



Resort Municipality of Whistler

Kids On The Go

Family Handbook

Welcome to Kids On The Go Child Care Program

Since September 1994, the Resort Municipality of Whistler has been providing licensed child care to the families of Whistler. As Whistler's only licensed after school child care program, we offer programs for children aged 5 to 12 years. We offer after school child care to both elementary schools in Whistler from school dismissal until 6 p.m. Kids On The Go is also offered during non-instructional days, summer holidays, Christmas holidays and March break.

Our Commitment to Children & Families

The Kids On The Go program is dedicated to strengthening families and our community. We value each family involved in our program and respect the various backgrounds that enrich our program. We recognize that each child is an individual and that each family has different needs and expectations. Our goal is to build partnerships and work with families to help children to grow to be happy, healthy and successful adults. We strive to be part of the community needed to raise the next generation of children.

Inclusion

The Kids On The Go program is open to all children including those children with special needs. To support the inclusion of children with special needs, Kids On The Go staff, the child's family and an external support service will work together collaboratively to ensure effective inclusion. For further information, please contact the Recreation Programmer responsible for the program.

Hours of Operation

Kids On The Go programs are open Monday to Friday, with hours of operation varying by programs. The after school care program begins upon school dismissal until 6 p.m. On non-instructional days, summer holidays, Christmas holidays and March break care will be provided from 8:30 a.m. until 5:30 p.m. The Kids On The Go program is closed on the statutory holidays listed here: Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day and the Civic Holiday in August.

Unscheduled Closures

In the event of severe weather conditions, Kids On The Go could be closed if Myrtle Philip Community School is closed.

In the event of a power failure, the program may be unable to open or may be required to close early. Should this occur, parents will be notified whenever possible.

Kids On The Go Environment

At Kids On The Go we offer a child-focused approach and are committed to helping children develop socially, physically and emotionally. We strive to provide a safe, healthy, creative and fun environment where children have the opportunity to develop self-confidence, social skills and personal values.

At Kids On The Go we encourage play. Play is the way children explore and learn about the world around them. During play children practice skills, discover their personal abilities and further develop a sense of self. Playing with peers also teaches children about social expectations and boundaries. In play, children learn how to succeed in their world.

Using the Standard of Practice, section (4) (1) (e) of the Community Care and Assisted Living Act, Kids On The Go will provide a minimum of 60 minutes per day of outdoor active play. This 60 minutes of outdoor active play will incorporate the Fundamental Movement Skills needed in developing physical literacy. Our team will teach Fundamental Movement Skills through games and activities to motivate children to continue to participate in the activity.

Field trips are an important part of our Kids On The Go program. All of our trips are pre-planned and appropriately supervised for the duration. Parents/guardian are informed about them prior to them taking place either by email, municipal web site or posted scheduled.

Guidance & Treatment of Children

Dedicated to enriching the lives of children, Kids On The Go plays a role in helping children learn self-regulation and in developing socially acceptable and expected behaviours. Children are treated with respect by adults within the program and all activities are planned based on children's development needs.

When approaching a challenge or problem, we ask all involved to use our core values of respect, responsibility, caring and honesty. We aim to solve a challenge or problem by assisting the children to develop self-regulation and self-discipline. We dialog with the children to clarify socially expected and accepted behaviors. We recognize that each child is an individual whose age, experience, environment and background influence his/her behaviour. Our staff use positive and proactive strategies to guide the children's behaviours. In instances where the child displays the following behaviours: aggressive physical violence, abuse, threats or harassment, possession of a weapon and theft or willful damage to Myrtle Philip Community School or personal property, the Recreation Programmer in charge of Kids On The Go may choose to send a child home.

The Kids On The Go program complies with the guidance and treatment of children as indicated in the Child Care Licensing Regulation of the Community Care Assisted Living Act. The Kids On The Go child guidance and treatment of children is based on this act.

