KLUB
BEFORE AND AFTER SCHOOL CARE

PARENT HANDBOOK

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Introduction

Klub is an Out Of School Care Program that launched in 2014. We provide quality care for children before and after school, as well as full day care on select days. We are excited to partner with you!

Program Philosophy

Klub Before and After School Care is the place where children can't wait to get to after school. It is where parents can be at ease knowing their children are having a great time, are engaged in fun, positive, enriching activities that promote development and growth, are diligently supervised, and are provided with healthy snacks daily. Klub Care is safe for children, trusted by parents, and fun for all involved. The children have ample input into the program by being consulted at least monthly on interests, small group ideas, activities, etc. Thus, the program will be shaped and molded to meet appropriate developmental needs and interests and will incorporate a wide range of diverse cultures, topics, recreational opportunities, foods, special guests, games, and more. All of the Klub staff will be ready to greet the children each day with a smile, knowing that their training and personal passions have equipped them for another excellent day.

Hours of Care

On an average school day, the program will run from 7am until school supervision is out, and from the school bell at the end of the day until 6pm. On a PD day our hours are from 7am-6pm. If any holiday falls on a weekend, we will be closed the preceding Friday or the following Monday.

The program will be closed for the following holidays:

- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Heritage Day
- Labor Day
- Thanksgiving
- Remembrance Day
- Christmas (2 Weeks)
- Truth and Reconciliation Day

Pick Up Policy

When registering your child in KLUB, you will be required to fill out an "Approved Pickup" list. This list will contain the name of any person you deem acceptable to redeem your child from KLUB. We will not, under any circumstance, release your child to someone whom we do not have your written permission to. If the situation arises where your child will be picked up by someone who has not been previously approved, you will be required to update your pick up list, or send in a note with your child or update your Approved Pickup list with the following information:

- The child's name
- The person's name who is picking up the child
- The date
- The parent/guardian's name and signature

We realize that people do get held up for various reasons, but do remember to call us and let us know where you are if you are running behind. The center has a closing time of 6:00 P.M. The following late procedures will take place:

- Late fees will be charged in accordance with the fees explained under Program Fees.
- If the child is not picked up by 6:00 PM , and the parents have not made prior arrangements, or contacted the program by this time, the parents will be called, then the alternative phone number for pick up will be called. If this contact or the parent(s) cannot be reached, Social Services MUST be called.
- We will make every attempt to call the people on your registration form, realizing that situations do arise. Keeping information updated and current is a must. Keeping all staff informed is also important.

Program Fees

SCHOOL YEAR CARE (September-June)	SUMMER CARE (July & August)
Full Time Kindie Care- $750/month *Full Time Care (Grade 1-6)*- $560/month *Kindie Days Only (12-3pm)* - $350/month *Part Time Care* (eg. each monday) - $140 per day/month* *Drop In Rate* - $40/day* *$200 deposit/family* - Credited to the final month's invoice if written notice of reduced attendance was provided with 30 days notice *part time and drop in care is subject to availability, preference will be given to full time registration	*1-3 Weeks of Care: $300/Week* *4-6 Weeks of Care: $260/Week* *7-8 Weeks of Care: $230/Week* *9 Weeks of Care: $2000* *Drop In Rate* - $70/day *$200 deposit/family* - Credited to the final invoice of summer care

Payment Options - Payment is due at the beginning of each month. Payment options can be found at https://klubcare.com/Pay-Now

NSF Fee - Cheques that are returned N.S.F. will be charged a $30.00 service charge.

Late Payment Fees - A $30.00 fee will be added to your account if fees are more than 5 business days late. If the account is more than 10 days late you will be required to remove your child/children from the program. If you are having financial problems please speak with us, we are happy to create a plan that works for you.

Late Pickup Fees - Late fees will be charged for any child picked up after 6:00pm. A fine of $10 for any part of the first 10 minutes, and $1 per minute after that will be paid out to the staff that stayed late. It is due in cash when your child is picked up.

Absence and Attendance Policy

If your child will be missing a scheduled afternoon at KLUB, parents must fill out the absent form at www.klubcare.com. Situations change daily, staff will always wait until all children are accounted for after school, stalling our regular activities if Klub is not notified of missing children. Remember that the school is not responsible to let us know if you have picked up your child early.

Continuous unreported absences may result in removal from Klub Care.

Orientation Policy

The following steps are taken to assist with orientation:

- New families are introduced to the facility and staff
- Klub policies are reviewed with new families before the first day
- New children are partnered with an existing child on their first day of Klub. This will involve a tour of Klub's facilities, a review of the rules at Klub, and a buddy to play with.

