



Parent Handbook

2024-2025

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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 “place like home” 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. By the way, in the handbook we often refer to Out of School Care as “OOSC.” I am excited to work with your child(ren) and want to welcome you to the SunRidge community!

Sincerely,

Jon Ransom
Manager/Director

Crystal Carson
Administrator

1. Introduction

a. Who We Are

We are a child care center committed to caring for children and supporting families in our community. Our program leans on Christian principles and we want to serve the community well and love children the way we believe God does.

Please see the last page of this handbook which will give you a more detailed description of what this looks like.

b. Our Mission

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

c. Our Philosophy

We believe each child of every 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 be a support to the family, walking alongside children as they grow, helping them discover their potential and helping them along life's journey.

d. Our Team of Coaches

At SunRidge out of School care, the "staff" see themselves as life-coaches for your children as they move through Elementary School (*in this document we will refer to staff, however in our day-to-day program we refer to each other as coaches*). All staff/coaches are fully qualified for their positions, obtaining all the requirements to provide responsible and informed adult supervision and first aid training. We pursue development and training on an ongoing basis to become more equipped and more knowledgeable, to provide the best possible care for

your children. We value the ideas and feedback of parents so please feel free to talk to us and help us become even better at what we do!

2. Operations

a. Where We Pick Up From

Rose Valley Elementary
Mar Jok Elementary

We are open to enroll children from other schools, however we do not pick up from other schools at this point.

b. Hours of Operation

- **Regular hours: The program is open for childcare from 2:30pm – 6:00pm Monday through Friday.** On a regular OOSC day we leave the center at 2 p.m. to drop a staff member off at each school. When the school bell rings children check in with our OOSC staff member who signs them in and will then supervise them.

**** Please note our policy about staff being on campus to pick up children, in the event that we are short-staffed.***

- **The hours for full days during the school year are 9:00 am – 6:00 pm.** Full days include Professional Days. There may be other full-days offered occasionally when schools have unexpected closures. Children who are already contracted for the scheduled full-day get first choice for care on those days. Others who wish to drop-in may put their names on a wait list.

We regularly offer Pro-D day care.

- **Half-days from dismissal time until closing at 6:00pm.** Half-days include Parent/Teacher interview days.

- o **While we work alongside the schools, we are a separate program from the schools.** The schedule of child-care is the one we set, mindful of each school's calendar.

We pick up children for half-days. Children who are contracted for that day are automatically picked up.

We are open for Professional Development Days (*children must register for these, a spot is automatically reserved for children regularly contracted but parents need to confirm their attendance*)

If there is a situation where the schools close and child-care is needed, we will handle that situation based on need and staffing availability.

OOSC is closed on days noted in this handbook and parents are not charged for days we are closed.

c. 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.

d. Program Closures

The program will be closed for Stat holidays, including:

Labor Day	Boxing Day	Victoria Day
Thanksgiving	New Years Day	Canada Day
Remembrance Day	Good Friday	BC Day
Christmas Day	Easter Monday	Family Day
National Day of Truth & Reconciliation		

We are not normally open for Christmas/Winter Break.

Depending on staff availability, Spring/Summer Break may include full week programs or partial week programs (more detail coming up in section 2.e)

We will keep you up to date with any other closures that may come up during the school year.

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

****If we need to close for any other reason, we will do our best to give you ample notice.**

e. Program Closures due to Staff illness

If we have a situation where we do not have adequate staff coverage, we will contact you as a parent group to see if it is easy for anyone to pull their child(ren) on that day. If we aren't able to quickly see a resolution to the problem, we will create a group out of the enrollment list and require that they not attend that day. If there is another day's closure we will then move to a different group of children and so on, so that no one family is impacted for days in a row if we can do so.

f. Spring Break/Summer Program

We normally host a program for Spring Break and Summer Break. These programs will most likely differ from our normal OOSC schedule and may not cover a full week. We offer these programs with a separate registration. Days open, hours and price may differ from the regularly contracted days and fees.