Reporting Suspicions of Child Abuse

We are required by law under the Child, Family and Community Services Act, to report any suspected cases or disclosures of child abuse to appropriate authorities for investigation. Once reported, the Ministry of Children and Family Development or the RCMP will determine if the abuse occurred. It is our responsibility to report the suspicions or disclosures, the authorities decide if the abuse occurred. If and when a social worker from the Ministry of Children and Family Development intends to apprehend a child at Myrtle Philip Community School, the Recreation Programmer will be responsible for responding

to the situation. Prior to the child being removed, the Recreation Programmer will verify with the Ministry that the social worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of the apprehension.

Staff

Your Kids On The Go staff team is dedicated to the safety and well-being of all children in our programs. Our staff members have the qualifications required by the Child Care Licensing regulations for working in a licensed program. When required, qualified substitute staff will be called in when regular staff are away for reasons of illness, vacation, professional development or administrative duties.

Volunteer and Parent Involvement

Occasionally, Kids On The Go welcomes volunteers into the program. Volunteers work with our paid staff members to enhance the program. Volunteers will not be responsible for the care or supervision of the children. At Kids On The Go, we encourage parent involvement. Parents are welcome to visit the program and their child/ren at any time. We encourage your feedback and would love to hear from you.

Transportation

Whenever transporting children within the Kids On The Go program, we use our municipal 15 passenger van or our 8 passenger mini-van. Both vehicles are insured for transporting children, are safety checked daily and are driven by qualified, licensed Class 4 drivers. In addition, both vehicles are equipped with car seats and children are buckled up prior to the engine being started.

Arrival Procedures

Please let us know if your child/ren will not be attending the Kids On The Go program.

Myrtle Philip arrivals

For children who attend Myrtle Philip Community School, the expectation is that upon school dismissal the children will make their way to the Kids On The Go classroom. Once in the classroom, a staff member will greet the child and sign the child in.

Spring Creek arrivals

Children attending Spring Creek Community School will be met by a staff member in the entrance way of the school. The children will be signed in and then transported to Myrtle Philip Community School.

Full Day Programs

Parents must bring their child/ren into the Kids On The Go classroom, sign their child/ren in and ensure that a staff member is aware that you are dropping off your child. Please let a staff member know about any pertinent information about your child that might be helpful to staff.

Failure to Arrive

If a child does not arrive to the program upon school dismissal and the staff have not been notified that the child will not be attending Kids On The Go, staff will check with the school administrative assistant to see if they were at school that day. The staff member will then have the child paged over the school PA system. If the child has not arrived to the program yet, the staff or Recreation Programmer in charge of the program will contact the parent or guardian. If the staff or Recreation Programmer is unable to reach the parent or guardian, they will contact the emergency contacts. If staff or Recreation Programmer is unable to confirm the child's whereabouts after exhausting the above, they will call the RCMP and report the child missing.

Departure Procedures

Your child must be picked up by 6 p.m. for afterschool care and 5:30 p.m. for non-instructional days, Christmas Break, March Break and summer holidays. Parents must sign their child/ren out and let a staff member know you are taking your child home. Children will only be released to authorized persons, including parents/guardians, persons listed as an additional authorized pick up on the registration forms and persons listed as emergency contacts on the registration forms and emergency consent forms or parents/guardians listed on a legal document (for example, custody agreement).

Children will not be released to anyone other than individuals listed on the additional authorized pick up portion of the registration form or emergency contacts on either the registration forms or emergency consent forms, unless other arrangements are made. At any time, parents can alter who is listed on the additional authorized pick up portion of the registration forms. If an emergency arises during the day, an alternative person to pick up your child can be arranged over the phone with the Recreation Programmer in the office. Photo identification is required to verify the identity of the person picking up your child and must be shown to the Kids On The Go staff.

Children will not be released from Kids On The Go if the pick-up person appears incapable of providing safe care (for example, being under the influence of drugs or alcohol). Should this occur, the Recreation Programmer will offer to call a friend/relative or a taxi for alternative transportation. If the Recreation Programmer feels a child is at risk or the parent makes an unsafe decision to drive, the RCMP will be called immediately.

