

— THE —  
**NEIGHBOURHOOD**  
KIDS

**PARENT HANDBOOK**

September 2023 – June 2024

3155 Glenrosa Road, West Kelowna

(778) 583-9701 (texting available)

[theneighbourhoodkidswk@gmail.com](mailto:theneighbourhoodkidswk@gmail.com)

## **Vision**

To Build a Kingdom-minded community with those involved in our after-school programs, where families can learn, grow and explore true community while discovering who Jesus is.

## **Mission**

Our mission is to provide a safe and adventurous environment where kids needing after-school care, can learn, grow and create long-lasting relationships with their peers and leaders.

## **Values**

- We value the health and safety of our kids, staff and community. This includes physical, mental and spiritual health and safety.
- We value the opportunity to positively impact the lives of our kids and their families by being positive influences and loving neighbours.
- We value the need for affordable child care that allows kids to grow, learn, explore and flourish.
- We value trusting peer relationships between staff, parents and kids.
- We value the ability to explore God's creation and His love and learn what a relationship with Him could look like (with our community kids and families).
- We value integrity, honesty and communication within our program. Including our parents, kids, community and staff.
- We value family relationships, and opportunities for other connections with The Neighbourhood Church and surrounding communities.

## **Program Dates and Fee Structure**

### **After School Program**

The After School Program operates according to the published calendar for School District 23 in British Columbia. Care will be provided on regular school days, early dismissal days, Administrative Days, and Teacher Professional Days. Every effort will be made to review individual calendars for schools in our service area to ensure coordination of dates;

Program Dates: September 5, 2023 – June 28, 2023

Hours of Operation: School Dismissal – 6:00 PM (School Days)  
8:00 AM – 6:00 PM (Non-Instructional Days)

Program Closure: Weekends and All Statutory Holidays  
*National Day of Truth & Reconciliation – October 2*  
*Thanksgiving Day – October 1*  
*Remembrance Day – November 11*  
*Winter Break – December 23 - January 7*  
*Family Day – February 19*  
*Spring Break – March 16 - 28*  
*Good Friday – March 29*  
*Easter Monday – April 1*  
*Victoria Day – May 20*

Program Fees: Full-Time: \$590 per month\*\*  
Occasional: \$27 per day (subject to space availability)

*\*\*Pro-rated for the months of December and March*

*Fees are based on the number of days registered. You are responsible for payment for all registered days regardless of whether your child attends (this includes days missed for sickness, appointments, family vacations, program suspension, etc.).*

Fees for after-school programs are payable in advance and are due on the first of each month. Fees may be paid by Email Money Transfer. If fees are not paid in full by the end of the third operational day of a given month, the child will be excluded from attending. The child may attend once fees are paid. Payment Arrangements may be offered at the discretion of the Program Manager.

## Winter and Spring Break Camps

Program Dates: January 2 – 5, 2022  
March 18 – 22, 2023  
March 25 – 28, 2023

Hours of Operation: 8:00 AM – 6:00 PM

Weekly Rate: \$250 per week

*Fees are based on the number of days registered. You are responsible for payment for all registered days regardless of whether your child attends (this includes days missed for sickness, appointments, family vacations, program suspension, etc.).*

Fees for Winter and Spring Break Camps are payable at the time of registration. Payment Arrangements can be made for After-School Program attendees. Fees may be paid by Email Money Transfer. If fees are not paid in full prior to the start of the camp session, the child will be excluded from attending. The child may attend once fees are paid.

### **Additional Fees**

Late Pick-Up \$10 per 10-minute period, or part thereof  
(See *Late Pick-Up Policy*)

Failure to Notify \$25.00 per child per incident  
(See *Absence Reporting Policy*)

## **Withdrawal & Cancellation Policy**

### **After School Programs**

One calendar month's written notice is required should you choose to withdraw your child from The Neighbourhood Kids during the school year. If notice is received mid-month, the notice period will be considered effective as of the first of the following month (example: Notice is provided on March 15<sup>th</sup>, the notice period is effective as April 1 with the child's withdrawal effective as of May 1). Monthly fees are payable during the notice period as per the child's registration rate. Any pre-paid monthly fees from the child's withdrawal date onward will be considered refundable.

