



PARENT PACKAGE

CELL: 250-826-5437

EMAIL: bridgekids@thebridgekelowna.com

Initial beside each and sign at the bottom to indicate that you have read, understood and agree to these policies.

I, _____ the parent/guardian of _____ agree to the following:

Bridge Kids Parent Handbook - Policies, Procedures, & Contract

_____ **1. Hours of Operation:** After School Care 2:30-6:00, Early Dismissal 12:30-6:00 & Pro Days 7:45-6:00. Spring Break 7:45-6:00, Summer 8:00-5:30 & children must be onsite 9:30am-4:00pm unless pre-arranged.

_____ **2. Registration & Evaluation Period Policy:** All children are subject to a three-week evaluation period.

_____ **3. Withdraw Policy:** You must give 30 days written notice.

_____ **4a. Delivery & Pick-up Procedures:** Notify us of absences by 2:00pm on school days and by 9:30am on full days via text or call at **250-826-5437**. There is a fee added to your invoice for not calling. Kids can only be signed out by an authorized person who will be ID'd by staff until they recognize them. You can add people to your child's safe to pick up list by contacting Bridge Kids.

If no one arrives at closing, staff will contact guardians and emergency contacts. The Ministry of Children and Families will be contacted if we aren't able to reach anyone. They will deal with the situation accordingly. After three late pick-ups, we have the right to cancel your child's registration in our centre.

_____ **4b. Intoxicated/Impaired Parent Pick-Up Policy:** If a guardian won't call an alternate ride home, and leaves with the child in their vehicle against the staff request then the staff **must** call the RCMP and 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.

_____ **4c. People Not Permitted to Pick Up Policy**

Staff will be made aware if there are specific individuals who are not allowed to pick up your child and will act accordingly. If one of these people arrives at the centre, you will be contacted immediately. Every effort will be made to distance the child from the person in question. ** If there is a court order in place restricting certain individuals from having contact with the child, we will need a copy of the record on file to help with enforceability.

_____ **5. Information from Home Policy:** Notify us of changes to your child's file (address, pick-up contacts, etc.). Staff must be informed of any event or change of routine at home that may affect your child's behaviour.

_____ **6a. Health Policy:** Sick children are not permitted to be in care at our centre. You must inform us within 24 hours if your child is ill or is suspected of having been in contact with a communicable disease. In case of injury to your child while in the care, custody, or control of the centre, all claims against Bridge Kids will be waived, in excess of public liability insurance carried by the centre.

** We are obligated to notify the local Medical Health Office within 24 hours of it coming to our attention that a child enrolled in the centre has a reportable communicable disease. To see our common reportable disease list, please refer to the full parent handbook.

_____ Bridge Kids requires current physician information for all children at the centre.

_____ **6b. Immunization Policy:** Parents are required to keep us up-to-date on their child's immunization status. Parents should be advised that unimmunized children may be excluded from the program during a period of communicability.

_____ **6c. Illness Policy:**

If your child becomes ill during the course of the day, they 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 centre and take the child home. In case of an emergency (medical/dental), the family doctor/dentist and/or the nearest hospital emergency centre will be called. Parents will be contacted immediately. In case of injury to your child while in the care, custody, or control of the centre, all claims against Bridge Kids will be waived, in excess of public liability insurance carried by the centre.

_____ Please keep your kids home or seek alternate care arrangements for kids that are sick. Ultimately if your child is not well enough to take part in the regular programming, they should stay home.

_____ Criteria that must be met before they can return: Your child should be symptom free. Once the child's temperature, well being, and energy have returned to normal, the child may no longer be contagious, and may be able to return to the child care facility even though coughing and runny nose may persist. Kids are considered contagious one day before symptoms begin and about 5 days after. If symptoms are caused by allergies and is therefore not contagious and does not have to be excluded.

_____ In the case of certain serious illnesses, we require a doctor's approval in writing before the child can return to the centre. If the child requires extra care when returning, parents will need to notify Bridge Kids staff before they return. Parents will provide the information and sign a care plan outlining extra care.

