



PARENT HANDBOOK:

**POLICIES, PROCEDURES
& CONTRACT**

Thrive Head Office Contact Information:

Website: thrivekidscanada.ca

Head Office Phone: 250-801-4809

Email: registrar@thrivekidscanada.ca

Mission: To provide a safe and exciting out of school care, where children Thrive, through relational mentoring, interaction with nature and creative opportunities for personal growth of body, soul and spirit.

Policies

Proceeding with registration indicates that you have read, understood and agreed to these policies.

1. Hours of Operation

On regular school days Thrive picks up at the school bell and the onsite program runs from arrival to the center till 6:00 pm on regular school days. On non-instructional days our hours of operation are 7:45am – 5:30pm. (On full days children must be onsite 9:30am – 4:30pm unless pre-arranged.)

2. Registration and Evaluation Period Policy

All children registered in this center are subject to a two-week evaluation period. This will ensure that our center can provide your child with an environment appropriate to their needs. If following the evaluation period, we find that our program is not suitable for your child, we will inform you and suggest alternatives. During this time parents can also withdraw their children without the 30 days written notice.

3. Arrival and departure policy and procedures

On regular school days staff meet and sign in children at their school or bus stop, whichever is applicable.

If your child will be unexpectedly absent from our program, please contact the center on or before the day your child will be away.

Please notify us BEFORE 1:00 pm school days and **before 9:00 am on full days. If you fail to notify us by these times on the day your child will be absent there will be a \$25.00 no-call-in fee. See financial policy for details.**

On full days it is the parents responsibility to drop off their child at the center. A parent or guardian must sign the child in upon arrival.

An authorized person is required to sign your child out each day. If there has been a change with the arrangement to pick-up your child, you must provide staff with a written and signed notice with all pertinent information prior to the change. A staff member will check the I.D. of any unrecognized person attempting to pick up children and check the “Child Pick-up Permission Form” for their information. If they are not on the list, a call to the parent/guardian will be made to obtain verbal consent for the child/children to be picked up by this person but will not release the child until written consent via email is received.

Please note that our center closes at 6:00pm. (5:30pm during school holidays) The following procedure will be observed (in accordance with the licensing regulations) for any child not picked up by center closing time:

- Every effort will be made to reach the parent/guardian and the alternate persons named on the registration form.

-If we are not able to reach any of the above persons, the Ministry of Children and Families will be contacted. They will deal with the situation accordingly.

After three late pick-ups, we have the right to cancel your child's registration in our center.

4. Intoxicated/Impaired Parent Pick-up Policy

In the event that a parent should appear to be impaired when arriving at the center to pick-up a child, the following steps shall be taken:

- The staff in charge will direct the parent into the hallway and away from all of the children. The parent will then be asked if they have been drinking, using narcotics, on medication or are a diabetic.
- If the parent denies any of the above, but the staff is still unsure about their condition, the parent will be told that we will be more than happy to call an alternate person or a taxi cab to come and get them.
- If a parent is uncooperative, they will be warned that the RCMP will be contacted as well as the Ministry for Children and Families as soon as they leave the premises.

Please note that a parent does not have to have consumed drugs or alcohol in order to be intoxicated. A parent may be having a reaction to medication, cough syrup or be a diabetic.

5. Withdrawal Policy

If it becomes necessary to permanently withdraw your child from our center, you must give 30 days notice, from the first of the month, **by email** to the center supervisor, or pay one month's fees in lieu of a notice. Without notice no refunds will be given.

6. Information From Home Policy

It is the direct responsibility of the parent/guardian to promptly advise the center of any changes in address, telephone number, alternate pick-up person, custody arrangements or any other vital information. Up to date records are essential to the well-being of the child/ren under our care. It is the parent/guardian's responsibility to communicate regularly with the center staff. Staff must be informed of any event or change of routine at home that may affect your child's behavior.

7. Health / Medication Policy

Sick children are not permitted to be in care at our center. The staff must be informed immediately if your child is ill or is suspected of having been in contact with a communicable disease.

If your child becomes ill during the course of the day, he/she will be supervised in a quiet area away from the other children. The parent/guardian, or alternate person will be contacted to come to the center and take the child home.

