCFD will take the child into their custody until a parent or authorized pick-up person is located. A note will be left on the front door at the centre stating where the child may be picked up and/or providing a number to call.

LATE PICK-UP FEE

If parents know that they will be late for pick up they are required to call our program supervisor as early as possible.

A late pick-up fee of \$1.00 for every minute of delay in pick-up of a child will be charged if a child remains in care after 7:15 p.m. This late fee is due and payable upon pickup or before the next day's attendance. The child will not be able to attend the program until the fee has been paid. In case of repeated occurrence of late pickups our policy implementation process will apply. In case of repeated occurrence, the late pick-up fee may also increase.

FIELD TRIPS

Field trips and outings may be planned for the children. Parents who do not wish their children to participate in certain field trips will need to make other arrangements on those days. The parents will receive information about the field trip and to consent to the field trip. There will be no alternative program for children who do not join us on our field trip.



ACTIVE PLAY

Thrive Kids Club VCS values active play and physical movement. We aim at incorporating physical activities in our program throughout daily routines and activities for a at least 30-40 minutes. This includes engaging children in daily active play, consisting of un-facilitated play and facilitated games and activities.

Following the guidelines by CCLR for licensed childcare programs we must ensure a minimum of 30-40 minutes per day of outdoor active play (indoor active play is acceptable when weather is very poor).

SCREEN TIME

Occasionally, we'll incorporate educational apps or videos into our curriculum to enrich the learning experience. Older participants in our program have the option to utilize a computer, like their Chromebook, for tasks such as homework or typing practice. When we opt for electronic devices in our program, we ensure that screen time is restricted to a maximum of 30 minutes per day except on pro-d days and half-days when we may choose to view a movie.

EMERGENCY PREPAREDNESS

On the event of an emergency where evacuation is needed, we will gather all the children to our emergency meeting place on field on the back side of the school or the shelter indicated below. We will seek help from the community and neighbouring volunteers if transport is mandatory. Our goal will be to get the children to safety as quickly as possible. Each child will have an emergency contact card including the child's name, medical number, emergency numbers and contact people. Notes to where we are located will be left on our door at the facility and we will contact families to pick up children as soon as possible. We will test our emergency plan once a year.

FIRE DRILLS

Fire drills are mandatory for childcare facilities as dictated by the health authorities. This is a requirement for us to retain our license. They must be done once a month no matter the weather conditions or season and recorded in the fire drill logbook. Every employee must be aware of these procedures and will implement them if necessary.

1. When the fire alarm is given, the Thrive Kids Club VCS staff is to give the warning fire drill. All instructions and activity must stop, gas-and-oil- burning apparatus and appliances other than those used for heating the building should be shut off, and the children should remain still and quiet to await further orders.
2. Staff will go the nearest exit and open the door. The staff will lead the children outside to the meeting place. (parking lot)
3. The staff on duty will bring with them the emergency backpack, sign in sheet and emergency medications to the outside meeting place.
4. The program supervisor will look through each room before leaving the building.
5. In the parking lot, staff will hold roll call; the roll call is taken from both sign in sheets. Children will verbally respond (here) as their name is called. If a child does not respond when their name is called, the staff member doing roll call must make eye contact with that child before moving on the next child. If no eye contact is made, that child will be presumed missing.
6. If a child is discovered missing, staff may enter building, if it is safe to do so, to look for the child. If it is unsafe to enter the building, the fire department will be informed. A description and photo of the missing child will be given to the fire department when they arrive.

EARTHQUAKE DRILLS & EVACUATION PREPAREDNESS

Thrive Kids Club VCS conducts earthquake drills at least once a year. We want to assure you that our centre



is well equipped and prepared to care for your children in the event of this critical situation.

During a simulation, children and staff practice “duck and cover” defensive positions and remain “under cover” facing away from windows for a full 60 seconds, unless immediate evacuation is necessary (fire, gas odor, building collapse).

