



Parent Handbook

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Welcome

Welcome to SunRidge Out of School Care! We are a program designed for school-aged children to have a fun and safe place to be while parents may be pressed for time once school has been dismissed.

Our program works closely with both parents and children to create a child-minding service that assists in the physical, mental, social and overall development of each child. In this handbook you will find the following:

- **Introduction**
- **Operations**
- **Program Fees**
- **Policies**
- **Schedule**
- **In Case of Emergency**
- **Discipline Procedures**
- **Parent Cheat Sheet**

Thank you for showing interest in our program, please read through this handbook thoroughly as it explains a lot about our program and may help answer any questions that you may have. I am excited to work with your child(ren) and want to welcome you to the SunRidge family!

Sincerely,

Kelsey Clarke,
Director

Introduction

Who We Are

We are a child care center that strives to be a unique blend of ministry and service. With our deep-rooted Christian beliefs, SunRidge staff and church believe the Mennonite Brethren Christian doctrine and yet respect each and everyone's personal choices. As a child care program we want to serve the community and love children the way we believe God does. While upholding our identity we will not teach a Christian curriculum nor impose our faith on your children or family; nor will we dissuade children from their own beliefs or opinions.

For a more detailed list of what we "will" or "will not" do in this regard, please ask for the supplementary documentation.

Our Mission

To provide an exciting and safe place where children are loved exactly for who they are.

Our Philosophy

We believe that each child regardless of age, race, religion or situation is beautifully and wonderfully made, and deserve to be loved and valued for exactly who they are. We want to walk along side children as they grow, showing them that they have potential and helping them along life's journey.

Our Staff

All staff are fully qualified for their positions, obtaining all the requirements of child-development studies and first aid training. We as staff are also in a constant state of training to become more equipped and more knowledgeable to provide the best possible care for your children. However, we are not parents ourselves so please feel free to talk to us and help us become even better at what we do!

Operations

Hours of Operation

The program is open for child care from 2:30pm – 6:00pm Monday through Friday. The hours for non-school days are 8:00am – 6:00pm, also servicing for half-days from dismissal time until closing at 6:00pm.

Late staff

Please note that staff will make every attempt to arrive before we open but due to unforeseen weather conditions, vehicular trouble or traffic incidents, staff may be late, for this we apologize.

Program Closures

The program will be closed for the following holidays:

Labor Day	Boxing Day	Victoria Day
Thanksgiving	New Years Day	Canada Day
Remembrance Day	Good Friday	BC Day
Christmas Day	Easter Monday	

For an exact list of the days and hours that the program will be open for the school year, please see the attached Calendar.

****Please note that if the schools are closed due to extreme weather, then the program will also be closed that day.**

Summer Program

We offer a summer program as a completely separate registration from the school year. We do not require that you enroll with us over the summer in order to keep your spot in the fall. If you wish to make use of all or some of our summer program, families that are with us through the year have the ability to register first before we open public registration. Please speak with the director for further info regarding this program.

During the summer months the centre may need to close if there are not enough children enrolled to keep the program running. You will not be charged for these days. For more information please speak with the director.

Referral Program

We have a referral program at SunRidge which rewards a family with 10% off your next bill! If you tell someone about us and they register their child(ren) for a minimum of one day per week we will reward you with 10% off your next month's bill, happy savings!

Registration Process

In order to complete your child's registration, and ensure your child's spot at SunRidge Out Of School Care, we must have a complete registration package on file (which you will receive when you come in to register). A completed registration file includes our childcare contract, schedule contract, personal information page including their immunization records and personal health care number, and our behavior contract. We also require a post dated cheque for the amount of your child's first months fees dated for the 1st of the month your child will be starting with us, in order to hold their spot in the program.

Trial Period

We understand that all children and families are different and some may require different care than that which we provide. Because of this we offer a very stringent trial period of **one month**, after which, if either party deems the care inappropriate for the child for whatever reason, either party can decline the child's enrollment from the program. If we must decline care we will do whatever we can to help the parents find alternate care; however, the responsibility for finding alternate care rests solely with the parents.

Return of fees

If at any time during that one month trial period, either party withdraws, the 30 day written notice is not required and payment will be refunded for the days not attended.

Withdrawal from the Program

To withdraw from the program at any time beyond the one month trial period, the program requires 30 days notice in writing. Otherwise, the following payment will go through as scheduled.

Program Fees

How it Works

Fees are due by the 1st of each month. Please make cheques payable to SunRidge Community Church. Post dated cheques are the most recommended payment plan. Monthly fees will not normally be pro-rated during the school year to accommodate holidays or absences, bills are calculated by how many days your child is registered in the upcoming month. Fees must be paid in full each month in order to hold your spot. The NSF fee is \$20.