### **Trial Period**

The 30 calendar days following a child's first day at The Neighbourhood Kids will constitute a trial period. The purpose of the trial period is to provide an opportunity for all parties to evaluate fit and ensure the program can adequately meet the needs of the child. During the trial period the decision to terminate care may be initiated by either the parent/ guardian or The Neighbourhood Kids without advanced notice.

### **Winter and Spring Break Camps**

Two weeks' written notice prior to the camp start date is required should you choose to cancel your child's camp registration. Failure to provide the required notice will result in forfeiture of registration fees.

## **Repayment Agreement**

The Neighbourhood Kids requires parents to provide pre-authorized payments dated the 1st of each month for the entirety of the school year, or remainder if registering midyear. Fees are based on the number of days registered. You are responsible for payment for all registered days regardless of whether your child attends (this includes days missed for sickness, appointments, family vacations, program suspension, etc.).

Monthly Fees for After School Programs and Registration Fees for Winter/Spring/Summer Break Camps will be refundable when the appropriate notice has been given, per the terms outlined in the Withdrawal & Cancellation Policy.

***After School Programs:*** One calendar month's written notice is required should you choose to withdraw your child from The Neighbourhood Kids during the school year. If notice is received mid-month, the notice period will be considered effective as of the first of the following month. Monthly fees are payable during the notice period as per the child's registration rate.

***Winter/Spring/Summer Camps:*** Two weeks' written notice prior to the camp start date is required should you choose to cancel your child's camp registration.

When the required notice has not been provided, fees will be forfeited up to and including all fees payable to satisfy the notice period. All outstanding additional fees will be deducted from any refund due.

If the required notice is not provided, refunds for days of unused prepaid care are only available:

- From the last day of attendance, in the first month of enrollment (trial period) in which The Neighbourhood Kids or a child's parents/guardians choose to discontinue care without notice
- From the date of notification if, due to a significant health or safety concern, The Neighbourhood Kids determines it must discontinue care of a child without notice
- From the last day of attendance when accompanied by a Doctor's Statement, for complete withdrawal due to long-term medical illness or injury
- From the date of closure until the date of re-opening due to unexpected facility closure (if the closure is permanent, pre-authorized payments will be cancelled)

Rates for refunds will be determined by dividing the full-time program fee by 21 and multiplying it by the number of unused days, regardless of how many days of care a particular month included.

Refunds will be issued by cheque and accompanied by a final statement of account within 14 days of a child's actual or required withdrawal date (whichever is later).

## **Absence Reporting Policy**

For school pick-up, children dismissed by their teachers will be expected to meet the bus at their school's designated pick-up location (all others will be collected according to their school's policy), and will be signed in by Program Staff. Program staff must be notified one (1) hour prior to school dismissal if your child will not be attending The Neighbourhood Kids on a specific day. We will assume that we are picking up all registered children unless notified otherwise, and will not leave the school until all children are accounted for. If a child is expected to attend but cannot be located (and their absence cannot be confirmed by a school official, parent, or designated emergency contact), The Neighbourhood Kids will determine that the child is missing and a call will be placed to the RCMP for assistance. Failure to notify The Neighbourhood Kids, which results in a delay of departure, or other emergency response, may result in a *Failure to Notify Fee*.

For full-day programs, where children are dropped off directly at the centre, parents should notify the staff by 9AM if their child will not be attending. If a child has not arrived and has not had an absence reported, staff will make two (2) attempts to contact the parent/ guardian to determine if the child will be attending. If, after two (2) attempts, staff cannot reach the parent/guardian the child will be marked absent. On days when out-trips are planned, children that arrive after 9AM may be required to meet the group at the out-trip location.