If you wish to make use of all or some of our program, families who are with us through the year have the ability to register first before we open public registration. Please speak with the manager for further info regarding Spring and Summer and how registration will work.

g. 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 complete registration package must be in place before they meet the manager for a facility tour and will be signed and complete before they can attend. A completed registration file includes:

- Our childcare information pages including their:
 - o Explanation of Immunization (immunization records are no longer required)
 - o Personal health care number
 - o Doctor or Clinic your family is connected to

- o Schedule contract
- o Behavior contract
- o We also require detailed medical information if your child has an allergy or requires medication (speak with the director regarding this information)
- o If you have a custody arrangement or restraining order that affects who may pick up your child and when, we also need a copy of that.
- o If your child has a care plan in place at home or in school we will need an appointment with you and a copy of that plan for our files so that we can also prepare a similar care plan
- We will also need a photo taken of your child on a light background, a head/shoulder shot, for our emergency books.
- We will need a photo of each primary caregiver on a light background, a head/shoulder shot (photos are not required of emergency contacts or alternate pick-ups, but they will need to provide ID each time when picking up)
- For the program itself: You will need to provide your child's own snack and water daily, inside shoes, *(and a mask for the van transportation if we are facing a health crisis like Covid)*

h. 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**, during 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.

i. 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. More about fees in section 4 and **Please see section 11. "Repayment Agreement"**

j. 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.

k. Local Sickness Protocols

We follow the Interior Health/Provincial guidelines.

l. 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.

m. 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.

n. 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.**

o. 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.

If your child has an allergy we will need a description from your doctor/allergist as well as instructions regarding the treatment of that allergy (steps you are asking our staff to take) from your doctor/allergist.

If you wish for us to administer medication we need to have a permission form signed by you, we need to have a doctor's note describing the circumstances in which medication should be given and how it should be given, we will need the a copy of the pharmacists instructions/description of the medication.

p. Screen Time

We rarely bring out our own electronic devices (*we have a few ipads with "E" games on them*).

- If we do, it will usually be during a "wind-down time" on a pro-d day.
- When we do, we have a sign up process and children are allowed one 15 min turn with no repeats.
- We do not regularly watch programs/movies on the TV. If we do it might be part of a full day Pro-D day plan or a clip as a part of a theme day.

If children bring a device from home they must ask permission to use the device and we handle it in the following manner (see next section about Toys/Electronics)

q. Toys/Electronics from Home Policy

We do not encourage children to bring toys from home. Bringing toys from home has led to some unfortunate circumstances where toys have been lost, broken or stolen. If children bring toys to school and then to OOSC they do so at their own risk, and we encourage children to leave them in their back-packs at OOSC.

We prefer that children do not bring electronic devices to OOSC on regular days (*pro-d days we are OK with it*). If they do bring devices on regular days, parents would need to arrange this with the Manager, explaining why it is important for

them to be on a device. If permitted, children play with a device **AT THEIR OWN RISK**. We apply the same time limits to personal electronic devices as we do to our own devices that we lend on special occasions unless there is a clear reason for another arrangement.

Never at any time are children allowed to take pictures of other children, or make an audio or video recording at OOSC. Never at any time are children allowed to have access to the internet while at OOSC.

Please note that any toys or electronic devices brought to OOSC are **at your own risk**. We do not allow sharing, but if you child shares without us noticing or leaves their device lying around, it is not our responsibility. Also, we will do our best to monitor the games they are playing and if we find that the games they are playing are not appropriate for OOSC we will ask the child to put the device away.

Children who bring their own devices can play on their own but not have an audience.

- *There will be no toys or comfort items (stuffedies) brought to OOSC during Covid restrictions.*

r. Toilet/Bathrooms

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. Please send extra clothing if your child has a tendency to “wait too long”.