_____ **6d. Medication Policy:** Staff can only administer medication with a signed "Permission to Administer Medication" form with detailed instructions. All medication must be current, in original vial/bottle with no handwritten changes

_____ **6e. Covid Policy:** To see our Covid Policy please head to our website www.bridgekidskelowna.com/afterschoolcare and click on our Covid-19 Policy.

_____ **7a. Behaviour Policy:** Children must show respect at all times; respect for themselves, respect for others, and respect for property.

_____ **7b. Behaviour Policy:** For excessive misbehaviour, disrespect, aggressive behaviour, swearing, bullying, etc. the consequences are based on the following guidelines: consequences must be natural and logical and appropriate for a child's age, children's feelings must be acknowledged & Discipline at our centre is dealt with in a positive manner.
Under no circumstances will the staff use any form of corporal punishment to discipline a child

_____ **7c. Behaviour Policy:** If the child's behaviour becomes a serious concern, you will be required to pick up your child early and they may be required to take an extra "day off".

_____ **7d. Behaviour Policy:** In re-occurring situations of extreme behaviour, or if your child is endangering others' feelings of safety and security, then your child's registration in our program will be terminated.

_____ **8. 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.

_____ **9. Programs & Activity Policy:** Bridge Kids programs are designed to develop your child's good character through decision-making and relational skills, with a focus on their physical, emotional, and spiritual health.

_____ **10. Christian Education:** Bridge Kids presents Bible-based beliefs while encouraging children to think critically and make decisions for themselves. Please don't hesitate to talk to us.

_____ **11a. Out-Trips Policy:** Parents are notified about all pre-planned out-trips with a monthly calendar. Weather conditions or other factors may result in spontaneous or cancelled out trips.

All out-trips will return to the centre no later than 4:50pm (After School Care) and 4:00 (Full Days) unless otherwise stated. All out-trips have an emergency plan in place and are well supervised.

Please let the Bridge Kids staff know before 2:30pm during the school year if not allowed to go on Out Trips. Please note that all children are required to attend out-trips during all full day camps. Please pre-arrange any early pick-ups with a staff.

Please do not send additional spending money with your child except on designated days such as Treat Walk. The centre staff cannot guarantee how the kids will spend their money, but let us know if you have specific requests.

_____ **11b. Out-Trips Supplies:** Ensure your child has weather appropriate clothing and supplies for different activities as per the calendar (see the full list for summer days on the calendar). Bridge Kids has kids life jackets, but you may also provide if wanted. We recommend that kids do not bring their own toys and balls from home unless needed as a comfort as they can get lost, broken or stolen.

_____ **11c. Out-Trips Policy:** All children who attend Bridge Kids must be toilet trained. Out trips may or may not have bathroom facilities. Staff check bathrooms before use and monitor for child safety. During after school care, the activity can be cut short to return to a bathroom if possible. If bathroom needs occur while on an out trip and NO bathroom is available staff will coach kids to go outside in a hygienic way while maintaining their safety

_____ **12. Walking & Transportation Policy:** When going on walking out trips or being transported on the bus, kids must adhere to strict guidelines and rules to maintain their safety. See the full parent handbook to review these rules

_____ **13. Supervision & Safety Practices:** Our supervision and safety practices always take into consideration a child's abilities, clear and simple rules, risk management and potential hazards. Kids are always supervised by a responsible adult who regularly does head counts, positions themselves strategically to maximize field of vision and scans/circulates throughout the play area.

_____ **14. First Aid & Emergencies:** Emergency Backpacks are mandatory everywhere we go (including indoor and outdoor activities and out trips). All staff are trained in first aid and are equipped to handle most minor emergencies. See our Bridge Kids Child Care Illness Policy for more information.

_____ **15 . Nutrition Policy:** Please make sure that their food is kept in a container that will keep it at the right temperature. Please note: Full day camps usually don't have access to a fridge. Children **must bring their own snack and water bottle.** During Pro D days and holiday camps, please provide a nourishing lunch, 2 snacks and a water bottle. If your child does not have a snack, we will provide them with one.