## **Late Pick-Up Policy**

All children should be picked up by closing time. In the event that you are unable to arrive at the centre prior to closing, you must notify The Neighbourhood Kids as soon as possible, and make alternate arrangements if necessary. Failure to notify staff or frequent late pick-ups (3 or more in a 30-day period) will result in additional charges. If a child is left at the centre longer than one hour past the closing time and all attempts have been made to contact the parents or emergency contacts, staff will contact the Ministry for Children and Family Development.

## **Release of Children Policy**

At the end of the day, children must be signed out and accompanied out of the building by a parent/ guardian or authorized pick-up person. If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the Centre staff. Staff will explain the policy that written authorization from the enrolling parent/guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the staff person may need to call the RCMP for assistance.

If an emergency arises during the day and an alternate arrangement needs to be made, this can be done over the phone with a Senior Staff person **but must be followed up in writing via text or email**. If the Program Staff do not know the person picking up your child, we will need information from you about the person (their name, address, telephone number and a physical description). The person will be asked to show government-issued photo identification to the staff and be expected to sign out your child.

If a custody agreement involving a child attending The Neighbourhood Kids exists, parents/guardians are required to provide a copy of the agreement to be kept at the center. The Neighbourhood Kids must also be provided with any legal documents restricting access to the child. While children will not be released by staff to any person not listed as authorized, these documents may be needed should RCMP involvement be required.

We cannot legally stop a parent from picking up their child for any reason. However, If a parent or authorized adult arrives and staff suspect him/her to be intoxicated or otherwise unable to provide appropriate care for the child, we will abide by the guidelines set out by the Ministry of Health:

- Advise the person that it appears he/she is incapable of driving and suggest calling a relative or friend
- Offer to call a taxi
- Inform parent of possible alternate measures to assure the child's safety
- Advise driver that the Police will be notified if they insist on leaving with the child in their vehicle
- Notify the R.C.M.P. and provide them with a description of the vehicle, the license plate number and the direction of the vehicle.
- Notify the Ministry of Children and Families



## **Illness Policy**

Children are not permitted to attend The Neighbourhood Kids when they are sick. Children will be excluded from care if they are not well enough to take part in the regular programming at The Neighbourhood Kids, or exhibit any of the following:

- Fever (100F or 38.3C) or Chills
- New or worsening cough not related to a pre-existing condition
- Difficulty breathing
- Sore throat or trouble swallowing
- Unexplained diarrhea or loose stool
- Nausea, vomiting, or prolonged abdominal pain
- Loss of sense of smell or taste
- Infected skin or eyes
- An undiagnosed rash
- Severe headache or stiff neck
- Children with a known or suspected communicable disease

If your child arrives at the Centre with any of these symptoms, child care for that day will be refused. If a child becomes ill while at The Neighbourhood Kids staff will notify the parent or emergency contact that the child is ill and needs to be picked up immediately. Staff will do their best to ensure the child is comfortable while awaiting pick-up. Infection Control Protocols, such as masks, physical distancing, etc., may be utilized to protect the health and well-being of staff and other children.

Children may return to The Neighbourhood Kids when their symptoms have improved enough that they are able to fully participate in regular programming and activities. Children must be free of fever, vomiting, and diarrhea for at least 24-hours without the use of medication (i.e., acetaminophen, ibuprofen, loperamide, etc.).

## **Injury**

In the event of a medical emergency or injury, program staff will immediately administer first aid treatment. Your child's emergency card will be reviewed to confirm medical information and consent for transport. You (and your emergency contacts, if necessary) will be contacted as soon as possible and made aware of the incident that occurred.

If your child is taken by ambulance, program staff will record the name of the paramedic taking your child, where they will be taking them and how to contact the medical facility. A copy of your child's emergency card will be sent with the paramedics with your contact information.

Please note that program staff may not be able to ride with your child in the ambulance and it is your responsibility to cover any cost associated with the ambulance.