Children are required to tell staff when they are going to use the bathroom. One child is allowed in the bathroom at a time. When that bathroom is busy, a staff member will accompany the child to the bathrooms upstairs (up 5 stairs). They will wait outside and escort the child back to the OOSC rooms.

s. Pets

Please keep pets out of our Out of School Care rooms (*exceptions made for Service Dogs*). Some children have allergies so please respect this policy.

t. 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.

- Please note that we do not have an “open door” during Covid restrictions. Parents must wait on the entrance landing.

u. Nutrition Policy

- We do not offer a snack at this time but do have a snack time.
- Please include an after-school snack for your child as well as their own water
- If a child forgets a snack we will have some non-perishable items on hand

4. Program Fees

a. How it Works

You will be billed in the first week of the new month (for the care provided the previous month)

- ☐ This is a change from previous years where we pre-billed for the upcoming month. This change is due to the challenges presented by Covid where we as a program have now had to cancel care due to staff illness.
- ☐ When we as a program cancel care, you will not be billed for care.
- ☐ Billing when the month is over will prevent the complications of having to issue refunds.

Fees are due before the 15th of each month.

- Please make cheque payable to **SunRidge Community Church**. You can also pay with cash and E-Transfer.
- Bills are sent electronically to the email address you provide.
- Bills are calculated by how many days your child was registered in the previous month plus additional fees (*such as Pro D days attended, extra days attended*).
- **You are billed for the days you are contracted for, whether your child attends are not. We do not refund for days not attended.**
- Fees must be paid in full each month before the 15th in order to hold your spot.
- If you are facing a financial hardship and it would help to split the bill to make two payments, please have a conversation with the Director to arrange this.

b. Daily Fees

(\$19.44/day)

- Calculations will be clearly displayed on each bill with the number of days your child is registered.
- If there are extra days (Pro D days, drop-in days) these will be indicated as well.
- **You will be billed for the days you are contracted for, whether your child is in attendance or not.** If your child will be away for an extended period, please talk to the Director so that adjustments can be made if we are able.

c. Full Day Fee for the School Year

(\$40/full day)

You are not automatically billed for a full-day even if you are regularly contracted to attend. You must sign up for a full-day attendance spot. You are not charged if your child does not attend a full day (neither the regular fee or the full day fee). 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 Pro-D day and you do not wish to send your child on that particular day you will not be charged for that day. We do not charge extra for half-day attendance.

d. Late Fees

- We encourage parents to pay on time but if that is not possible, **please communicate** with the Director so that we know your intentions.
- If a parent does not address their overdue fees with the Director with an active payment plan, they will be charged a \$20 late fee the following month and they will receive an email regarding the late fee and if the problem persists a letter regarding the termination of the contract.
- Example:
 - February's Bill is due by March 15.
 - If Bill is not paid within the month of March a \$20 late fee will be applied to the April new invoice coming out in April. If all fees are not paid within the month of April and a conversation and agreement is not arranged, the contract will be terminated.

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

e. SunRidge OOSC has “opted in”

How it Works

For a few years now the government of BC has offered funding for families using childcare. They have started phase one, offering funding for K families. In order to receive the funding for families, OOSC has opted in. As long as funds are available, we will apply these funds to families who qualify (currently families of children in Kindergarten).

5. Safe pick up and Release of Children

We have a staff member (sometimes two) at each school. Children meet up with those staff members and we check them in on our Sign in/Out binder.

- Staff member carries a red binder at Rose Valley
- Staff member carries a bright green binder at Mar Jok

Parents sign their children out when they pick them up.

** We do not leave the school until we know where the child is, so if your child is having an alternative pick-up or is sick etc. you need to inform the staff at OOSC through a phone call or text **by 1:30 pm.**

a. 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.

- *This would not apply during Covid restrictions, we would not be making any out-trips.*

b. 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!

- *Please read the Covid Protocols for transportation details during the Pandemic.*

c. 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.