Monthly Fees (\$17.00/day)

Monthly bills are calculated one week before the end of the month for the days the child is enrolled in the upcoming month, as fees are due on the first. It is the parent's responsibility to pick up posted bills and have payment in on time. Calculations will be clearly displayed on each bill with the number of days your child is registered multiplied by the daily rate and any additional fees such as half-day or Pro-D day surcharges or any drop-in days.

Surcharges (+\$10.00/half day, +\$20.00/full day)

Surcharges are in addition to our regular daily rate of 17.00 and are added for the half-day and full-day's that your child attends. A month prior to a half-day or Pro-D day, sign-up sheets will be posted and are made available to sign up your child. If your child is not in regular attendance on that day you may register as long as space is available. If your child is registered on a day that happens to be a half-day or Pro-D day and you do not wish to send your child on that particular day you will not be charged a surcharge but regular fees will still apply.

Late Fees

A \$10 late charge will be added to the total of any unpaid fees after the first of each month, and you will be invoiced. If we do not receive the full payment by the 10th of the month, you will be given a letter and if the matter is not dealt within the week (by Friday, 6:00pm), two weeks notice will be given for the termination of care. If a payment arrangement needs to be established, please talk to the director and a Payment Plan can be worked out.

*For parents with special situations, fees will be discussed and arranged on a case by case basis. It is the parent's responsibility to arrange a meeting with the director to discuss situations **before** they become overdue.*

SunRidge also works with Childcare Subsidy. For more information on Childcare Subsidy, please ask for subsequent documentation

Policies

Alternate Pick-Up

If you would like an alternate person to pick up your child who is not authorized on the child's information form, we require written consent from you. This can be done in advance or by fax or email following a phone call. Please be aware that you may be asked for identifying information about the person and that they will be asked for photo ID. This includes persons whom we cannot be sure of, or have met only once. Your child's safety is our central concern in all situations.

Attendance and Absence Policy

Parents are required to inform staff either the day before or first thing in the morning when their child will not be attending. It is so important to keep in constant communication when it comes to the whereabouts of your child. We need to know so we are not searching for them. You will not be reimbursed for the days your child does not attend.

Impaired Pick-Up

If we feel that the person whom is picking up the child is impaired for whatever reason, we will make every recommendation to arrange alternate transportation. However, if the person continues we will inform them of the illegality of their actions and that the authorities will be contacted.

Once the child and individual enter the car and it begins to move, we will phone the RCMP with a description of the vehicle and passengers, license plate and the probable address of the vehicle (including the child's home address). Personal information may be released in this case of emergency.

Late Pick-Up

Children are expected to be picked up by 6:00pm sharp. If a parent cannot arrive in time, then please arrange for an alternate contact to pick up your child. Regardless, please phone the centre and inform us of the situation. If a parent is late, we will take the following actions:

A \$10 late fee is in effect for any part of the first 10 minutes and \$1 per minute after that. This amount will be added to your next bill which will then be transferred to the staff member who stayed late with your child.

If the program has not been notified, no contact has been made and the child still has not been picked up by 6:30 pm, then your child will be placed in the care of the Ministry for Child and Family Development.

Drop-off Policy

Some days may require a specific deadline for drop-off. If parents can not make that deadline, we will try our best to accommodate, but parents may need to bring the child to an alternate location or drop them off at a later time. All special activities and drop-off deadlines are made known in advance of the date.

Transportation Policy

We provide transportation in accordance with all government laws and regulations. If for some reason usual transportation is unavailable, we will provide alternate (equally safe and lawful) transportation. Safety is our main concern!

Off Site Field Trips

Parents will be notified of any field trip at least one day in advance. Additional costs may pertain, and the waiver portion of the Child Care Contract must be signed before the child will be allowed to participate. In the case that the child is not permitted to attend, the program will try and accommodate caring for the child at the center, however it may not be possible and you may need to find alternate care for your child.

Complaint Policy

We believe that open and constant communication is the key to any good relationship, including the one between you as a parent and this program. Therefore if you have a concern, please discuss it with us either verbally or in writing immediately. If your concern is more severe, please address the director personally. If this is still not sufficient, please contact the Interior Health Office at (250) 868-7835 to file a complaint.

Although your emotions deserve due attention, please do not exhibit anger or violence in front of any children. This will not be tolerated and will be perceived as a threat to the program and will be dealt with as such.