At the command of “earthquake,” the children and staff:

1. Drop under a desk or table if possible. Hold on to the desk or table leg. If there aren't enough sturdy pieces of furniture to get under, practice taking cover next to inside walls, away from windows, overhead light fixtures and tall pieces of furniture which might topple over when the ground shakes. Assume the “duck and cover” position on knees, head down, hands clasped on back of neck or head covered with book or jacket.
2. Face away from windows.
3. Stay “under cover” after earth stops shaking for 60 seconds (staff will count aloud; it is calming and earthquakes or aftershocks rarely last longer than 60 seconds).
4. Practice duck and cover drills outside in your play area, too.

When the time is up and the supervisor or manager deems evacuation is safe, children muster in the parking lot following the fire drill procedure outlined above.

In the event of an earthquake occurring, the following procedures will be followed:

1. No child will be released from our care unless a parent comes for him/her.
2. The children and staff will remain at the centre if the building is safe.
3. In case we must evacuate our centre, we will go to our emergency alternative shelter at

Walmart parking lot at 3585 Grandview Hwy, Vancouver, BC V5M 2G7

INSURANCE FOR ASSISTIVE DEVICES

Thrive Kids Club VCS cannot be held responsible for any lost, damaged or broken assistive devices, such as hearing aids, contact lenses or glasses. We ask parents to have adequate replacement insurance for such items should they become misplaced, damaged, or broken.

TOYS

Children are not allowed to bring personal toys or trading cards to Thrive Kids Club. Thrive Kids Club VCS cannot be held responsible if personal belongings get lost or damaged.

CLOTHING

Children will be participating in a various of activities such as outdoor play, painting and other craft activities that could cause clothing to become dirty or stained. We will not be held responsible for stained or soiled clothing and ask children to be dressed in clothing that is appropriate for play and exploratory engagement.

FOOD & DRINK

Thrive Kids Club VCS no longer has access to a kitchen before 3:30 pm. As a result, we are not able to prepare snacks any longer. From time to time, Thrive Kids Club VCS will include learning activities such as baking or cooking as a part of our program.



ALLERGIES

Parents must inform us about any allergies their child has. If a child has severe allergies, all parents will be notified, and we will prohibit any foods that may cause life-threatening allergic reactions, including tree nuts, peanuts, cashews, pistachios, almonds, or foods that could contain traces of peanuts. If a child requires an EpiPen, the parents must provide one before the child can join our program and should replenish any expiring EpiPens before their expiration date.

COMMUNICATION

The educational and care program we provide best works in a co-operation with the parents. We share an "open door" policy. Both our staff and the families of the children enrolled at the center need to collaborate in a mutually respectful manner and openness in order to have successful communications.

Parents are encouraged to inform us ahead of time if they would like to discuss an issue so that the program supervisor or manager can give you their undivided attention. Parents concerned with the care of their child, or any incidents at the centre are urged to speak with a staff member, and if not satisfied talk to the manager.

BEHAVIOURAL GUIDANCE

Our centre will abide by the CCLR Division 2 Section 51 and 52.

Safety and respect for all children is an important aspect of our philosophy. We believe that guidance provides children the skills needed to learn to control their own behaviour. Staff will guide children in dealing with frustrations, anger, and other strong emotions as much as possible. They will encourage children to talk about their feelings (using words) and to work together to solve problems (conflict resolution skills). We will use positive reinforcement to promote accomplishments. Staff will model respectful interaction and promote kindness.

The following guidance techniques will help to promote positive behaviour:

- Offering alternative activities
- Using reminders to reinforce limits
- Setting clear simple limits and expectations
- Redirecting or diverting when appropriate
- Modeling problem solving skills and acting or demonstrating a resolution
- Establishing eye contact, using a child's name to gain a child's attention in a calm respectful manner
- Using natural and logical consequences
- Promoting cooperation
- Allowing children time to respond to expectations
- Using logical and reasonable consequences. (I can see that you poured the water on the floor, here is the paper towel to clean it up.)
- Limiting use of equipment. (We are no longer going to play with the cars today because they are being used in an unsafe way.)
- Time away from an activity to calm the situation in order to effectively deal with it. (It is time for you to go do a quieter activity (read a book, do a puzzle) to calm down in order to resolve this issue.)