Communication Policy

The director will be in contact with the program regularly during the day and at that time will discuss program issues with the leaders as well as return any messages. In the event that the director cannot be reached, parents may:

- Discuss any concerns with the acting director
- Leave their name and phone number with the director so that they may be contacted at home or work.
- Make an appointment through the director or staff to have a meeting.

The director will address any decisions or situations that require immediate attention, involving parents and a volunteer advisory board. This board will help set up meetings in which all parents are welcome to meet with the staff members, to find solutions and identify concerns.

Complaint Policy

Klub places a high value on the relationships it has within its community. We welcome any feedback, and are always looking for opportunities to better our program. Members of the community are always welcome to contact Klub with any concerns, comments, or suggestions they may have. Contact information can be found on Klub's website at www.klubcare.com/contact, or on the first page of this handbook.

Volunteer Policy

Volunteers and parents are welcome to participate. Selected Junior High and High School students can do their volunteer and work experience hours here as well. All volunteers will be interviewed, and will be required to submit a current police check before they can work with the children. At no time will volunteers be left alone with children.

Indoor/Outdoor Play Policy

Klub has at least two days a week scheduled to play outside. Children are welcome to collectively vote to stay outside more often. Our planned outside play may be replaced with indoor play if there is unsuitable weather.

Child Guidance Policy

The following Guidance Policy will be communicated to parents upon registration of their child when the Director reviews the Parent Handbook with them. This guidance policy will be explained to the children by the end of their first day by the director in a developmentally appropriate manner. This guidance policy will be explained to staff by the end of their first day, and will be reviewed annually and on an as-needed basis.

We believe in the potential of every child. In fact, this is one of the highest values we hold at KLUB. We also realize that everyone makes unwise choices from time to time.

If a situation arises where a child is causing emotional or physical degradation on another person at KLUB, the leaders will work hard to partner with the children involved to help them solve their problems. The usual script used is, “What happened? How do YOU think we can solve this?”

If a situation arises where the circumstances are deemed more serious by the staff involved, we will intervene and take charge of the situation. The situation will be discussed with the director, and if deemed serious enough, will escalate to the following discipline plan:

- A verbal warning
- Followed by a one day suspension
- Followed by a weeklong suspension
- Followed by expulsion from the program.

In any of the above situations, an Incident Report will be filled out, and the parent/guardian will be required to read and sign the report when they retrieve their children at the end of the day. Program fees will not be reimbursed in the case of suspension/expulsion.

At no time will Klub staff inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation, deny or threaten to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement or isolation, except in a situation where the safety of other children is involved. In these rare cases, disciplinary action will be taken that is deemed reasonable in the circumstances.

4 and Up Klub

Special programming is provided for grades 4 and up. The 4 and up klub is a privilege and not a right. It is run and managed by the children themselves with the guidance of our staff. If your child does not have the maturity level or if your child does not want to become part of the club, they can partake in the normal program routine.

4 and Up Members will need to sign a contract outlining expected behavior. Group information will follow after establishment of the group and the selection of the 4 and up administration staff at the start of the year. Your child will come home with a copy of the Charter and what it means to belong to the 4 and up klub.

Confidentiality Policy

Klub keeps all information regarding your family strictly confidential except where disclosures are required by law or judicial action. This ensures the safety and well being of your child. However, circumstances may arise where parents or children need our help and support with an outside agency. In such circumstances we require the following information in writing:

- The name of the agency, person and or organization with which the information may be discussed
- Written consent stating the specific information to be given and when the release of information commences and terminates
- The purpose for which the information is being given
- The signature of the parent/guardian

A record of this and the information released by KLUB will be kept in your child's file.

Off-site Activity Policy

A license holder may take a child to an activity off the program premises only where:

- The child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and
- The child's parent has consented in writing to the child's participation in the activity.

During each season, we will conduct several field trips. The appropriate information is sent out at least two days prior to the date of each trip. Times and places are included on each form. These forms must be signed by parents or guardians before a child can attend a trip.

Events are communicated to parents and guardians in the form of an email, calendar, and the Parent's Board which is kept at the front of the program every day. If there are any events that parents do not wish their child involved in, the parents or guardians are responsible to find care for the day. There will be no supervision at the center during field trips.

In the case of an activity off the program premises, or an emergency evacuation, the emergency cards for all children will be taken with the group.

Our top concern during these events is the safety of the children. Every possible precaution is taken to reach this mandate. Bus companies are used for most events, and tours and field trips will be designed with safety for all age groups. Portable records, a first aid kit, and any necessary emergency medication will be taken on these outings.