## **Medication**

For the protection of the children, staff members will only administer medication that is prescribed by a medical practitioner and provided by the parent/guardian in the original labeled container. Over-the-counter medications will not be administered without the written instruction of a physician. Please contact Program Staff by phone to discuss the medication requirements in advance. ***A Medication Consent Form must be filled out and submitted before medication can be administered.*** All medications will be secured in a container and stored out of reach of children, with the exception of emergency medications, such as epi-pens for children with severe allergies. Whenever possible, medication should be given directly to Program Staff.

## **Immunizations**

The immunization status of all children in relation to BC's routine vaccine schedule for infants and young children, must be declared at the time of initial registration and reviewed annually thereafter.

## **Reporting Abuse and Neglect**

The Neighbourhood Kids is required to report all cases of suspected child abuse and neglect to the proper authorities; Ministry for Children and Family Development. Any observations, documentation, disclosures and reports will remain confidential.

## **Behaviour Guidance Policy**

The Neighbourhood Kids Behaviour Guidance policy has been created to ensure our programs provide a safe, nurturing, respectful, and inclusive environment. These expectations apply to behaviour during program time (on-site, off-site, and during transportation) as well as behaviours beyond these times (including online behaviour) that impact members of our community.

When a child fails to meet behavioural expectations, they will be given a natural or logical consequence. Staff will utilize progressive correction strategies to direct and encourage positive behaviour.

### **Correction Strategies**

- REMINDING:** Utilize verbal and non-verbal cues to reinforce an expected behaviour
- REDIRECTING:** Provide an alternative activity or playmate if a child is struggling to maintain appropriate behaviour in a specific situation.
- REMOVING:** Taking the child out of a group situation when their behaviour poses an imminent threat to the physical or emotional safety of themselves or others, or when the behaviour poses a risk to the child's social connections and reputation. Removal may include utilizing a 'Quiet Corner' in the facility, taking a walk (if staff ratios allow), or having the child picked up early. In all instances, removal is not intended to be punitive but, rather, to provide the child with an opportunity to regulate themselves in a safe space without additional triggers.
- REGROUPING:** Allow the child to correct their behaviour and make amends, if necessary (ie. apologize). The child needs to acknowledge the impact of their behaviour, while also being reassured that they are valued members of the group. This is an opportunity for children to explore conflict triggers with their peers, and establish or reinforce boundaries, when appropriate, to avoid potential future conflicts.
- REINFORCE:** Provide positive affirmation when children demonstrate good decision-making regarding behaviour.

It is important to note that in most instances, staff will need to combine approaches or use a variety of strategies as they respond to children's behaviour. It is important to remember that no one strategy will work in every situation, or with every child. At different levels of development, strategies must vary.

Should a child display concerning behaviours, beyond what is reasonably appropriate for their developmental age and stage, a note will be made in the child's file and copy shared with the parent. If appropriate, staff may choose to discuss the behaviour with

parents briefly when they arrive for pick-up. Should a pattern of unacceptable or concerning behaviour emerge a formal meeting will be scheduled with parents, during which the behaviour will be discussed in depth and, if necessary, an Individual Care Plan will be developed. The Individual Care Plan may be revised, as needed, to continue to support the child's changing needs.

While we endeavour to provide a welcoming and inclusive space for every child, it is important to recognize that The Neighbourhood Kids may not be able to meet the needs of all children. Should, despite best efforts by staff, the child continues to display concerning behaviour beyond what staff can reasonably manage, the parents will be issued a written Notice of Termination of Care. Parents will be provided with a minimum of 14-days notice, except in the first month of care (trial period) when either party may terminate care without notice, or under certain conditions that require immediate discharge from the program.