We consider physical punishment, deprivation, or degrading treatment as unacceptable methods of dealing with children's behaviour. If the behavioural guidance includes the use of restraints, we ensure that the restraints are administered only by a staff member who is trained in the use of and alternatives to the use of restraints. (In reference to the Child Care Licensing Regulations Part 4, Div. 2, 51/52)



If a child's behaviour is causing harm to others, to himself/herself, the leaders will be a calm presence for all the children and reassure other children involved. The staff strive to promote positive conflict resolution skills by modeling options and choices for the children. Children will have the support from staff during this time and will not be left alone.

INCIDENTS

At Thrive Kids Club VCS, we distinguish between 'reportable' and 'non-reportable' incidents.

Non-Reportable Incidents

A non-reportable incident is an incident such as:

- Bumps and bruises where no 1st aid was applied and there was no injury to the head.
- Single occurrences of rude behaviour, conflicts, or fights
- Single occurrences of non-compliance with our code of conduct and/or guidance

Following a non-reportable incident, our leaders may choose to notify the parents at the end of the day or send a text if an authorized caregiver picks up the child.

Reportable Incidents:

A reportable incident is an incident including:

- Injuries where 1st aid was applied and/or there was a head injury*
- Repeated occurrences of rude behaviour, conflicts, or fights
- Repeated occurrences of non-compliance with our code of conduct and/or guidance
- Any verbal or physical aggression or violence

Following a reportable incident, our leaders or supervisor/manager will notify the parents about the incident and may ask them to set aside a few minutes at pick-up or when the child next attends our program to talk about an appropriate follow-up (i.e. an apology). Our leaders will also submit an incident report to management for our records.

If a child is involved in a reportable incident more than two times per academic year, our supervisor and/or manager will contact the parents to discuss the reoccurring incidents and may ask to meet with the parents.

In case a child has total of five or more reportable incidents, the supervisor and/or manager will meet with the parents to discuss a care and safety plan to ensure everyone's safety and to look for ways to keep the child enrolled in the program.

Violence and threats towards staff, parents, and/or other children will not be tolerated. Physical or verbal aggression will result in termination.

* Anytime an injury requires a medical professional to get involved, the incident becomes a Major Incident, and a report is submitted to Vancouver Coastal Health

KIDS CODE OF CONDUCT

In collaboration with VCS and in conjunction with the school's code of conduct for elementary school students, Thrive Kids Club requires all children to adhere to the following code of conduct. (Note: These rules have been instituted since 2018.)



General Guidelines:

1. Treat others with kindness and respect.
2. Listen attentively when others are speaking.
3. Respect personal space and belongings.
4. Walk quietly and orderly in the hallway.
5. Avoid touching classroom materials or the teacher's desk.
6. Clean up after ourselves before starting a new activity.
7. Leave promptly when our parents arrive for pick-up.
8. Keep all Thrive Kids Club materials on-site.
9. Refrain from bringing personal toys or electronics.
10. Eat at designated tables, not on the carpet.
11. Stay within sight of our group leaders at all times.
12. Sign in immediately after dismissal.
13. Wear our pinnies within two minutes of signing in and keep them on until snack time or as instructed.
14. Inform leaders before leaving the group or using the bathroom.
15. Enjoy treats responsibly, limited to once a week, excluding individually awarded prizes.
16. Use appropriate language and avoid discussing inappropriate topics.
17. Refrain from hitting, shoving, or pushing others.
18. No nuts allowed at Thrive Kids Club, unless in Grade 4 or above.
19. Avoid hitting each other on the head with pool noodles.
20. Be mindful not to touch anyone with sticks.

Guidelines for Field Trips:

1. Remain seated and facing forward while on the bus.
2. Maintain a calm voice and low volume during bus rides.
3. Show respect to drivers, passengers, and pedestrians.
4. Refrain from eating while on the bus.