- This is not applicable during Covid Restrictions

d. Drop-in Policy

If you are contracted for a spot at OOSC you may also have your child drop-in on extra days if you require more care and you will be charged per extra day they attend. We do not have guaranteed openings, but you are welcome to call and see if we have space available. You may also sign up with a “drop-in” contract and you can use OOSC when needed, and as space allows. For drop-in contracts you pay on the day your child attends.

You may book a drop-in space up to a week in advance and as late as the day of by 1 p.m.

e. 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 a 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.

f. THIS IS VERY IMPORTANT!!!!!!!!!!

Attendance and Absence Policy

You **MUST NOTIFY** the Director of OOSC if your child will not be attending.

- You may **call** the office before 1:30 p.m. during the day at 250-769-7612 or on our cell at 250-864-8964 (**call or text**)
- **Please only notify us by email if the absence is something planned several days in advance as we do not check email when we are on the road on the day of pick-up.**

IT IS EXTREMELY IMPORTANT that you let us know where your child is.

- We send staff to maintain the proper ratio of staff to children. If you do not let us know, we may have just sent extra staff for no reason which is costly and a poor use of staff time.
- It takes between 10 and 20 minutes to resolve a missing child issue when you do not notify us, which means it backs up our pick up process and leaves us with a lot of restless children in the van.

PLEASE TAKE THIS SERIOUSLY and let us know in good time if your child is going to be absent.

If you do not make the 1:30 p.m. deadline to call/text/email...please text or call anyway, as that will at least save us resolving the “missing child” issue.

g. Impaired Pick-Up

If we feel that the person who 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.

h. Late Pick-Up

Children are expected to be picked up by 6:00 pm 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 has a pattern of lateness, 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.

6. Schedule

Office hours vary, but staff will check our answering service by 1:30 p.m. and respond to calls.

**** All calls to cancel a child's attendance must happen by call/text before 1:30 pm**

- | | |
|------|--|
| 2:00 | Staff drive to the schools and wait for the children |
| 2:30 | Children are dismissed, check in with OOSC staff. When weather permits, we try to spend 30 minutes at the school to play outside! |

Between 3 and 3:30	Back at centre, put away coats, wash hands
3:30 ish	Snack time & announcements <i>(depending on the number of children present, we may serve the younger children first while the older children play and then serve the older children while the younger children play)</i>
4:00	Activity choices (planned) - active games and activities
4:30	10 minute tidy and then free time activities: Homework, reading, table activities, craft,
6:00	Children have all been picked up, staff lock-up facility and head home

7. Active Play at OOSC

At SunRidge Out of School Care we work in as much Active Play as possible. The goal is an hour of active play, and we work that in or exceed that time in a variety of ways:

**** Please note that when the weather allows it we stay at the schools for another 30+, arriving back at SunRidge at approx. 3:30 pm**

When the Bell rings (30 minutes)

Or normal routine is 2 pick-ups from the two schools -- the whole process takes about half an hour or less.

- While one group waits, they play at the playground. We try to alternate pick ups so different groups play at the school before being picked up. The group that is picked up first then plays in the yard or auditorium until second pick-up arrives back at the campus.

After Snack Exercise Time/Sport Skill! (15 minutes)

After snack we open up the yard or auditorium again for a planned community game or staff teach a sport-skill. This is something the staff and some of the older OOSC kids plan and lead.

4-4:30 Community Games (½ hour) in the auditorium (children can choose to do more low-key activities in Room 2)

4:30 Ten minute Tidy - all children are on their feet cleaning the rooms, which gets them moving and helping in a variety of ways

All Afternoon Yard or Auditorium Use (Up to 3 hours for some kids!!)

It should be noted that normally the yard or auditorium is supervised all afternoon (we close or open either based on the activities the majority of the children want to play), and there are some children who play outside or in the “audy” all afternoon. Some of the children play hockey every minute they are with us! Some can’t get enough of the scooters. Some make up their own versions of soccer, or (as mentioned) the ever-popular ga-ga-ball. Children come and go from these student-initiated games, and while we don’t count those minutes as our official “Active Play” minutes...

