



PARENT HANDBOOK

UPDATED January 2025



135 Exhibition Street,
Guelph, Ontario.
N1H 4R4
(519) 822-0262
Cell: (519) 362-5461
victory_kidsclub@yahoo.ca

PROGRAM STATEMENT

Victory Kids Club is a not-for-profit, before and after school program that is located in Victory Public School. Victory Kids Club was established in 2000 by a group of neighbourhood families looking for licensed child care in their area. We provide care to students who attend Victory Public School. We extend an offer of care to families in the community on all non-instructional days (i.e. P.A. days, March break, and Winter break) if families require it. Our program is run by a Board of Directors that consists of parents who have children enrolled, or have been enrolled, in Victory Kids Club.

Our program statement is a living, breathing document that will always be evolving based on the needs of the children, families, and staff within our program. Staff review the program statement, make modifications where needed, and sign off annually in recognition that we collectively strive towards fulfilling the content of this document. **(K)**

Victory Kids Club incorporates the four foundations of learning - Belonging, Well-being, Engagement, and Expression - from the pedagogical document *How Does Learning Happen* into our everyday program.

Belonging – refers to a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.

Well-being - addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Engagement – suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged.

Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression – or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.ⁱ

The following is how we implement the foundations of the *How Does Learning Happen* document:

Core Values:

- To support physical development by encouraging active outdoor play and providing nutritious family style snacks that follow Canada’s Food Guide.

- To support emotional development by creating a warm, affectionate, and safe environment or “second home”; providing opportunities for autonomy; and attention to individual needs.
- To support social development by encouraging on-going verbal communication, promoting opportunities for sharing and cooperating, guiding children’s behaviour through example and positive redirection, and promoting self-regulation skills.
- To instill a sense of independence, curiosity, exploration, and self-worth within every child.
- To create an inclusive setting by promoting an appreciation and acceptance of each child’s diverse individuality.
- To allow children to be competent, capable, curious, and rich in potential through healthy risk taking during playful learning experiences.

Community Involvement:

Victory Kids Club has developed wonderful relationships with the teachers and the Principal at Victory Public School, Upper Grand District School Board, and the community as a whole. Victory Kids Club is represented at the Kindergarten Information Night held annually at Victory Public School, where parents are given information regarding what we offer within our program. Victory Kids Club supports the local community through donations every year. We often travel and experience the community on non-instructional days by visiting local museums, historical sites, nature centres, movie theatres, the Fire Department, and many more. **(I)** Victory Kids Club hosts monthly board meetings with our parent Board of Directors and the Principal of Victory Public School.

Professional Learning and Staff Expectations:

Continuous professional learning is encouraged by Victory Kids Club, as well as the College of Early Childhood Educators. Learning opportunities are posted in the office and mentioned at staff meetings every month. These postings are pulled from local Colleges or from Early Years Professional Resource Centre website (<https://catalogue.wellington.ca/>). Accommodations are made, so that staff can attend desired learning sessions. **(J)**

A Pedagogical Leader from the County of Wellington, Early Years Division, Professional Resource Centre works alongside our team; upon request they offer side-by-side mentorship to our educators in their daily practice and engagement with the children, environments, and learning materials.

Victory Kids Club encourages teachers to lead their programs through the knowledge and experience they have received during their education, through suggestions given by fellow employees or supervisors, and through learning acquired during the professional learning sessions. Teachers reference *How Does Learning Happen* throughout the program, and read the document on a regular basis.

Staff are given adequate time before program begins to prepare for child-interest-based activities, to document, to self-reflect on pedagogical approaches, and to have team meetings to collectively discuss any ideas for programming or situations that may have occurred. Staff are given expectations of what is appropriate behaviour and what is not appropriate

behaviour. One example of these expectations is to exhibit proper body language skills with the children, families, and fellow staff members. Staff are strictly prohibited to engage in the following actions/behaviours: corporal punishment of the child; physical restraint of the child for the purposes of discipline or in lieu of supervision; locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision; use of harsh or degrading measures or threats or use of derogatory language directed at or in the presence of a child that would humiliate, shame, or frighten the child; depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing; or inflict any bodily harm on children including making children eat or drink against their will. *This list can be found containing more detail in the Parent Hand Book, which is available to all staff and families on our website and upon registration of their child.