Technology Policy

Children are only permitted to bring in portable electronics (iPads, iPods, etc) to Klub on days when care is offered for a full day. During these days there will be designated time given for the children to play electronics at the beginning and end of the day. Klub offers a computer station for kids to play at. Children are invited to sign up once a week for 30 minutes. The purpose of this station is to teach STEM skills.

Programming Policy

Our programming policy is three fold:

1. Klub will offer daily programming that the kids can choose to be a part of.
2. The programming will be shaped around the children's ideas. Once a month the kids will vote to decide how they want their monthly calendar shaped.
3. The leaders will use this feedback to design, plan, and implement the daily programming for the children.

Health and Safety Policies

The health and safety of the children at Klub are priority #1. The following policies help govern this priority:

Emergency Procedures Policy

Klub's emergency procedures policy will be made known to all parents and children upon registration. Klub will ensure that the telephone number for an after-hours emergency program contact is posted in a place that is visible from the outside of the program premises.

Klub will ensure the following numbers are posted on the program premises and are readily accessible:

a) Emergency medical service
b) Ambulance service
c) Fire department
d) Police service
e) Poison Control Center
f) Nearest hospital or emergency medical facility,
g) Child abuse hotline

The children will experience a monthly fire drill. In a fire drill, the children will be escorted outside of the building through the nearest exit to a safe meeting place. In the case of a situation where it is dangerous to return to the building, Klub will move the children to the playground.

The children will experience a monthly lock down drill. In a lock down, the children will be escorted into a secure area. All staff except the senior staff on location will lock themselves in this area with the children. Everyone will remain quiet until the senior staff gives the signal to leave the space.

Accident or Illness Policy

Accidents will and do occur. Generally these accidents are not serious and do not require anything more than general first aid. In the event of a more serious accident, the program staff will forthwith ensure that your child receives medical attention as necessary. If the situation is deemed serious enough, the child's parents will be contacted by phone. If we cannot reach the parents, we will attempt to contact the emergency contact. We will continue to contact both the parents and emergency contact until one of them is reached. When these incidents occur, we will fill out a detailed incident report. We require parents to read and sign these reports when they pick up their child from the program. We encourage any questions or discussion you may have about these incidents. These Incident Reports will remain in your child's file for the duration of their attendance at Klub. These will help us identify trends or issues that may arise.

Health Care

We will provide or allow for the provision of health care to a child only if we have the written consent of the child's parent, or the health care necessary is in the nature of first aid.

Potential Health Risk Policy

All policies in regards to the health and welfare of the children will be communicated to parents upon the registration of their child when the Director reviews the Parent Handbook with them.

We are required by licensing, and for the safety of the other children in the program, to remove any child who is noticed by a staff member to be exhibiting the following symptoms: Vomiting, fever, diarrhea, a rash, or any other illness which a staff member believes may pose a health risk to the persons on the program premise. This also includes any children that require greater care and attention that can be provided without compromising the care of the other children in the program, as well as any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

When any of the above symptoms or conditions are recognized by a staff member, the child will be removed from the room and brought to an area away from the other children. A leader will sit with the child. The child's parents/guardians will be contacted and arrange for the child to be immediately picked up. If they cannot be reached, we will contact the emergency contact listed on the child's emergency card. If the emergency contact cannot be reached, we will continue to attempt to reach any of the above contacts. The child may return to the program when it is deemed that they no longer pose a health risk to the other children or people on the premises. This may include if a child is symptom free for 24 hours, or a physician's note was obtained stating that the child does not pose a risk to anyone else.

In these situations Klub will record and document the name of the ill child, the date, the name of the staff member who identified the child was ill, the time the parent was initially contacted, the name of the staff member who contacted the parent, the time and date the child was removed from the program, and the date they returned.

Supervised Care for Sick Children

When a child is deemed as a potential health risk to the other children, they will be removed from the general programming and placed in a calm, safe area that is far enough away from the rest of the children to ensure the safety of everyone involved, while still maintaining care and supervision for the ill child.

Administration of Medicine

We are required to maintain accurate records of any allergies the children might have, and medication they take. Any medication to be administered to the child by the program staff must be accompanied by signed parental consent. The medication must be in the original labeled container and be administered according to the labeled directions. Staff will sign for each dosage administered. All medication, except medication that may be needed in an emergency, will be stored in a container that is inaccessible to children. Medication will be administered in privacy from the other children.

Inclusive/Diversity Policy

At Klub we actively promote inclusive practice in order to best meet the needs of the children, families, and staff of our centre. All children are welcome to attend Klub regardless of background, culture, religion, gender, or economic circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other. In order to achieve this, we actively engage with children, parents, and other organizations as appropriate. All kids deserve to be treated with dignity, and discrimination and/or bullying will never be tolerated.