Conditions that might necessitate immediate discharge of a child from the program include:

1. Behaviour of an unacceptable intensity and/or frequency exhibited by the child that poses an imminent threat of serious harm to the child, staff, or other children in the program or the program's environment.
2. Behaviour of an unacceptable intensity and/or frequency exhibited by a parent that poses an imminent threat of serious harm to the staff or children in the program or the program's environment.
3. Failure, by the parent, to engage in/ support a behaviour mitigation strategy

The Behaviour Guidance Policy will be provided to all parents in the Parent Handbook at the time of registration, and annually thereafter. It will be reviewed during the Fall Program Orientation. A hard copy will be kept in the "Policies Binder", available at the program sign-in desk. A digital copy will be available to all parents through the registration software.

## **Food and Drink Provision Policy**

All meals and snacks are to be provided by parents. During our After-School program, parents will be asked to send one snack for children to eat shortly after arrival at the centre. During this time, children will also be permitted to eat any left-over lunch or snack items not finished at school. On early-dismissal days, children may also be asked to provide a lunch, if the child did not receive a lunch break during their school day. During full-day programs, parents will be asked to provide a lunch and two (2) snacks.

We encourage nutritious food and eating habits that coincide with Canada's Food Guide. In an effort to ensure we provide an inclusive and safe environment for our children we will shift our conversations surrounding food from that of good/bad to a focus on the nutritional benefit of our food choices. We want our children to understand that food is used to nourish our bodies.

When we select nutrient-dense foods we are providing our physical body with the nutrients and energy needed to grow strong and healthy; however, we can also nourish our mental well-being when eating foods that we enjoy. Recognizing balance and moderation, without shaming food choices, is an important life skill for both children and adults.

During our lunch and snack times, we focus on proper behaviour and a positive social atmosphere. All children will eat together, and be allowed to eat at a reasonable and leisurely rate. Each child is encouraged to try all foods served; however, no child will be forced or otherwise coerced to eat against his/her will. If staff are concerned that a child is not eating enough during their time at The Neighbourhood Kids, they will work with the child's parent/ guardian to make alternative arrangements for meals that will meet the child's nutritional needs.

If a child forgets their snack or indicates that they are still hungry, The Neighbourhood Kids will keep on hand a small selection of pre-packaged nutritious food items. Children requesting additional portions or extra snacks may be encouraged to "check in with their bodies" to determine if they are physically hungry, needing an emotional boost, or simply seeking food in response to boredom. Additional food or redirection will be provided as appropriate.

Water is the drink of choice at The Neighbourhood Kids. All children are required to bring a labelled reusable water bottle for their own exclusive use. Cups are available if needed. Staff will ensure clean drinking water is available and accessible at all times. Water checks will be performed regularly, especially during extreme heat or vigorous physical activity.

Juice may be offered in small quantities on special occasions.

## **Active Play Policy**

The Neighbourhood Kids recognizes the importance of physical activity for children. Implementation of appropriate physical activity practices supports the health and development of children, assists in establishing positive lifestyle habits, and provides opportunities to develop social skills and make friends.

Active play is defined as any physical activity which includes moderate to vigorous bursts of high energy, raises a child's heart rate, or makes them 'huff and puff' (such as running or jumping).

To support physical activity in program participants, The Neighbourhood Kids will ensure that:

- Children are provided with a minimum of 60-minutes of outdoor active playtime each day when attending a full-day program and a minimum of 30-minutes of outdoor active playtime each day when attending an After School Program
- All play areas offer developmentally-appropriate equipment, materials, and spaces to encourage physical activity
- Program staff engage the children in structured active play opportunities, as well as allow children opportunities for active free-play
- In cases of inclement weather, active play will be offered in appropriate indoor spaces

## **Screen Use Policy**

The Neighbourhood Kids, as part of its curriculum, will utilize screens once per week to share a short video that introduces the weekly topic; this video is approximately 3-5 minutes long. Short videos may also be used to support the children in learning words/ actions to the songs/ dances that support the curriculum. Again, these videos will typically be less than 5 minutes in length and will be aired sparingly. Screen Use will not exceed 30 minutes on any given day. Children are not permitted screens for personal use.