8. 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- Maternity Care Center, World Gym or Lakeview Heights Church (in order of proximity)

**Area (block) Evacuation-
Green Bay Bible Camp, McDonalds in West Kelowna (Gellatly Road)**

**Community Evacuation-
Parkinson Rec. Center Kelowna**

Emergency personnel may direct us to a different location than 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.

9. Our Behavior Policy

a. Values

At SunRidge Out of School Care, our daily behavior is guided by the following set of values:

Speech (How We Speak)

*We believe words have the power to build up or destroy therefore **our words will be good ones.***

- ☐ We will use words that are truthful, polite, clean and kind.

Conduct (How We Act)

*We believe the one thing we can choose to control is our own behavior therefore **we will behave respectfully towards leaders and other children.***

- ☐ We will be cooperative, helpful, and treat people and property with care.

Attitude (How We Think)

*We believe our actions follow our thoughts therefore **we will make up our mind to be a positive member of this community.***

- ☐ We will move into our day having a problem-solving, positive attitude.

Personality (Who We Are)

*We believe every person brings something good to this community therefore **we will be our “best selves” and appreciate how everyone else is unique too.***

- ☐ We will include others and be included in making an OOSC day interesting, safe and fun.

b. What Sort of Behavior Won't Work?

We want to leave a lot of room for children to “goof around”.

At the same time, there are certain things that we can be specific about, things that won't work at OOSC:

Physical

- Hitting
- Kicking
- Biting
- Spitting
- Pushing
- Damaging/Stealing other people's things
- Showing signs of physical disrespect/rudeness (rude gestures)
- Sexual harassment
- Shunning people
- Temper tantrums
- Running/walking away from leaders or ignoring them

Verbal

- Saying mean things
- Lying/Dishonesty
- Making racial or negative gender remarks

- Unkind jokes
- Raging at people
- Ignoring someone
- Spreading rumors or gossip
- Bathroom talk (butt, poo, pee jokes and comments)
- Crude language (swearing or sexual references)
- Offensive religious remarks
- Feeding a problem (being an instigator in stirring up trouble even if you didn't technically "do" anything)
- Verbal lack of cooperation with leaders

Dangerous

- Bringing a weapon or other dangerous materials
- Making a weapon that could actually hurt someone (*we do allow children to make things that look like guns/swords*)
- Telling someone to do something wrong or unsafe or against the rules

c. Consequences

It is an imperfect world and it wouldn't be fair to expect flawless behavior from the children and a lot of grace must be applied. While this is true, we believe appropriate consequences are right, necessary, and a tool to help children grow up well.

Every situation we encounter at OOSC is going to require a unique approach, but as a general guideline here is what the children can expect, and what you can expect as a parent/guardian.

a. When a Value is Disregarded

1. First Level Action: Conversation

If a child disregards a value by their behavior our first course of action will be to have a conversation with them and discuss how their behavior did not fit within the values of our community.

Depending on the circumstances, usually a conversation is enough. We will be looking for understanding, agreement and if necessary that the child is willing to engage in whatever "repair" is needed.

If there is a problem between them and another child, or with a particular activity, we may ask that they play with someone else for a time or not participate in that activity for the day.

In some cases we will let the parent/guardian know (particularly when we see a pattern), but as there are many little course corrections during a day, this won't always happen.

If a child chooses, they can learn most lessons by listening to leaders and choosing to make an adjustment in their behavior.