Failure to Pick-up

If a child is not picked up five minutes after the program has ended, a staff member or the Recreation Programmer will call the parents/guardians at home and/or at work. If after 15 minutes the child has not been picked up a staff member or the Recreation Programmer will call the emergency contacts to pick up the child. If after 30 minutes staff or the Recreation Programmer are unable to contact the

parents/guardian or any of the emergency contacts, staff or the Recreation Programmer will call the Emergency Services of the Ministry of Children and Family Development.

Late Pick Up

There is a late fee of \$2 for every 5 minutes that you are late picking up your child/ren. In addition, the late pick up will be noted on a *Late Pick Up* form and parents will be requested to initial the form. All subsequent late pick-ups will be duly noted on the *Late Pick Up* form and parents will be requested to initial the form each time. Continuous late pick-ups may result in termination of services.

Custody

If a custody agreement is in place for your child/ren, a copy of your custody or court order must be on file. Staff will act in accordance with this legal document.

Emergencies

The staff and children practice fire and earthquake drills monthly. In the case of an emergency or natural disaster, staff will attempt to contact parents/guardians as soon as possible. In the event of a fire or building evacuation, staff will let you know where to pick-up your child/ren. In the case of an earthquake, we will remain on site (if possible). If Myrtle Philip Community School is badly damaged, we will attempt to move to our first relocation site, The Whistler Children's Centre at 7146 Nesters Road. If we are not able to go to The Whistler Children's Centre, we will attempt to move to our second relocation site, Spring Creek Community School at 1509 Spring Creek Drive.

Our policy is to notify a parent when a child needs medical attention. One of our staff members who are trained and qualified in first aid will attend to the needs of the child while another staff member or the Recreation Programmer will contact the parent first and then provide transportation to accompany the child to the Whistler Medical Centre. Once at the Whistler Medical Clinic, the Recreation Programmer will provide all information required to medical staff, support the child until the parent arrives, support the parent however may be needed until support no longer required. Should an ambulance be required, staff members or the Recreation Programmer will call 911 first and then contact the parent. Staff will administer first aid until first responders arrive on scene.

Concussion Protocol

Concussion is an acute and urgent public health concern. Children and youth (aged 0 to 19 years) are at greater risk, take longer to recover, and may experience long-lasting effects BC Injury research and prevention unit. *Concussion Quick Facts & Stats*. Retrieved from <http://www.injuryresearch.bc.ca/quick-facts/concussion/>

If your child receives a blow or bump to his/her head while at Kids On The Go, you will be called to pick up your child. It will be recommended that the parent or guardian who picks up the child will take the child for a medical examination.

Illness & Immunization

Parents/guardians are strongly encouraged to keep ill children at home to prevent the spread of illness within the program. If a child comes to the program ill, parents will be asked to find alternative care for that day. Vancouver Coastal Health states a child is too sick to attend when they have any of the following symptoms:

- Is infectious or has a communicable disease
- Gastro-intestinal problems (i.e. vomiting or diarrhea)
- Fever of 38 degrees Celsius or higher
- Infected skin or eyes or an undiagnosed rash
- Difficulty in breathing – persistent cough

A child may not return to the program until after the above symptoms subside or medical evaluation has been sought and the child must be well enough to participate in all program activities including outdoor play.

If your child becomes ill during the program, you will be contacted and asked to pick-up your child immediately. If we cannot contact you, we will call your emergency contacts. Your child will be given a quiet area to rest and close staff supervision until you or one of your emergency contacts arrives to pick-up the child.

The Ministry of Health recommends that your child's immunizations are current before your child enters the Kids On The Go program. We require a written copy of your child's immunization record prior to them starting. If you have chosen to not have your child immunized, you must fill out a Conscientious Objector form that will be kept on file.

Medication

It is preferred that parents/guardians administer medications at home; however, staff will administer medication if your child is on a strict medication schedule. Medication must be in the original container stating child's name, dosage and time to be given. A completed *Consent to Administer Medication* form must be filled out by the parent/guardian.

Clothing & Weather

Regardless of the weather, the Kids On The Go program spends time outdoors every day. Please send your child with appropriate clothing for the relevant season. If your child is enrolled in our summer camp programs please send them with a hat and sunscreen. Sunscreen will be re-applied during the day at our summer camp programs.