In case of an emergency (medical/dental), the family doctor/dentist and/or the nearest hospital emergency center will be called. Parents will be contacted immediately.

In case of injury to your child while in the care, custody or control of Thrive, all claims against THRIVE Kids Canada and Mountainview/St.david's Presbyterian church and individual staff or volunteers will be waived, in excess of public liability insurance carried by Thrive and the partner Church.

Each time your child requires medication while in the care of THRIVE, it is necessary to complete a "Permission to Administer Medication" form. Without a completed form, the staff will not administer any medication to your child. All medication must be:

- * Current, any expired medication will not be administered to your child.
- * In the original vial or bottle.
- * Have no hand-written changes on the vial or bottle.

For administration of non-prescription medications, the parent and physician must also complete a "Permission to Administer Medication" form.

8. Behaviour Policy

At Thrive we have one encompassing rule: Children must show respect at all times, respect for themselves, respect for others, and respect for property.

To help reinforce this value of respect we have different point incentive programs throughout the year.

We try to connect all behaviour to this one value by asking the child “Was that respectful?”

For reasonable childlike disrespect the following applies:

If a child's behavior is inappropriate and requires staff intervention,

- The staff will approach the child in a respectful way, on the child's level, using their name and speaking in a controlled tone of voice. The staff will remind the child to act in a respectable way.
- If necessary, staff will talk with the child about the behavior and may ask some questions to find out if everything is okay. For example: Did they have a bad day at school?
- A child may be redirected to another activity and/or a different group of children if necessary.
- Consequences if necessary will be natural and logical. The mistreatment of a toy might result in the child not being permitted to play with that toy for a determined length of time. Poor behavior on an out-trip; might result in the child being suspended from the next trip.
- Consequences and expectations will be appropriate for a child's age.
- Children's feelings and needs will be acknowledged. In order for the child to perceive the staff as supportive and helpful, they need to know their feelings are recognized and understood.
- Children will never be isolated from the other children unless the safety of other children is involved, in which case the child will be accompanied by a staff member and their parent/guardian will be contacted.
- Under no circumstances will the staff use any form of corporal punishment to discipline a child.
- A staff member is usually available to discuss issues during pick up time. If not, an appointment can be made, or a phone meeting will be held if necessary.

We desire Thrive to be a safe and exciting place for children to grow and develop. Therefore behavior which makes other children feel or become unsafe is not welcome in our centers.

While kids will be kids and conflicts are a normal part of growing up, the following behaviors will not be tolerated past reasonable warning and staff support.

- **Repeatedly and intentionally disregarding instructions** causing a staff to focus their attention on one child rather than the group. Examples include: running indoors, roughhousing indoors, standing up while on the bus, not coming when asked to gather, not lining up as asked etc.
- **Repeatedly and intentionally leaving the boundaries** of a supervised area or group room or hiding from staff, causing staff to leave the remainder of the group understaffed.
- **ANY aggressive hands on** such as: pushing, slapping, biting, kicking, punching, etc. This includes aggressive handling of physical objects such as knocking down chairs, tipping tables, throwing toys or rocks.

- **Unreasonable passive aggressive behavior which negatively affects the entire groups health and safety.** Examples include: refusing to get on or off a bus, refusing to leave a park or location, refusing to leave a room or space with the group within reasonable time and with reasonable support.
- **Intentional repeated verbal bullying or intentional repeated conversation that have obvious harmful effects to others.** Examples include: swearing, tearing down, name calling, racism, gender slander, inappropriate sexual conversations etc.

Steps taken for the above intentional/repeated behaviors that cause loss of safety or security for self or others:

1. When Child displays intentional unsafe/destructive behaviors, staff will attempt to encourage and empower a change in behavior, finding out the cause or root issue and the needs of the child if possible. The staff will assist the child in regulating, problem solving and redirection, and restitution with the other children. Staff will endeavour to help the child understand how their actions hurt others and that hurting others is not ok.
 - a. For heated emotional behavior, Thrive implements a system where children step away for a period of time in order to:
 - Regroup** - collect their emotions and regain self control
 - Reflect** - individually and with a staff on how to approach the situation differently
 - Refresh** - breath easy, get a drink, wash their face, blow nose etc to be set up for successful reentry to the action of the group.