2. Second Action: At Home Reflection

If there is a lack of cooperation on the part of the child at the conversational level, the next step will be:

1. To have a conversation with the parent/guardian.
2. And to require some reflection on the part of the child that we are calling “**Think About It**”. The at home reflection will not be lengthy, but it will require that the child give some thought to their actions as well as the participation of the parent/guardian in that process (*I have included two samples of what it might look like at the end of this package*).
3. The reflection will need to be handed in the next time the child attends and an OOSC leader will have a conversation with the child about it.
4. **If the reflection has not been completed, parents/guardians should find an alternative care plan for their child until it is.** *You will not be charged for that day or days if the child needs to miss due to the assignment not being done if you notify us of the situation.*
5. If a child's negative behavior or attitude is continuing to be disruptive, we will also have a withdrawal of privileges during the OOSC day or for several days until the child is willing to be a positive member of the community once more.

We really would like to create a space for children that is safe and friendly. Your cooperation with these behavioral guidelines will help to make that possible. Obviously we don't want any disruption to occur in their participation with the program, however we also need the children to take responsibility for their behavior as well. If you run into a snag with the reflection assignment, please

don't hesitate to call the Manager.

3. Third Action: Suspension or dismissal

If negative behavior persists and there aren't measurable attempts to change, disrupting the environment at OOSC and creating problems for leaders and children, more serious steps will be taken including potential suspension and/or dismissal from the program.

We will move past level one and two very quickly if we see a significant level of

1. Physical aggression towards leaders or other children
2. Off-color/crude Language
3. Bullying
4. Lack of cooperation and disrespect towards leaders

Please also note, as a licensed facility we also have rules we operate by, under the guidelines of Interior Health. Some incidents require a formal incident report to be submitted (*as in the case of physical aggression, sexual inappropriateness, injury etc.*).

If there are repeated incidents of unsuitable behavior and a suspension or dismissal is necessary, it is the parent's responsibility to find alternative care during this time. 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

d. ** Sample – Think About It: Kind Words

Dear Parent/Guardian. By now we have had a conversation and you have received an email describing the situation involving your child today. If for some reason we have not been able to have a verbal conversation, please contact the Manager so that she can talk to you and provide any information you need.

1. Please have your child complete the following “Think About It” page. Please work through it with them so that you can have a conversation about their thoughts and behavior. Some of these things might be “big ideas” for their young minds, so please take the time to explain them to your child. If your child is young and/or can’t express their ideas in writing yet, you are welcome to write it for them.
2. In order for them to attend on their next scheduled day, the “Think About It” page must be completed. If you are unable to do this, please make other arrangements for their care and we will credit you the cost of their day(s) at OOSC. Please notify us if they will not be attending. You will not be charged if we are notified.

* * *

Words have the power to build up. Our words can do A LOT of good in the world. They can fill people with joy, make them smile, and give them courage. But words can also make people very sad or hurt. Words can make people cry and discourage them. Words can make a person feel like they are worth a lot, or worth nothing.

1. When people say things about you, what do they say that makes you feel good about yourself? (*think of at least three things*)

1. _____
2. _____
3. _____

2. Have there been things that have been said to you that hurt your feelings? (*think of at least three things*)

1. _____
2. _____
3. _____

3. What is it that you said today that created a problem in OOSC? (*Parents, if your child is having difficulty remembering, please refer to the email*).

4. One of our values in OOSC is about our speech.

*We believe words have the power to build up or destroy therefore **our words will be good ones.** We will use words that are truthful, polite, clean and kind.*

Were your words truthful, polite, clean and kind? If not, what were they?

5. If you had a do-over, how could you have handled that situation differently?

6. What can you do to fix what you did?

7. How are you going to handle your words in OOSC the next time you are there?

We hope you will think about the power that words have. You are going to have a lot of things said to YOU over the course of your life-time and we really hope they are words that build you up. Most of all, we hope you are strong enough to use those kinds of building up words so that you are known as someone who encourages others.

You can do it!! From the OOSC Staff.

10. What You Can Expect To See And Hear At OOSC

We are a multi-use campus which means that at different times our building is used by Out of School Care, Mom's and Tot groups, crafting groups, exercise groups, students, and SunRidge Community Church gatherings. This means that sometimes we can use the auditorium and sometimes it won't be available to us (we usually have it on a daily basis). We also share a space with children who come on Sundays to learn about God's love for them so you will see a variety of Christian books on the shelves and arts and crafts on the walls.