_____ **16. Clothing Policy:** Your child should be sent to the centre wearing comfortable, washable, and weather-appropriate clothing. Please label all your child's belongings. In respect for themselves and others, children's clothing must be modest.

_____ **17. Clean-Up Policy:** All children are responsible to help keep Bridge Kids program areas clean and orderly. Please allow time for your child to clean up what they were using before they leave.

_____ **18. Smoking Policy:** Smoking is not permitted on the program property.

_____ **19. Staff Policy:** Although staff are encouraged to live a life worthy of modeling at Bridge Kids as well as outside of work, Bridge Kids does not monitor the conduct and actions of staff members while outside of their work hours away from the program areas.

_____ **20. Emergency Evacuation Plans Policy:** Parents will be notified in case of evacuation. We practice fire drills monthly. Our shelter-in-place plan is in the fireside room. Building Evacuation is along the sidewalk by the shed. Property evacuation is to ASM Elementary. A neighbourhood evacuation we head to Grace Baptist Church located at 1150 Glenmore Road. In the case of a city evacuation we will relocate to Enderby Chapel 706 Mill Avenue, Enderby, BC (1-250-803-8402).

For a more detailed evacuation procedure and earthquake preparedness, please review the full parent handbook.

_____ **21. Closure Days Policy:** We will be closed on all statutory holidays, Easter Monday, the first/last day of school & the Friday before August long weekend

_____ **22. Parental Access Policy:** Authorized parents/guardians will have access to their child/children while in care whether at the centre or on an out-trip.

_____ **23. Table Time:** All children are required to participate in reading, quiet activities, or homework during this time.

_____ **24. Active Play Policy:** Bridge Kids strives to provide daily opportunities for active play (physical activity which includes moderate to vigorous bursts of high energy). This is done through both child driven activities and facilitated games and activities.

_____ **25. Screen Time Policy:** Screen time is limited to 30 minutes or less of a day. We monitor and supervise any and all screen time. Kids' personal devices are not allowed. If kids need to contact parents, they should ask a staff to do so on their behalf. In the case of a longer period of screen time (a movie, etc.), due to a special occasion, kids must have active intermissions every 30 minutes.

_____ **26. Bridge Kids Responsibilities Policy**

1. To make sure the 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 equipment are in good repair.
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.
2. To ensure all children are supervised at all times by qualified staff.
3. To notify parents of physical & emotional or other concerns noticed about their child while in care.
4. To call the parent, or if necessary, an ambulance, if a child is suddenly ill or injured.
5. To be able to handle anxiety, sickness, injury, emergencies in a safe way.
6. To make sure that everyone over 12 years of age (volunteers, substitutes and others regularly on the premise of Bridge Kids) have had a Criminal Record Check and are always accompanied by a licensed senior staff member.
7. To ensure all staff have appropriate qualifications including caregivers, other employees, and volunteers.
8. To notify parents of the names and qualifications of the substitute caregivers that may be used.
9. To keep confidential all information received about a child or a family.
10. To have a written and followed behavior management policy that is acceptable under the Child Care Regulations.
11. To ensure that, while in care at Bridge Kids, children are happy and thriving through relational mentoring, interaction with nature, and creative opportunities for personal growth of body, soul and spirit.

_____ **27. Parent Responsibilities:**

_____ I agree to notify Bridge Kids staff and keep my child home if they are sick, or to pick up early if called in the case that they become sick while at Bridge Kids.

_____ I agree to let Bridge Kids know if my 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, cold and flu strains, etc. within 24 hours.

_____ I agree to let Bridge Kids know if there are major changes in my child's life, including but not limited to: moving, an addition to the 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 behaviour. This information is vital to understanding and assisting your child's emotional and behavioural well-being while at Bridge Kids.

_____ I agree to send my child with a healthy lunch and/or snack(s) that meets Canadian Health Food Guide standards.

_____ I agree to provide monthly payments on time by e-transfer or credit/debit transaction and keep subsidy contracts current.