Confidentiality Policy

It is our policy to keep all child and family information completely confidential except in the case that information must be shared by law. We do not allow the use of your child's photograph, name or contact information to be released outside of the building without written consent. In the event that a child or family could benefit from our interaction with an outside agency, we will ask for a release of information to be completed and signed after detailed communication and parental consent.

Separation and Custody Issues

In the event that a child is in the custody of only one parent, the program must have appropriate documentation in order to keep a child from their natural parent. If custody situations are relevant in your case, the director will sit down with you and discuss appropriate procedures and considerations. Please understand that without this documentation we are not allowed to keep a child from their natural parent.

Health and Safety

We ask that all children provide documentation of their status of immunization and attend the program when in good health. This means that if they are too ill to go to school, then they are too ill to come to the program. We need to be notified immediately of any illnesses that are contagious such as lice, chicken pox, pink eye, etc.

Toys from Home Policy

Toys from home may be brought to share at SunRidge with permission from the staff. Parents and children will be expected to understand that SunRidge is not responsible for any lost or broken toys. It should also be understood that the toy will be taken away and put in the office if it is being used unfairly, inappropriately or tauntingly towards others at the discretion of our staff.

Please do not send children with trading cards or trading toys, we do not allow trading at SunRidge as it is too difficult to keep up with who is trading what.

All children MUST be toileted. While accidents happen, continued problems may be grounds for special arrangements and or removal from the program in conjunction with licensing regulations.

Pets

We also strictly enforce a **NO PET policy**, unless pre-approved in writing by the director prior to the pet's arrival. If a pet is brought to the center un-announced, it will not be allowed to stay and must either return with whoever dropped the child off, or stay outside until it can be picked up. Pets that show-up after school will be left at the school either inside or outside depending on the teacher and parents will be contacted to pick it up. Some children may have allergies so please respect this policy.

Parent Involvement Policy

We have an open door policy, and parents are more than welcome to join us for any activities during our regular weekly schedule. If you would like to join on a field trip or special event please let the director know so that arrangements can

be made if needed. Please see our parent information board for upcoming volunteer opportunities and other ways to get involved in the program.

Smoking is **NOT** permitted anywhere on Church property during the hours of 8:00am to 6:00pm Monday through Friday. This includes smoking in cars.

Nutrition Policy

Parents are required to provide nutritious lunches and snacks when necessary in accordance with the Canadian Food Guide. If there are nutrition concerns, they will be discussed with parents on a case by case basis.

We offer after-school snacks for the children every day. Snacks are in accordance with the Canadian Food Guide and Interior Health Licensing Regulations, and Food Safe BC. If your child is a picky eater or quite hungry after school, we suggest you provide additional snacks for your child(ren).

We do not provide lunches on half or full days, however on occasion we may choose to provide a 'fun lunch' for your child(ren). In such cases, we will be sure to notify all parents that they do not need to provide a lunch for their children on that specific day.

We are NUT free!! Please check your labels carefully!! Children may have snacks containing nuts taken away and returned to parents. For further information, please refer to our NUT Policy

Schedule

10:00	Staff arrive at center, set out games & activities
2:15	Staff drive to the schools and awaits children
2:30	Children are dismissed, check in with leaders
3:00	Back at centre, put away coats, wash hands
3:15	Snack time & announcements
3:30	Homework club/quiet play
4:00	Games, crafts and free play
6:00	Kids have all been picked up, staff lock-up facility and head home

In Case of Emergency

Emergency telephone numbers are posted at each telephone and emergency evacuation plans are located by each door. Once a month, children and staff will practice evacuation procedures. If emergency evacuation is required from the Church facility, we have arranged several alternate locations. Once there, we will immediately contact you to come and pick up your child if safe to do so, otherwise we will move to a safer area and proceed with the pick-ups.

Building Evacuation- Body Fit Fitness Center, World Gym, Grace Lutheran Church or Lakeview Heights Church (in order of proximity)

**Area (block) Evacuation- McDonalds in Westbank,
Green Bay Bible Camp**

**Community Evacuation- Green Bay Bible Camp,
Parkinson Rec. Center Kelowna**

Emergency personnel may direct us to a different location then those stated

In the event of an accident or serious illness, the parent will be contacted immediately (unless paramedics are required to be contacted first). If the parent is not available we will contact the emergency contact person regarding the situation. Please ensure that your emergency contact understands that he or she is responsible for picking up your child in the event of an emergency and is able to do so. At least one emergency contact person is required to be available in order for your child to attend SunRidge. Please ensure they are aware that they are listed as your emergency contact and their phone number and address are always current.