We want parents to be aware that:

- We will provide great toys, games, craft materials, and activities for the children. Some of these toys will reflect stories and ideas found in the Bible. We do not make an effort to put these away or hide them. They are all part of the mix.
- In our Out Of School Care program we offer a "teach-as-we-go" approach. A lot of this is informal, however we do try to introduce life-building themes into the OOSC day. A general outline (subject to change) is provided, beginning on the next page.
- We will not stop children from sharing what they think or believe so long as it is appropriate* and if, as a staff, we are asked questions about what we think or believe we will do our best to answer sensitively but truthfully as well.

If as a staff we want to reinforce some good values that will foster a sense of community in OOSC, we will keep parents informed.

We have a variety of videos suitable for children which we will occasionally use for long rainy days or professional days when the kids need some down time..

- We will not use language nor discuss topics that embarrass children in front of others but will allow conversations to be held in an appropriate time and place.
- We will not disallow children to bring personal items unless inappropriate*

- There may be times when a staff member says something affirming as they speak or during our teachable moments, using God as a part of that sentence (*"You are a special child. God made you that way."* Or if a child is sad or worried, *"Thanks for telling me. If you would like, I will pray for you."*)
- We will allow church activities to coincide with child care hours if appropriate (for example, our annual Community Christmas Dinner preparation will happen at the same time as an OOSC day)
- We will offer joint activities between the church and the OOSC (*ie. Helping with a community dinner for the less fortunate, or joining up with a children's activity being run by our young adults*).

** Appropriate refers to matters which do not contradict the values described in our behavior contract and are not sexual in nature, immoral, indecent, violent, hateful, racist, insensitive to a person's religion, gender-disparaging, involve inappropriate language and so on.*

Sample of a Year-plan, Teaching Moments

As we look ahead to each week, we make plans to make OOSC days interesting, active, helpful and fun. At the same time, we keep things open, sensitive to how the children arrive at our doorstep. When the day allows, we want to input some little teaching moments into their lives. These teaching moments are informal (*not like a subject in a class*), will often express itself through a craft or activity or will simply happen at snack time when we hang out around the table.

Over the years we have seen children increasingly stressed and we want to be an encouraging presence in their lives, saying hope-filled things. Our core belief is that each child is purposefully made by God who loves them. We want you to know what we are saying so here is an outline of where we are going for next year (subject to change). As usual, our approach is to see how children come to OOSC and what they need after their day at school...some days are quieter and some days are wilder and we flex with that J

Month	Big Theme	This Months Topic	Main Phrase
September	Peace	Worry – worry is imagining the worst.	Live one day at a time; don't worry about tomorrow

		Fear of the unknown	Just because something is unknown doesn't mean it's bad or that we can't deal with it. Plus, there are lots of people who will walk with us and help us through. God also is with us wherever we go.
		Insecurity "Can I do it?" Fear of failure.	You will never know until you try and failure is how we often learn. Don't see failure as a bad thing, but as an experiment you learned from. Courage often means just "trying"
		ANTS – negative thoughts	We need to "capture our thoughts" and not let them ruin our day or stop us from moving ahead.
October	Patience	With yourself	You were created by God with good gifts with a purpose. Be kind to yourself and discover who you are.
		For others	Everyone wants to live life the best we can. Choose to be patient with other people. Every person has been given value by God, they matter.
		Dealing with impatience	What are some things we can do when we feel impatient with ourselves and others?
		Delayed gratification	You can wait. Waiting is often the wisest thing to do.