_____ I agree to give all the information needed to care for my child by thoroughly filling in the application form.

_____ I agree to sign my child in and out when I drop them off (full days) and pick them up.

_____ I will call/text Bridge Kids before 2:00 pm on school days and 9:30 on full days if my child will be absent otherwise I will pay the no call fee.

_____ I will call/text Bridge Kids to let them know that my child is not allowed on out trips or will be picked up early.

_____ I will call/text Bridge Kids to notify staff in advance if someone other than yourself is picking up your child and to add anyone to our safe to pick up list.

_____ I will be on time in dropping off and picking up my child/children. Pickup by 6:00pm on school days/pro d days and 5:30pm on full days. Any time over and above the agreed hours of care, will be charged a late pick up fee and a call to the Ministry of Children and Families if no one can be reached.

_____ I agree to notify staff or manager if at any time my child becomes uncomfortable or discontent attending Bridge Kids for any reason.

_____ I agree to notify Bridge Kids staff or manager if at any time I have health, safety or programming concerns or questions.

_____ I agree to immediately notify Bridge Kids manager of any changes of pick-up details, phone number, email, address, or work placement.

_____ I realize that if termination of Bridge Kids registration and attendance is required for any reason, 30 days' written notice 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.)

_____ Bridge Kids 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 that health and safety standards within our facility meet or exceed licensing regulations.

Bridge Kids Financial Policies, Procedures & Contract

_____ **1. Attendance:** No child shall be in attendance at Bridge Kids without prepayment of fees in full

_____ **2. Registration Payments:** Our after-school care fee is \$400 per month regardless of attendance from September-June with the exception of December and March which are prorated due to Christmas and Spring Break Camps. After school care fees include early dismissals and pro d days. Full day camps are \$800/month, \$220/week or \$45/day.

All monthly fees are due on the first of each month and can be paid by e-transfer through finance@thebridgekelowna.com. Please put your child's name in the memo section. If a password is necessary, please use the word bridgekids. If necessary, payment can be done at the Bridge Kids office through credit or debit.

Our fees include pick-up from school, participation in activities, and most out-trip fees.

Bridge Kids does accept BC Child Care Subsidy. Children on child care subsidy are automatically registered for all school breaks and will be charged accordingly. Please email bridgekids@thebridgekelowna.com or see administration staff for more details.

_____ **3. Refunds and Withdrawal:** If it becomes necessary to permanently withdraw your child from Bridge Kids, you must give 30 days' notice in writing to the manager, from the first of the month. Otherwise, one month's fees will be paid in lieu of notice. No refunds or credit are given for change of registration or attendance including full-time, part-time, or day camps without 30 days' written notice.

_____ **4. Failure to pay:** You will be reminded a week prior to when the invoice is due to pay. If registration is not paid, your child will not be allowed to attend Bridge Kids.

If you need to make arrangements for a late payment, please make a written request (via email) before the due date to the manager. Such a request needs to be accompanied by a late payment fee of \$50.

_____ **5. Late Pick-Up Policy:** It is the responsibility of the parent/guardian to pick children up by centre's closing time. If you cannot make it on time, you must make arrangements to have an alternate person pick up your child (this person must be an approved person identified on your registration form). You may make other suitable arrangements, but they will need to be approved by the manager.

The centre's staff normally finish at 5:30 (Summer) and 6:00 (after school & spring break). It is against licensing regulations to leave any child unattended. For any child picked up after closing time there will be an additional charge of \$10.00 from the first minute to ten minutes, an additional \$10.00 will be added for each additional 10 minute interval (or portion of). If you are late, you will be required to pay the late fee.

If the parent/guardian is late picking up a child more than three times in one month, the child may be subject to having his/her registration at Bridge Kids cancelled.

_____ **6. Failure to Call in Absences Policy:** Licensing regulations dictate that Bridge Kids staff may not leave the school without your child unless they have verification of their absence. Please make sure that staff are informed that your child will be absent prior to 2:00pm on that day. There will be a \$20.00/day fee per child for each time a child is absent without

prior notification. You can notify Bridge Kids staff by calling/texting 250-826-5437 or using the parent portal in Sandbox to update absences and holidays in your child's calendar. During full day care, please notify the staff by 9:30 am.