Any child who receives a minor injury, such as cut or bruise, will be tended to by first aid certified staff. A report of such incidents will be completed by a staff member in attendance, with one copy remaining in the child's file and one copy to go with the parents.

Discipline Procedures

Here in SunRidge Out of School Care we will model positive behaviors and reinforce discipline and self control with consistent and fair consequences.

We will not tolerate any of the following behaviors:

Physical - Any kind of hitting, kicking, biting, spitting or pushing is not allowed. This includes damaging someone else's things, ignoring them or sexually harassing them.

Verbal - Saying mean things, making racial or gender remarks, or unkind jokes. This also includes ignoring someone. We will not allow any bathroom or sex jokes.

Dangerous - Making or bringing weapons, taking dangerous risks or telling someone else to do something unsafe.

Our Plan for a **SUPER** program:

S- Safe We will travel to and from school safely, we will keep our hands and feet to ourselves, we will keep our space tidy and we will make smart, safe choices.

U- Understand We will try to explain and understand rules and situations before we get angry or react in anger.

P- Praise We will celebrate what we can do well and what others can do.

E- Encourage We will encourage each other to do well and help them if they need help. We will speak kind words to each other.

R- Respect We will think about how others feel and treat them as we would want to be treated. We will listen and obey the leaders and we will take care of our own and SunRidge's property.

Procedures:

Active Guidance (Pre-incident)

We will be active and assertive in the area of guidance in the intent that incidents may be avoided. This means that staff will show genuine interest in the children's emotional, physical and mental state at all times and will interact with each child depending on such. We will be active listeners, alert and fair in all interactions and seek to prevent incidents or situations that may lead to an incident.

Minor Incident (Name calling, disobeying, arguing, squabbles)

We will speak with the children involved, giving everyone a chance to explain and voice their opinions and concerns. We will then seek a solution that values and satisfies all involved. We encourage apologies and seek to move on and reset relationships. Possible consequences may be time outs, loss of privileges or a confiscation of an item in question. Parents may be consulted after a minor incident.

Major Incident (Fighting, theft, vandalism, injuring, bullying, sexual harassment)

We will speak with the children involved and discuss matters individually. At the time, parents may be contacted if severe enough; otherwise, parents will be talked with when they pick up children. Incident reports will be filed. Possible consequences may be time outs, loss of privileges, confiscation of items, suspension from program, meeting with parents, etc...)

We want to enjoy fun and safe times together without incidents. While we realize that they do occur, we want to resolve and continue in our activities while ensuring that the children feel valued and that the decision was fair.

If there are repeated incidents, there may be suspension from the program. It is parent's responsibility to find alternative care during this time and no refund will be given. Parents and children will be asked to meet with the Director before care can resume. Severe repeated incidents may result in expulsion from the program.

While on the premises, we ask that all leaders and parents/guardians model respect and appropriate behavior in front of the children. If there is non-compliance, you may be banned from entering the program, but must still be responsible for all parental duties.

Parent Cheat Sheet

You may hear some or all of these terms during your time here at SunRidge, so we thought we'd give you the heads up on what everything means.

Super Star Board – This is an opportunity for children to be rewarded for their hard work on a weekly basis. Everyday a child attends they have a chance to be awarded stars for their listening skills, completing homework or being a help around the center. At the end of the week, each child will be able to use the “points” they earned to buy a treat for themselves!

Last Kid Award – This award was designed so that children whose parents work late in the day don't have to feel bad being the last one here. The award goes to the child(ren) of the last parent to walk through the door, and they can pick a prize from the last kid award jar.

Parent Information Board – this board is located on the right-hand wall before the office door, please check this board daily for updates, important information about upcoming events, newsletters, etc.

Parent Reminder Board – this board is located above the sign-out page and is there to remind you when things are coming due (payments, registrations, field trip sign-ups, etc.)

Newsletters – newsletters are sent out quarterly or when important information needs to be relayed. Please pick one up as they contain information and updates on what we are doing at SunRidge. Field trip consent forms, registration pages and other forms will be attached to these newsletters so it's important to pick one up and read through it carefully. This is also available online.

Inside/Outside Play – we make fresh air a part of everyday play, however if poor weather does occur, we will keep children inside and have physical activities offered inside instead.

Homework Club – the homework club is designed to give busy children a chance to get their homework done before after school sports or activities, or for your child to just have a planned time of the day to get some work done before home time so you have the chance to have more time as a family. Parents sign their children up and we allot time after snack and announcements to finish anything that is due the next day. Staff is available if any help is needed, and big activities don't start until after homework time is over so that no one misses out on the fun! Children who complete their homework and show us their agendas will be rewarded with a star for the board!