At Thrive this action of stepping out of the action to ground oneself and rethink behavior is referred to Coyote Cave. Coyote Cave moments can be used voluntarily by a child or by direction of a staff and children are taught to respect the space and privacy of other children who are using “cave time”. Centers and out trips have a designated safe spot children can retreat to in this manner.
2. If the child continues to behave in a way that puts themselves or others at risk after being assisted by staff to change their behavior, the parent or guardian will be called and will be asked to speak with their child over the phone to help them process their needs and behaviors. The parent will be warned at this time that if the behavior doesn't change that early pick up will be required in order to keep their child and others safe.
3. Following the parent conversation if the behavior continues to put themselves or others at risk the parent will be called again and asked to pick up immediately.
4. If the behavior was physically aggressive or resulted in direct harm of other children or staff, the child will be required to take the following day off. This helps other children know we take their safety seriously, gives children and staff a chance of reprieve and lets the child know that harmful destructive behavior is not tolerated at Thrive. The child is welcome back to start fresh following the day off.
5. **In recurring situations of behaviors listed** above or if your child is endangering others feelings of safety and security in any way then your child's registration in our program will be terminated.

Child Restraint for Safety

Thrive staff are not certified in child emergency restraint and are therefore unable to restrain a child who runs or requires physical restraint for any reason. If a child displays repeat behavior which would require physical restraint (beyond regular, reasonable, age appropriate holding of hands beside the road etc.) the child will not be able to attend Thrive without an individual care worker certified in child restraint.

Behavior or Special needs which require continual staff attention or support:

We want all children to have the opportunity to benefit from the Thrive program. However, Thrive is a group program and staff are responsible for the health, safety and well being of up to 12 children at a time. Children which require care or attention beyond that which can reasonably and equally be given in a group setting will be required to attend with a support worker who will be available to help with that child's individual needs. This support worker must be trained to handle the needs and behaviors of the child. If your child requires extra support please speak with the center manager about options and care plans.

9. Abuse/Neglect Report Policy

· Please note that if we suspect a child is being abused or neglected, individual staff are required by law to report this to the Ministry of Children and Families.

10. Programs & Activity Policy

Thrive programs are designed to help your child Thrive in body, soul and spirit with their health and safety and development in mind. Each day children are given a variety of activities to choose from including arts and crafts, baking, sports, out trips etc. All activities may last until 4:45pm. In order for your child to get the most from our program please pick up after that whenever possible. Out trips are pre-planned, on the calendar, well supervised and have emergency plans in place. All children in our program engage in a minimum of 30 minutes of active outdoor free play regardless of chosen activity.

11. Christian Education

Thrive presents the teachings of the Bible, encouraging children to think critically, and making decisions for themselves. Spiritual development is integrated into activities by using statements and questions like the following:

“the Bible says ... What do you think?” Or “I believe that... What do you believe?” “What does your family believe? Why?”

The following Biblical concepts and accounts are examples of what may be presented throughout the year at Thrive:

- Characteristics of God the Father, Jesus the Son and the Holy Spirit
- God's great love for all people from all cultures, backgrounds and beliefs.
- Christmas, Easter, creation and other Bible stories.
- To Love your neighbor, and help take care of the world
- Do to others as you would want them to do to you.
- Forgive when someone hurts you
- Biblical character qualities such as LOVE, JOY, PEACE, PATIENCE, KINDNESS, GENTLENESS, and SELF CONTROL will also be taught.

Teaching is done through normal daily activities like games, arts and crafts, singing and music, movies, drama, free play etc.

Our Thrive program does not include a specific bible study program, which means that some locations may implement more Bible based activities than others.

If you have any questions or concerns regarding the spiritual aspect of our program, please don't hesitate to talk to staff about it.

12. Out-trips Policy

Out-trips are a vital part of Thrive. Parents are notified about all pre planned out-trips with a monthly calendar and/or notices. Regular out trip fees are included in our regular fees, however there may be some special out trips from time to time that may require an extra fee, this would be stipulated on the monthly calendar.

Due to weather conditions and other factors some spontaneous out-trips within walking distance or 5 min. drive may occur i.e. to a neighborhood park, etc. All Regular Out trips planned or spontaneous will return to the center no later than 4:45 pm unless otherwise stated, any expected late returns will be noted on the calendar. All out trips pre- planned or spontaneous have an emergency plan in place and are well supervised.