_____ **7a. Re-payment Policy for After School Care:** Refunds/Credit for days of unused prepaid care are only available during after school care :

- In the first three-week trial period in which the Bridge Kids manager or a child's guardians can decide to terminate continued care at Bridge Kids.
- If a mid-month withdrawal from the program is necessary for long-term medical issues, Bridge Kids will refund the fees from the date of the first consecutive day away (withdrawal point) as a result of the medical condition. We require a written withdrawal letter accompanied by a letter from a doctor. The child then will no longer have a registered space in Bridge Kids.
- If an unexpected mid-month facility closure occurs, Bridge Kids will refund or credit (parent's choice) fees from the date of closure until date of re-opening.
- If during that month Bridge Kids chooses out of necessity to discontinue care of a child, Bridge Kids will refund all fees from the date of discontinuation to the end of the month.

Daily refund amounts will be based on the regular monthly fee amount divided by 20 school days (exception of Christmas and Spring break), regardless of whether the number of school days that month differs. No refunds will be given if there are any fees owing from previous care.

Absolutely no refunds are given for temporary absence due to sickness, changes in schedules, extracurricular activities, family visits, vacations, etc.

_____ **7b. Re-payment Policy for Full Day Care:** No refunds without 30 days written notice and credit is only given under special circumstances

By signing you agree to have read, understood and agreed to the parent handbook and financial policies and procedures

Parent/Guardian Signature _____ Date: _____

Bridge Kids Manager Signature _____ Date: _____

Bridge Kids Parental Consent Form

Initial beside each consent, check where necessary, and sign at the bottom.

I, _____ the parent/guardian of _____ agree to the following:

_____ **Consent Regarding Sick Children:** By initialing this section, I authorize medical treatment to be administered to my child(ren) in the event that I am unable to be present when this treatment is needed. (Note: It is Bridge Kids policy to notify the parent/guardian when a child becomes ill or needs emergency medical attention. If we are unable to contact the parent/guardian, we will take the child to the nearest emergency medical centre.)

_____ **Consent to Administer Emergency First Aid and/or Call an Ambulance:** I give consent for staff to administer emergency first aid to my child(ren) and to call an ambulance in the case of an emergency.

_____ **Sunscreen Consent: (check one)**

- I give permission to apply only the sunscreen I have provided.
- I give permission to Bridge Kids staff to apply any brand of sunscreen they have on site.

_____ **Insect Repellent Consent:** I give consent for the Bridge Kids to apply:

- After Bite

_____ **First Aid Ointment and Cleaners Consent (check all you consent to)**

I give consent for Bridge Kids staff to administer:

- Polysporin/store brand equivalent to cuts, scrapes, etc.
- Bactine antiseptic spray for minor sunburns, cuts & scraps, bug bites, etc.
- Alcohol swabs for cleaning minor wounds

_____ **Field-trip Consent:** I give consent for my child(ren) to attend scheduled out-trips. I understand that if my child(ren) is unable to go, it is my responsibility to let Bridge Kids know prior to the date.

_____ **Spontaneous Out-trips Consent:** I give consent for my child(ren) to attend optional spontaneous out-trips to places within a 15 minute walk or 15 minute drive of centre (example; neighbourhood park). I understand that if my child(ren) is unable to go on an out-trip due to early pick up, etc. that is my responsibility to let the Bridge Kids staff know prior to 2:00pm that day.

_____ **Transportation Consent:** I give permission for my child(ren) to be transported by Bridge Kids activity bus/van and/or staff vehicles. I understand that the drivers hold the appropriate BC driver's license and that the vehicles are fully insured and certified/safe to carry children, including their use of booster seats where required.

_____ **Photograph Consent: (check one)**

- I consent for my child(ren) to be photographed; realizing they may be used in advertising, published in print or internet.
- I DO NOT consent for my child(ren) to be photographed.

Parent/Guardian Signature _____ Date: _____