Teacher-Parent Communication:

Victory Kids Club has an open-door policy with parents. Teachers have various conversations with children and families throughout the day. These conversations play a critical role in fostering the growth of positive relationships within the program. Staff welcome children and families into the program in the mornings, and connect with them at the end of the day. This keeps them informed on their child's involvement in the program. Families are the experts on their children, so we often turn to them for advice and support regarding any interests, issues, or concerns. **(B)**

Documenting is also an important part of our program for the staff, children, and families. Documentation includes, and is not limited to: photos, quotes or texts, daily logs, learning webs, and project binders. Staff and children take pride in their documentation. Staff will often involve children in the documentation process, whether in scribing or completing the documentation. Our documentation will often stem from a continued child-led project, a point of interest, or a provocation/invitation presented by staff to the children. Families are encouraged to take time to visit the various learning areas within our program.

Parents are given monthly newsletters, program updates, and centre memos through electronic notifications. If necessary, hard copies are always available to families and all centre notifications are posted on our parent information board. Parents are given our Program Statement upon registration, and we welcome them to submit suggestive changes to enhance our living, breathing document. **(H)**

Playful Learning Practices:

Children will often, through prompting or natural inquisitiveness of play, reflect on questions they may have and expand their critical thinking through constant inquiry. At times, staff will assist the children by getting down to their level, and through a calm and respectful manner, ask open-ended questions that promote their critical thinking. During playful learning, staff allow children the choice to play independently or with friends. **(C)**

To allow for proper supervision, the learning environment is set up for all areas of the room to be seen by the educator. We offer a variety of spaces for children to enjoy: a space for small and large group activities; a space for quiet time; a space for indoor gross motor activities; a space for snack; a large outdoor exploration space; and a space that offers children the choice to be alone. **(G)**

Children are encouraged to plan and create projects that are of interest to them. Staff will support children by providing materials that are needed for the project and assist where requested. A couple of examples are: making costumes for a play written by the children; and supporting the creations of dance clubs and allowing children to perform their dances to the

group on a regular basis. **(E)**

Through positive learning experiences and their environment, children contribute in deciding what activities are offered. Their input could be direct communication; observations of interactions with others; exploration, play, and inquiry both indoors and outdoors; or other evidence of their interests at the time. These experiences contribute to children's learning and development. **(F)**

The activities and materials that are offered to the children allow for all levels of learning and development. Nature based materials and loose parts are an essential component of our school age program. Children are encouraged to bring outdoor materials inside to our program through collecting pine cones, tree branches, leaves, bark and many other outdoor items. Both the JK/SK program and the school age program have set out specific areas in order to incorporate loose parts into their program. **(D)**

Providing adequate outdoor activities is an area that we as a program are working to achieve for children on a daily basis. We have a variety of outdoor learning resources readily available for the children to use each and every day. If desired, children are welcome to continue their indoor activities outdoors.

Health, Safety, and Nutrition:

Staff continually model proper behaviours in different areas of the program. For example, by following proper food choices outlined in Canada's Food Guide, staff model eating skills and independence, while serving themselves during a family-style snack time. **(A)**

Our staff provides an emotionally safe environment or a "second home" to the children and families that attend Victory Kids Club. Even when there is conflict between children, staff provide a safe environment for all involved. Children are given the opportunity for alone time to breathe and think, a choice to walk away and think about the situation, or the choice to deal with the situation right away.

Our staff evaluates our program scheduling regularly to accommodate and support the needs of the children within their groups. A couple of examples includes: if a child has dietary needs, that group may eat snack first on our daily schedule rotation to accommodate the individual; or if children need to release some energy built up from the day, that group will start outside/get extra time outside. A variety of factors influences the adjustment of program scheduling and if deemed necessary by staff, we will certainly support individual needs.

A consultant for school age programs from outside agencies, may visit our program when necessary throughout the school year. They observe the children and teachers, and offer tools/suggestions for staff to better support the child's needs.

Children are given opportunities, during indoor and outdoor activities, to partake in healthy risk-taking throughout our program. This allows children to explore their boundaries, and decide what is safe for their body and minds to perform. Children are encouraged to ask questions throughout the day, take risks, and make mistakes, if needed; while still having a watchful eye by staff. **(D)**

Summary

Victory Kids Club will continue to provide the high quality of care that is associated with our organization, and will put the needs of our children, families, and staff first. Our board and staff, takes pride in the many years of dedication and service that is provided to Victory Public School and the community. Victory Kids Club looks forward to welcoming families that have a desire

to include their children in a school age program that focuses on a sense of belonging, well-being, expression, and engagement for your child.

WELCOME TO VICTORY KIDS CLUB

GENERAL INFORMATION

HISTORY

Victory Kids Club, Before and After School Program officially started in the spring of 2000. It was created in response to a community need for day care for children from Kindergarten (Junior & Senior) to Grade 6, ages 3.8-12 years old. The child care centre is located primarily in the open common areas on the lower level of Victory Public School, as well as a primary classroom, the gymnasium, library and kitchen attached to that space. Victory Kids Club has full use of the schoolyard and the nearby Exhibition Park for outside activities. Victory Kids Club is licensed under the Child Care and Early Years Act and is under the direction of a qualified, full time Supervisor.