Thank you for your cooperation in creating a positive and safe environment at Thrive Kids Club!

ILLNESS

Parents will need to keep their child at home, or make alternate arrangements for the following conditions in reference to CCLR Part 4 Division 3 Section 53-55

- Fever over 38.3°C.
- Infected eyes or skin.
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox.
- Immediately report to staff any contagious or communicable disease.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.
- An acute cold with fever, runny nose and eyes, a "croupy" cough or congested to the point that he/she has heavy breathing.

If a child becomes sick, the parent or if parent is unable to be reached the person authorized to pick up in the case of an emergency will be called and asked to pick up the child. The staff will isolate the child from the other children and make him/her as comfortable as possible but will not administer medication. Any medicine



required to treat above symptoms will mean the child is too ill to attend our program. Example of medicine: Gravol, Tempera, Tylenol.

IMPORTANT:

To protect the health of the other children and our staff, children must be symptom free for at least 24 hours before admitted back into our program.

EMERGENCY TRANSPORT AND INTERVENTION

If our staff determine that a child needs immediate medical intervention emergency services will be called. Parents will be informed of any medical transportation.

IMMUNIZATION

Thrive Kids Club VCS is required by the Child Care Regulations to keep an up-to-date copy of each child's immunization record in case an outbreak should occur. Upon enrollment, the staff will ask for a current immunization record for every child.

If a parent has decided not to have their child inoculated, the following procedures then apply:

- The parent will provide a signed and dated letter stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side-effects and dangers of not being immunized.
- If an outbreak occurs, the parent will be asked to remove the non-immunized child from the centre until it has been determined that the child's health is no longer at risk.

PRESCRIPTION MEDICATION

Administration of medications in licensed childcare programs is regulated by the Child Care Regulations. This policy protects children, parents and staff. Our staff are not formally qualified to make "judgment calls" as to when medications are appropriate. Only medication prescribed by a doctor will be administered.

Procedure:

All medications (other than EpiPens) are kept in a locked container in the wall cabinets in the sink area out of children's reach. Parents must inform staff of any side effects or reaction that medication may cause in a child. (i.e.: hives, drowsiness, diarrhea) Authorization for the Administration of Prescription Medication form must be completed by parent. Doctor authorization must be provided before staff can administer non-prescription and over the counter medications such as Tylenol, Gravol, teething gel, etc. The "Authorization for the Administration of Non-Prescription Medication" form must be completed by parent and physician. A "medical consent" form will be filled out by a parent for each prescription required. Medication must be brought to the centre in its original container with instructions from your doctor on how to administer it.

Label must clearly show the following information:

- Child's name
- Name of medication
- Dosage and route (oral, nasal, rectal, eye, ear, or injection)
- Physician's name
- Care of medication (shake well, refrigerate)
- Date to end administration of medication

INJURY PREVENTION

First Aid equipment will be kept in the main activity area out of reach of the children. The center's director will



check the equipment periodically. All staff members will be trained in CPR and First Aid. All staff will have current First Aid certificates. When hiring staff, we will record the expiry date of First Aid certificates for future monitoring. All personal information required for handling children's emergencies will be recorded and easily available at all times. Completed and updated emergency information consent cards will be kept with the first aid kit.

NOTIFICATION OF PARENTS

When a child becomes ill, we will make the child comfortable in a quiet place where he/she can rest and will be closely supervised. Parents will be notified immediately and agree to begin making alternate work arrangements or arrangements for alternate care. If a child is seriously ill, the parents or an alternate contact must come for the child IMMEDIATELY. If we cannot reach a parent, we will call an emergency contact listed on the registration form or the child's doctor may be contacted depending on the seriousness of the illness.

LIABILITY

Thrive Kids Club VCS takes seriously the safety of the children under our supervision. Although we will be concerned for the wellbeing of all children there is a chance that by participating in our programs children can potentially get injured. We therefore ask all parents to sign the Parental Waiver, Release of Liability Consent Form.