If there are any specific days your child can not participate in an out-trip, please let the Thrive staff know before 1:00 pm that day, we will try to have your child choose a local activity. Please note that all children are required to attend out trips during any full day program. Please pre-arrange any early pick-ups with a staff. If your child is unable to attend a full day program out trip please find alternate care for that day.

Please do not send spending money with your child after school except on days designated on the calendar such as treat walk.

We have a \$10.00 limit for spending money on out-trip days only. The center staff will not be responsible for any money sent with your child.

13 . Nutrition Policy

Children are provided with a designated snack time after school but **must bring their own snack** that meets the Canadian Health Food Guide. During Pro D days and holiday camps, please send your child(ren) with a nourishing lunch and 2 snacks as well as a refillable water bottle from home. Lunches and snacks must meet the standards set in the Canadian Health Food Guide.

14. Clothing Policy

Your child should be sent to the center wearing comfortable, washable and weather appropriate clothing. On rainy or snowy days, both boots and running shoes should be sent.

Please label all of your children's belongings, including coats, boots, lunch bags & backpacks!

After school dress code is the same as that of your child's school, except when required to wear Thrive t-shirts for safety purposes. for safety purposes hats must be worn in the summer, sandals must be fully attached to feet (no flip flops). feel free to leave extra clothes and necessities at the center as long as they are all labeled with your child's name and in a labeled bag.

15. Clean-up Policy

All children are responsible to help keep Thrive program areas clean and orderly. Please allow time for your child to clean up what they are using before they leave. All crafts and projects left at the center on Friday evenings will be thrown out.

16. Smoking Policy

Smoking is not permitted on the Thrive program property during hours of operation; it is against licensing regulations. If we become aware of someone smoking on Thrive property during hours of

operation they will be asked to put out their smoke or remove themselves from the program property.

17. Staff Policy

Staff behavior is monitored and controlled by the Program Manager or Director during regularly scheduled program hours during on and off-site activities. Although staff are encouraged to live a life worthy of modeling, both outside of work and at Thrive, Thrive does not monitor the conduct and actions of staff members while outside of their work hours away from the program areas.

18. Closure Days Policy

We are closed on the first and last day of school, all statutory holidays as well as Easter Monday unless otherwise specified. Holiday Camp registrations are separate and may include other various closure dates.

19. Parental Access Policy

Authorized parents/guardians will have access to visit their child/children while in care whether at the center or on an out trip.

20. Sedentary Screen time

Thrive is nature based and does not allow sedentary screen time after school except for occasional special events. Occasionally, Thrive may use media to support extra active activities such as hip hop dance instruction, learning action songs, dance, etc. In full day programs screen time is limited to 30 min a day. Usually at the start or end of the day.

21. Active Play Policy

Thrive Out of School Care is nature based and designed specifically for active school age children. Regardless of programmed activities chosen by the kids all children engage in active outdoor free play for a minimum of 30 min.

These program standards are reflected and communicated to parents via Thrives monthly calendar of events, daily routine schedule, parent policy handbook and website.

Outdoor free play

If a child is in club from school till closing 6:00pm they will engage in a minimum of 60 min. active free play, including at least 30 min. at the start and end of the Thrive afternoon (including equipment for: forts and bases, sports and games, animal and action figure imagination play, and things like bubbles, skipping ropes, balls, hula hoops, etc.)

Books and sedentary personal activities are discouraged during this time.

Programmed activity times of 1-1.5 hours are also active.

- Out trips to active play areas such as hikes, forest games, forts and bases, free play, bike rides, treasure hunts, pond dips, swimming, tennis, pickleball, dance studios, climbing walls, roller skating and other nature based or active recreation available in the community.
 - Sometimes out trips are business or factory gallery tours and activities tours or more directed towards arts or career etc. These trips however are usually active in that children are walking, standing, and engaging with the tour or activity .

- Indoor activities such as cooking, arts and crafts, science, and indoor games are kept as active as possible and often done standing, moving, rotating and whenever possible these activities are also done outside. Most programmed activities that are at the center last from 30-45 min. With extra time for free play.

Full day programs - are mainly active outdoor activities and only include short indoor activity times if any.