Food & Allergies

At Kids On The Go we promote healthy eating habits and use the Canadian Food Guide as a resource when providing snacks to children. During the afterschool program, a healthy snack will be provided.

During non-instructional days, summer holidays, Christmas holidays and March break parents are required to provide lunch and snacks. We appreciate your assistance by sending only healthy, nutritious foods for your children.

If your child has an allergy to particular food or any other dietary restrictions we ask that you make a note on your registration forms and speak to the Recreation Programmer. We are a nut free facility; however, should your child have a nut allergy, please let us know.

Screen Time

In accordance with the Standard of Practice (4) (1) (e) of the Community Care and Assisted Living Act, screen time must be limited to 30 minutes or less a day. Programs where children are in attendance for 3 hours or less should not include screen time activities into the daily routine. Kids On The Go will not have any screen time in the afterschool program. On occasion during a full day program, 30 minutes of screen time may be used.

Fees & Enrollment

Fees are due and payable on the first of each month or upon registration. Fees can be paid by filling in the pre-authorized credit card payment section of the registration forms. Once this form is completed, the Recreation Programmer will charge the credit card on file on the first of each month. Should you choose not to use the pre-authorized credit card payment form; fees will be due in full upon registration.

Provincial Child Care Subsidy, Ministry of Children and Family Development (MCFD)

The government child care subsidy program is available to families who qualify under the provincial eligibility requirements. Parents who receive child care subsidy are responsible for paying the difference between the subsidy and the Kids On The Go fees. Parents are responsible for keeping their subsidy current and are responsible for the payment of the full fee should their subsidy expire.

PLAY (Program and Leisure Assistance for YOU) Financial Assistance

The Resort Municipality of Whistler has assistance available to help you play in our recreation programs and services. To find out if you qualify for assistance please contact the Program Services Supervisor at 604.935.8369.

Termination of Services

At Kids On The Go we are committed to providing a caring and supportive environment for all families. When a conflict arises, Kids On The Go staff will make every attempt to work with the family to resolve the issue to the mutual satisfaction of all parties. However, we will not compromise the mission and values of the Kids On The Go program nor put staff or children participating in the program at risk. The Recreation Programmer may come to the decision that it is no longer appropriate for the child to

continue involvement in the Kids On The Go program. Listed below are situations that would warrant termination of services.

Behavioral Concerns

The Kids On The Go program is not appropriately staffed to deal with a child whose behaviour requires ongoing significant intervention. For example, persistent unprovoked physical violence, persistent bullying, verbal harassment of staff members or unauthorized departure from the centre. The Recreation Programmer will make every attempt to link the family to the appropriate external services.

Unresolved Custody Issues

If a family's custody issues cause continuous conflict at Kids On The Go and places the child, staff and other children at risk, then the family will be asked to leave the program. An example may be if the non-custodial parent continually attempts to pick up the child when it is not specified on the court order, the family will be asked to leave the program.

Inappropriate Conduct

A family will be asked to leave the program if any member of the family harasses, threatens or commits a violent act toward a staff person, child or other family involved in the child care program.

Late Pick- up

If the Recreation Programmer is not able to resolve problems of late pick-up with a family.

Non-Payment of Fees

Fees for services are not paid and suitable arrangements cannot be agreed upon.

Communication

Communication with Kids On The Go staff is critical in supporting your child. We encourage open communication between families and our staff members and hope you will discuss with them any questions or concerns you may have. If you feel that your concerns are not being addressed or resolved, please contact the Recreation Programmer in charge of the program at 604.935.8370.

In addition, once a month a parent newsletter and Kids On The Go snack/activity schedules are sent to families via email. This information is important and includes information related to our programming within Kids On The Go, staffing changes, administrative items and reminders for families. We encourage you to take the time to read these emails.

Commitment to Privacy

We are committed to protecting your privacy. We collect and use personal information in order to better meet your needs, ensure the safety of the children in our care, collect statistical data, comply

with government and licensing regulations and inform you of any information pertaining to the Kids on the Go program.

Contact Information

Kids On The Go

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