REPORTING

We will adhere to the CCLR Sec. 29, 30, 31 (A) and 31 (B) Thrive Kids Club VCS will maintain a log of minor accidents, illnesses and unexpected events involving children that did not require medical attention and were not reportable incidents. Thrive Kids Club VCS must report incidents when a reportable incident has occurred as listed in Schedule H of the CCLR. Childcare licensees must by law report when a child is involved in a reportable incident while in care. Thrive Kids Club VCS will notify a child's parent or emergency contact and the medical health officer when a child is or may have been involved in a reportable incident. Childcare licensees have 24 hours to notify the medical health officer.

CHILD ABUSE

The BC Handbook for Action on Child Abuse and Neglect states that if a child is thought of being abused or being neglected, we have the legal duty to report our concerns. Staff do not determine if abuse has occurred. Failure to report abuse can result in prosecution under the Family and Child Service Act. Staff is not permitted to contact the parent unless told to do so by the Ministry of Child and Family Development. This policy and our commitment to it aims at the well-being of the children in our care.

MISSING CHILD

In the event of a missing child from the centre, the staff will follow the procedures below.

If a child goes missing:

- The remaining children will stay together.
- Staff will call the Vancouver Police and give them a complete description of the child.
- Centre staff will then notify the parent/guardian and inform them of the steps that are being taken to locate their child.

SMOKING

Smoking and the use of smokeless tobacco are prohibited in our building and the area around the centre. Anyone wishing to smoke must leave the property before doing so.



RECORDS

Thrive Kids Club VCS will keep records for each child as required including the following information:

- Name, sex, date of birth, medical insurance plan number and immunization status;
- Date of enrolment in the community care facility;
- Daily attendance record, indicating for each day whether the child is absent or, if the child is present, the time of arrival and departure;
- Name and telephone number of a parent, medical practitioner and emergency contact;
- Any illness, allergy or medical disability disclosed to the licensee by the child or his or her parent or medical practitioner;
- Any medication administered to the child, including the amount and the time at which the medication was administered; any notification of a parent, emergency contact or medical health officer;
- Any special instruction respecting the child's diet, medication, participation in a program of activities, or other matter relevant to the child's care, given by the child's parent to the licensee in writing, and agreed to by the licensee;
- A photograph or digital image of the child, and other information that can be used to readily identify the child in an emergency;
- A record of any person who is not permitted access to the child;
- The date on which the child stops attending the community care facility.

PHOTOGRAPHS

Photographs will be taken to document our discoveries and experiences of the children as well as for program promotion purposes as needed. The parent prior to the child being photographed must sign a consent form to indicate if and how pictures of their children can be used.

VOLUNTEERS

At Thrive Kids Club, we extend a warm welcome to volunteers who wish to contribute to our community. To ensure the safety and well-being of all participants, we mandate that volunteers undergo a criminal record check and provide a minimum of two references, along with their immunization record, prior to commencing their volunteer duties. Additionally, in compliance with licensing standards set by Vancouver Coastal Health, volunteers must be at least 12 years old. It's important to note that volunteers under the age of 19 cannot serve as Responsible Adults and will not be included in our staff-to-child ratio calculations.

NEWSLETTER

Our newsletter is the most important way how parents receive crucial information for their child's participation in our program. By registering their child, parents agree to have their email addresses added to our newsletter mailing list.



AGREEMENT

By signing below in the applicable webform, we/I acknowledge to have received the policies of Thrive Kids Club VCS and have read and understood the policies. We/I have had the opportunity to ask questions about the policies, and I understand that any future questions that I may have about these policies, or its contents will be answered by the owner upon request. We/I agree to and will comply with the policies, procedures, and other guidelines set forth in these policies.

We/I understand that the Thrive Kids Club VCS reserves the right to change, modify, or abolish any or all policies and procedures contained or described in the policies as it deems appropriate at any time, with or without notice.

Name of Child	_____
Name of Parent/Caregiver	_____
Signature	_____
Date	_____