November	Self-control	Personal space (<i>yours and others</i>)	Respect what you need and what other people need to go through the day. You are uniquely created. They are uniquely created.
		Anger/revenge/forgiveness	What to do with anger, and why revenge is always a bad idea. What is forgiveness?
		Gossip/rumors	Gossip hurts others and makes you look bad too. We need to be careful with our words. The tongue can be a dangerous thing and an amazing thing – we need to learn how to tame it.
		Choosing your actions	Facts are at the front of the train, and feelings are at the back. Keep them in the right order!
December	Joy	What brings you joy?	What are “joy triggers” for you. What’s your love language?
		Why Christmas Exists and why it is joyful	The story of Christmas and the baby born in the manger.
		Spreading joy	We can affect the lives of others by choosing to do/say small things that bring light! Be a light...
		Christmas Break	
January	Purpose	Why are you here?	We aren’t accidents. We were created for a reason.
		What do you like to do?	Discover your own unique gifts – another run at this topic

		What is your personality?	Who are you uniquely? Personality games...
		How can you make a difference?	What are things you can do at your age to make a difference in the world. Can a child do hard things?
February	Love	How to be a friend	Practical teaching on how to make a friend and be a friend
		Treat others the way you want to be treated	The golden rule!
		Good manners/Bad manners	Practicing conversation and manners – it makes a difference how you speak to others
		Be understanding	Learning empathy – ask good questions about what others may be going through
March	Kindness	The power of words	Learning powerful words, getting rid of harmful words
		You matter/others matter	Having a bigger view of the world
		Spring Break	
		Spring Break	
April	Forgiveness		

May	Faithfulness	Do what you say you will do	Is your word trustworthy? Let's talk about what it means to be trustworthy.
		The power of loyalty	Are you a fair-weather friend, or will you practice reconciliation and stick with people...leave room for mistakes?
		Telling the truth	The importance of not lying.
		Nobility	What things are noble?
June	Gentleness	Help someone	How can you change someones day?
		Empathy	Taking a step back from judgement.
		The power to heal or destroy	Every day you decide this. Every day we can fight the good fight.
		Reputation	Who do you want to be?

11. Repayment Agreement For

Child Care Facilities

(From section 19 of the Community Care and Assisted Living Act)

The information is contained in the Parent Handbook however I have put this on a single page for your reference as it is a licensing requirement.

Legislation: "If a person prepays any part of the cost of services provided by a class of community care facility designated by the Lieutenant Governor in Council, the licensee or manager of the facility must, at the time of prepayment, deliver to the person a written statement setting out the terms and conditions of when a refund of all or any of the prepayment will be made."

The amount of notice that a parent/guardian must provide to SunRidge Out of School Care if he/she wishes to withdraw his/her child from the facility: 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.

The amount of notice SunRidge Out of School Care must provide to the parent/guardian if we are unable to continue to provide care to a child: 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**, during 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.

If a child is unable to attend SunRidge Out of School Care or does not attend because a parent/guardian is on vacation or not working: 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. If you know that you will be taking an extended time off of work for whatever reason (including vacation) and wish to adjust your child's contract, please contact OOSC in writing and we will consider each request individually.

If SunRidge Out of School Care is unable to be open due to staff illness or weather conditions or other reasons: you will be reimbursed for the day your child was unable to attend. This will come as a credit on your next bill.

If SunRidge Out of School Care is closed due to a holiday or statutory holiday: you are not charged for that day.

Families in challenging times: SunRidge wishes to operate with a compassionate mindset towards families. Please notify us if you are experiencing financial hardship or any other crisis that affects your child's attendance at OOSC. We want to work with you and be a part of the

solution. If you are going to be late with your payment, or need to divide the payment up, please just speak to the director to make arrangements. Communication is key.

ACCB: OOSC is a licensed facility and we will fill out the form for the application for subsidy at your request. When we receive confirmation regarding subsidy we will subtract the approved amount from your monthly bill. If child is in kindergarten – the daily fee and full day fee we submit is less the CCFRI amount that we receive for them.

CCFRI: OOSC is a licensed facility and we have opted in to CCFRI. This means (Updated June 2024) that we subtract CCFRI from Kindergarten children's invoices.