Including the following intentional activity times.

8:30-9:30 Outdoor free play begins

9:30-10:00 Rally with action songs, etc.

10:30-12 Active activities in and around the center or out trips

12:30-3:30 More action/out trips

3:30-4:00 Honor rally with action songs, group cheers, etc.

4:30-5:30 Outdoor free play.

22. THRIVE After School Care Center Responsibilities Policy

1. To make sure the club program areas inside and out are safe for children, utilizing risk management in all activities, training staff in safety regulations and ensuring all toys and play apparatus are in good repair.
2. To ensure the program keeps kids healthy and Thriving, getting ample fresh air and exercise, healthy food, water, rest, hygiene, adult mentorship and free play time etc.
3. To ensure all children are supervised at all times by qualified staff.
4. To notify parents of physical & emotional or other concerns noticed about their child while in care.
5. To call the parent, or if necessary, an ambulance, if a child is suddenly ill or injured.
6. To be able to handle anxiety, sickness, injury, emergencies in a safe way.
7. To make sure that everyone over 12 years age (volunteers, substitutes and others regularly on the premise of Thrive) have had a Criminal Record Check and are always accompanied by a licensed senior staff member.
8. To ensure appropriate qualifications for all staff including caregivers, other employees and volunteers.
9. To notify parents of the names and qualifications of the substitute caregivers that may be used.
10. To keep confidential, all information received about a child or a family.
11. To have a written and followed behavior management policy that is acceptable under the Child Care Regulations.
12. To ensure that, while in care at Thrive, children are happy and able to THRIVE, through relational mentoring, interaction with nature and creative opportunities for personal growth of body, soul and spirit.

23. Parent Responsibilities Policy

1. To bring or pick-up your children on time: not dropping off before opening or picking up after closing.
2. To let Thrive staff know if your child will be late or not coming; or if you will be picking up early, to notify staff in advance if someone other than yourself is picking up your child.
3. To give all information needed to care for your child by thoroughly filling in the application form including emergency form & attaching a recent head and shoulders photo.
4. To sign in your child when dropping off your child for full days and sign out your child when or picking up.
5. To notify Thrive staff & keep your child home if they are sick, or to pick up early if called, in the case that they become sick while at Thrive.

6. To let the Thrive know if your child has a communicable disease or health issue, or has been in contact with a communicable disease or health issue. Including but not limited to issues like head lice, pink eye, chicken pox, colds and flu strains etc.
7. To let Thrive know if there are major changes in your child's life including but not limited to: moving, addition to family (new babies or siblings, roommates, new parent relationships, etc.) separation, divorce, custody battles the kids may become aware of, death or sickness in your family that may affect your child and especially changes in medication that may affect your child's behavior. This information is vital to understanding and assisting your child's emotional and behavioral well being while at Thrive.
8. To send your child with a healthy snack for after school and to ensure it meets Canadian Health Food Guide standards.
9. To leave extra clothes at Thrive in case of accidents or be available to bring them if called by staff.
10. To pay fees on time, keep subsidy contracts current, including having the required post dated checks on file.
11. To notify staff or manager if at any time your child becomes uncomfortable or discontent attending Thrive for any reason.
12. To notify Thrive staff, manager or Director if at any time you have health, safety or programming concerns or questions.
13. To immediately notify Thrive Manager of any changes of pick up details, phone #, email, address, or work placement.

I will be on time to pick up my child (or children) by 6:00pm on school days and 5:30 on school holidays. Anytime over and above the agreed hours of care, will be charged a late pick up fee as per the financial policies.

It is the responsibility of both Thrive and the parent or guardian to notify each other if a child seems unhappy or not thriving while in care of Thrive for any reason..or if the child's attendance has become unsatisfactory at any time. The contract can be terminated by either party. If Termination of Thrive registration and attendance is required for any reason, **30 days written notice from the 1st of the month is required** by either party **in writing.**

If your child is putting other children or staff at risk, immediate expulsion will take place, without 30 days notice.

Thrive facility, program and all application/registration information is open to visits and viewing from Interior Health Authority staff including: licensing officers, public health nurses, fire chiefs etc. These visits are to ensure health and safety standards within our facility meet or exceed licensing regulations.