Programming at Victory Kids Club is an emergent program which includes organized and casual indoor and outdoor play, arts and crafts, games, and trips.

PROGRAM PHILOSOPHY

It is the philosophy of the centre to provide children with the opportunity to grow and flourish through the foundations of belonging, well-being, engagement, and expression. Each child, of every belief and cultural background, will be cherished and be provided with an environment that is free from bias, discrimination, violence, and exclusion. Victory Kids Club will allow children a home-like atmosphere that will assist children in becoming competent, capable and organized individuals, and assist in their growth and development. Children will be given the opportunity to experience positive learning experiences through exploration, play, and inquiry. Our program will provide children with choices in their leisure activities both in our indoor and outdoor environment. Some activities include: sports, games, ongoing projects, quiet time and social interactions with peers and adults depending on the individual needs of the child. We will foster open communication between Victory Kids Club and parents on a daily basis. We will allow children the opportunity to reflect on questions they may have and expand their critical thinking through constant inquiry. Staff will always be encouraged to pursue professional learning and bring new, and exciting ideas back to the program to share these experiences with both staff and children.

OUR MISSION

Victory Kids Club is a non-profit organization that provides high quality before and after-school childcare for students attending Victory Public School.

OUR VISION

To champion excellence and provide leadership to other school communities in the development of before and after-school childcare programs.

OUR VALUES

- **Fun** – By learning through play, we support children to grow and develop physically, socially, emotionally and intellectually.
- **Inclusiveness** - We cherish diversity and welcome children of all backgrounds and beliefs. We endeavour to provide an environment that is free from bias, discrimination and violence.
- **Nurturing** – Under the guidance of a qualified and loving staff, we strive to provide a caring and home-like atmosphere.
- **Respect** – We believe that all children should be treated with empathy and compassion, and will accommodate individual needs where possible.
- **Safety** – Our focus is on providing a safe and secure program for families who require child care.
- **Teamwork** – Our staff is committed to working in partnership with families, teachers, and other service providers. We encourage open and daily communication between parents and staff.

OUR STAFF

Victory Kids Club has amazing staff. We are committed to providing a supportive working environment for staff with opportunities for personal and professional growth. Throughout each program at least one RECE will be working within the group. Victory Kids Club is supportive of enhancing staff's knowledge and understanding of child development through professional development.

DIVERSITY/ANTI-BIAS POLICY

Victory Kids Club believes in a child care centre that is open and free to all practices and values of diversity. Staff will help guide children in recognizing and respecting similarities and differences, and incorporate different values and traditions into the program. Victory Kids Club will help promote an understanding of children's cultures and work in partnership with families and the community to assist children in the education of diversity.

INCLUSION POLICY

Victory Kids Club believes that all children should be recognized for, and celebrated with one another their unique abilities, talents, and traditions. Children should be given equal opportunities to learn, play, and grow in an environment that will be adapted for, to allow all children to be engaged. Promoting inclusion in our program helps children understand and value each other's uniqueness, and shows unconditional acceptance for all. At any time, Victory Kids Club will work with the families, Victory Public School, and any outside agency to provide an inclusive environment for any children enrolled in the program.

OUR CURRICULUM

Victory Kids Club follows the emergent curriculum program, which is based on the children's interest and references the document "*How Does Learning Happen*" during the program. All documentation will be reflected on our program web sheets, which are located within each group area. Staff will document what their group did or talked about on each particular day. Photos are used at Victory Kids Club to help demonstrate what the children have been actively involved in during their time with us.

PARENT PARTICIPATION

Parents are invited, to become involved in activities in whatever way best suits their interests and schedules. You are welcome to join in activities, to set up a special activity or to come along on a field trip. You might like to share your cultural heritage through stories, art, or preparing a traditional food at snack time. Use your imagination. Your involvement allows your child to share you with childcare friends.

Parents can also volunteer time and skill by:

- Assisting with activities either on site or off site
- Donating materials for use in the programs (old clothing, old electronics, toys, recycled materials excluding egg cartons and toilet rolls, etc)
- Becoming a member of the Parent Board of Directors

LICENSING

Victory Kids Club is licensed by the Ministry of Education. Victory Kids Club abides by all rules and regulations outlined by the Child Care and Early Years Act and references the document “How Does Learning Happen” as a primary resource when engaging children, families and the community. Victory Kids Club will also have regular inspection visits by the County of Wellington, Upper Grand District School Board, and Wellington Dufferin Public Health Unit.