Smoking Policy

Klub will ensure that no person smokes on the program premises while the childcare program is being provided. Neither the license holder nor any other care provider shall smoke at any time or place where childcare is being provided.

Nutrition Policy

Klub is excited to provide your children with healthy breakfasts and afternoon snacks. We have utilized the Canada Food Guide to best meet the health needs of your children. You can find our current menu near the parent's information station. Breakfast will be provided to your child from 7am until 9am or an hour before school starts, whichever comes first. Afternoon snacks will be provided immediately after school. Please note that KLUB is a peanut free environment. During an all day program, your child will be required to provide their own lunch.

Incident Reporting

The following incidents will be reported immediately to the regional child care office using the prescribed form: An emergency evacuation; unexpected program closure; an intruder on the premises; an illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in hospital overnight; the death of a child; an unexpected absence of a child from the program (ie. A lost child); a child removed from the program by a non-custodial parent or guardian; an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer; the commission by a child of an offense under an Act of Canada or Alberta; and/or a child left on the premises outside of the program's operating hours.

All incidents are analyzed annually and a report, using the prescribed form, is submitted to the regional child care office.

Child, Administrative, And Portable Records

Klub will, in respect to each child, maintain on the program premises an up-to-date record containing the following information:

a) The Child's Name, date of birth, and home address;
b) A completed enrollment form;
c) The parent's name, home address, and telephone number;
d) The name, address and telephone number of a person who can be contacted in case of an emergency;
e) If medication is administered;
    a. The written consent of the parent to administer said medicine, and
        i. The name of the medication,
        ii. The time of administration,
        iii. The amount administered,
        iv. The initials of the person who administered the medication
f) The particulars of any health care provided to the child, including written consent of the child's parent;
g) Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

Klub will maintain on the program premises up-to-date administrative records containing the following information:

a) Particulars of the daily attendance of each child, including arrival and departure times
b) With respect to each staff member and volunteer,
    a. Particulars of the daily attendance, including:
        i. Arrival and departure times, and
        ii. Hours spent providing child care
    b. Evidence of the member's child care certification
    c. A current first aid certificate, where applicable
    d. Verification of a current police check

Klub will maintain on the program premises up-to-date portable records containing the following information on each child:

a) The child's name, date of birth, and home address;
b) The parent's name, home address, and telephone number;
c) The name, address, and telephone number of a person who can be contacted in case of an emergency;
d) Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

All records in this policy will be available for inspection by licensing at all times. Records regarding a child will be available for inspection by that child's parents within 48 hours of notice. All records within this policy are to be maintained for a minimum period of two years.

Supervision Policy and Practices

Klub's supervision policy and practices will be made known to all parents upon registration when the director reviews the Parent Handbook with them.

To ensure proper supervision, Klub will always maintain a minimum leader to child ratio detailed in the Child Care Licensing Regulation, 27.1 (1)(2). Staff will be properly trained to be active and vigilant in supervising and facilitating free and structured play, both indoors and out. Staff will complete training in behavior management, effective and developmentally appropriate communication strategies, and will be supervised by the license holder to ensure that they are consistent in maintaining a safe and fun environment.

Klub staff will receive a walkthrough of both the indoor and outdoor physical environments before the end of their first shift. These areas will be reviewed regularly to ensure equipment safety and to ensure there are no potential hazards.

To ensure child safety through supervision, Klub's digital sign in software will be displayed on a television clearly seen throughout the entire room, indicating the number of children currently in attendance.

When Klub goes on an off-site trip, the children will be divided into smaller groups. Each of these groups will have one or two staff members whose sole responsibility is the care of those children. Those staff will be required to maintain regular attendance of their children, including times when they enter or exit a vehicle.

Staff are encouraged to allow children the chance to work out any differences that may arise between them. When a situation becomes difficult for the children to come to a solution alone, staff are encouraged to help mediate, but not control, the situation, helping the children to come to a solution by themselves. In the rare occurrence when a situation is deemed serious, staff will intervene and take control, for the safety of those involved. However, the end result will always be for the staff to promote problem solving and interpersonal development amongst the children.

If the child does not arrive at the designated meeting place after school, and the parents have not made prior arrangements, or contacted the program by this time, the parents will be contacted. If the parents cannot be reached, the school will be called to confirm the child's attendance that day. If the child did attend school, and we cannot reach the parents, we will contact the emergency contact. If the emergency contact cannot be reached, we will inform the proper authorities of a possible missing child. We will continue to attempt to contact the parents and the emergency contact.