

Revised March 20, 2023



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: Labour Day, Truth and Reconciliation Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day and BC Day.

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 as soon as 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 physical 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 website or posted scheduled.

Guidance & Treatment of Children

Dedicated to enriching the lives of children, Kids On The Go plays a role in helping guide children in developing socially acceptable and appropriate behaviours as they grow and develop. Our goal in guiding children is to assist them in developing self-regulation, self-confidence and self-discipline. At Kids on the Go, we strive to provide a safe and healthy environment in which children feel secure. Children are treated with respect by adults within the program and all activities are planned based on children's development needs. We recognize that children are individuals whose age, experience, environment and background influence their behavior.

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 guidance and treatment of children is based on this act.

According to the Child Care Licensing Regulations, the licensee shall:

1. Provide the staff of a facility and parents with a written statement of the facility's policy on discipline, and
2. Ensure that no child enrolled in a facility is, while under the care or supervision of the licensee,
 - A. Subjected to shoving, hitting, shaking, spanking, or any other form of corporal punishment,
 - B. Subjected to harsh, belittling or degrading treatment, whether verbal emotional or physical, that would humiliate the child or undermine the child's self-respect,
 - C. As a form of punishment, confined, physically restrained or kept, without adult supervision, apart from other children, and
 - D. As a form of punishment, deprived of meals, snacks, rest or necessary use of a toilet.

To be consistent with what the children are learning in school we acknowledge the school's core values of:

- Respect
- Responsibility
- Caring
- Honesty

Expectations of behavior surrounding these values are:

- Act respectfully toward others, the environment and ourselves
- Conduct ourselves in a manner that will ensure the safety of others and ourselves
- Arrive on time and prepared for the day
- Remain within the boundaries set by Kids on the Go
- Listen when others are speaking
- Follow instructions provided by the leaders

To ensure these expectations are followed staff will:

- Establish clear, consistent and simple limits and expectations
- State limits in a positive, caring and affectionate way
- Gain the children's attention in a respectful way
- Communicate with children using positive statements
- Communicate with children on their level
- Model appropriate behavior at all times
- Listen to children when they speak and respond with interest and respect
- Explain unacceptable behavior to children and teach them what is appropriate
- Recognize and label children's feelings in situations that may be difficult for them
- Provide alternatives or re-direct children to a different activity as a way of effectively diffusing an undesirable behaviour
- Provide a safe and supervised space away from the other children for children to self/co-regulate or learn about appropriate behaviour when needed. The goal is for them to re-join the group as soon as they are able (20 minutes away at the most)
- Help children talk through problems and think of solutions
- Listen to children and respect their needs, desires and feelings
- Collaborate with families in a positive way to help children feel safe and welcome in the program
- Collaborate with families and share information so children will have consistency at home, at school and in our program

The following behaviors are contrary to our expectations at Kids on the Go as they potentially put others at physical and emotional risk and are therefore unacceptable:

- Physical violence, abuse, threats or harassment
- Possession of a weapon
- Theft or willful damage to the school, community centre or personal property

Children involved in these behaviors will be provided with a safe and supervised space where staff will speak to them about the behavior and explain why it is not appropriate, discover what caused the behavior, discuss how it could have been dealt with differently and regulate their emotions before rejoining the group. The goal is for them to rejoin the group as soon as they are able (20 minutes away at the most). Parents may be contacted to pick up their child if the child is unable to safely rejoin the group. Parents will be informed of the incident and the behaviour will be documented as an Internal Incident or a Reportable Incident depending on the severity.

Conferences will be scheduled with the Recreation Programmer and a child's family if a child's behavior consistently endangers the safety of themselves or the children and staff around them. The Recreation Programmer has the right, after meeting with the parents and documenting behaviour incidents and interventions, to terminate childcare services for that particular child.

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. 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 Myrtle Philip outdoor classroom. Once in the outdoor classroom, a staff member will greet the child and sign the child in and once all of the children have been collected the group will go to the Kids on the Go classrooms.

Spring Creek arrivals

Children attending Spring Creek Community School will be met by a staff member outside at the entrance way of the school for our Senior children (grade 2-7) and in the seating area adjacent the library for the Junior children (K/ grade 1) . 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. 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 they may need until they are 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 with 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 *Request 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.

Children will remain indoors if the British Columbia Air Quality Health Index-Whistler is rated at 7 or higher. Outdoor activities may be modified if rating is between 4 – 6.

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. Our snack schedule is updated monthly on our website at whistler.ca/kidsonthego. 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 aware 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 will be paid by credit card attached to your account. Should you choose not to use the pre-authorized credit card, 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 childcare 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.

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

4325 Blackcomb Way, Whistler BC, V8E 0X5

E-mail: kotg@whistler.ca

Phone: 604.935.8370