## **Emergency Plan and Guidelines**

All employees will receive training in these procedures and copies will be posted in the facility for quick reference. All employees will practice a run-through of these procedures annually. These procedures will be reviewed with parents/ guardians annually during orientation. Staff and children will practice an evacuation drill monthly.

During all emergencies, staff will have access to an Emergency Kit, which includes:

- Children's Emergency Record Cards
- Parent & Staff Call Lists
- Copies of the Facility Emergency Plan & Guidelines
- Relocation Signage
- Facility & Vehicle Keys
- First Aid Kit
- Emergency Blankets
- Non-Medical Masks (Adult & Child)
- Flashlights & Spare Batteries
- Sanitation Supplies
- Snacks & Fresh Water
- Children's Activities & Games
- Paper, pencils, & crayons
- Petty Cash
- Weather/ Season specific items

### **In the event of a facility closure:**

In the case of an extended power or heat failure, extreme weather conditions or building closure due to the safety of the facility, The Neighbourhood Kids may be required to close early. Should a facility closure occur, we will phone the emergency contacts for each child to inform them of the situation. Emergency contacts will be asked to make arrangements to pick up their child as soon as possible. The staff will care for children until families/emergency contact(s) have picked them up.

### **In the event of a building evacuation:**

If an evacuation of the facility is required, staff will lead children to the facility muster point located at the Northwest corner of the parking lot. At the muster point, staff will take attendance. Once it is verified that everyone is safe and accounted for, staff will determine if we can return to the facility within a reasonable timeframe.

### **If we are unable to return to the facility, we will proceed to:**

Ranch Park  
3173 Glenrosa Road  
West Kelowna, BC

or

West Kelowna Tim Hortons  
2330 Highway 97 South  
West Kelowna, BC  
(250) 707-0080

A relocation sign indicating our location and contact information will be placed on the facility door, if possible. Once we are safe and accounted for, we will phone the emergency contacts for each child to inform them of the situation and our location. Emergency contacts will be asked to make arrangements to pick up their child as soon as possible. The staff will care for children until families/emergency contact(s) have picked them up.

**In the event of a community evacuation, we will proceed to:**

West Kelowna Tim Hortons  
2330 Highway 97 South  
West Kelowna, BC  
(250) 707-0080

A relocation sign indicating our location and contact information will be placed on the facility door, if possible. Once we are safe and accounted for, we will phone the emergency contacts for each child to inform them of the situation and our location. Emergency contacts will be asked to make arrangements to pick up their child as soon as possible. The staff will care for children until families/emergency contact(s) have picked them up.

**In the event of a further evacuation, we will proceed to:**

Orchard Park Shopping Centre  
2271 Harvey Avenue  
Kelowna, BC  
250-762-2838

A relocation sign indicating our location and contact information will be placed on the facility door, if possible. Once we are safe and accounted for, we will phone the emergency contacts for each child to inform them of the situation and our location. Emergency contacts will be asked to make arrangements to pick up their child as soon as possible. The staff will care for children until families/emergency contact(s) have picked them up.

**In the event of a Lockdown/ Shelter-in-Place:**

In the event that we cannot leave the facility for an extended period of time staff and children will shelter in place at the facility. Should there be a threat requiring a lockdown: all doors and windows will be locked, lights turned off, and the children relocated to a secure area away from external doors and windows. Emergency contacts will be notified if/when it is safe to do so. Parents/ Guardians are not to attend the facility during a Lockdown/ Shelter-in-Place situation unless explicitly directed to do so by a relevant authority.

**Return to Normal Operation**

The type of emergency we encounter will determine how we will return to normal.

Following an emergency, staff will be debriefed as soon as reasonably appropriate, with consideration for the staff member's physical, mental, and emotional well-being. An



evaluation of the Emergency Plan will be completed to identify successes and areas for improvement. A debrief with children and parents/guardians will also take place, if appropriate, either as a group or within family units. A thorough inspection of the facility will be conducted and necessary repairs will be made. The Emergency Kit, and any other supplies used, will be restocked.