DECISION MAKING AT THE CENTRE

A board meeting is held once per month to determine overall policy matters and to elect, from the membership, a new Board of Directors. Its function is to maintain a constant view of centre operations, and oversee its finances and policies on behalf of general members. Present positions on the Board are as follows: Chairperson, Vice-Chairperson, Secretary, Treasurer, and an Ex-Officio member, the Principal of Victory Public School.

Parents should not hesitate to contact Board Members at any time to express their ideas or concerns.

ANNUAL GENERAL MEETING

Each family at Victory Kids Club is a member of the child care centre. An Annual General Meeting is held once every year. Its function is for parents to give input concerning operations, approves audited financial statements, updates on staffing changes, and approves new board members. 60% of parents are either present at the meeting or are represented by members of the board through proxy forms.

All parents are encouraged to attend every year.

BEHAVIOUR GUIDANCE

All staff provides a safe environment for all children. Children are encouraged to handle their disputes themselves. If unsuccessful, children are given opportunity to: talk it over with the children involved, given alone time to breathe and think, given a choice to walk away and think about the situation, and/or if needed children may be redirected to a different activity.

BEHAVIOUR GUIDANCE INTERVENTION STRATEGIES

PRACTICES	PROHIBITED PRACTICES
<ul style="list-style-type: none">▪ Start with prevention. Reasonable adult expectations, a consistent daily routine, and a developmentally appropriate environment and program can prevent many behaviour problems.	<ul style="list-style-type: none">▪ Physical restraint of the child, such as confining the child to a seat for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of

	preventing a child from hurting themselves or someone else and only until the risk of injury is no longer imminent.
<ul style="list-style-type: none"> Anticipate problems and intervene positively before they happen. 	<ul style="list-style-type: none"> Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policy.
<ul style="list-style-type: none"> Use positive language; redirect behaviour by focusing on what the child may, can or should do. (i.e. "Shovels are for digging".) 	<ul style="list-style-type: none"> Don't limit directions to what the child cannot or must not do or give over-generalized directions. (i.e. "Share".)
<ul style="list-style-type: none"> Encourage and praise desired behaviour. 	<ul style="list-style-type: none"> Don't reinforce unacceptable behaviour through direct or indirect attention.
<ul style="list-style-type: none"> Allow the child choices when possible; if a choice is not possible then state clearly. (i.e. "It is time to go inside".) 	<ul style="list-style-type: none"> Don't give a choice when there is no choice available.
<ul style="list-style-type: none"> Forewarn the child of changes in routine or activities (i.e. an upcoming field trip or that it is almost time to go outside) and explain the expected behaviours. 	<ul style="list-style-type: none"> Don't confuse or upset the child by abruptly changing routines or activities and not explaining why or what will happen next.
<ul style="list-style-type: none"> Use misbehaviour as an opportunity to teach the child problem-solving skills; to help the child identify the problems and feelings; to think of alternative ways of behaviour; to understand consequences and to make decisions. 	<ul style="list-style-type: none"> Don't view misbehaviour as an interruption or as a developmentally inappropriate (all normal children test limits).
<ul style="list-style-type: none"> Set reasonable limits clearly and consistently. 	<ul style="list-style-type: none"> Don't set unreasonable, excessive limits which adults enforce inconsistently.

6. BEHAVIOUR GUIDANCE

PRACTICES	PROHIBITED PRACTICES
<ul style="list-style-type: none"> Act with care and respect when enforcing limitations. 	<ul style="list-style-type: none"> Use corporal punishment.
<ul style="list-style-type: none"> If you must redirect a child from a situation or an activity make sure the child has been warned, and give him/her an alternate activity. Allow the child to return to the original activity when the child feels he/she is ready. 	<ul style="list-style-type: none"> Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
<ul style="list-style-type: none"> Discuss difficult situations with the Supervisor and parents. Remember that the child care centre staff and the child's family are in partnership; working together for the best interest of the child. 	<ul style="list-style-type: none"> Deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing and bedding; or inflicting any bodily harm on children including making children eat or drink against their will.
	<ul style="list-style-type: none"> Isolate a child

	<ul style="list-style-type: none"> ▪ Do not work in isolation; always have another adult with you.

All forms of physical discipline or verbal abuse are forbidden.

Protocol to Support Children with Behavioral Concerns in the Program

When a child is struggling behaviorally within the program, all staff will follow the steps below in order to support the child;

- Document the child’s behaviour through a written behavioural report (if it is out of normal behaviour for the child)
- Speak with the parent regarding the behaviour of concern to see if they are noticing the same behaviour at home. Communicate with the family what our next steps will be to support the child while in program.
- Discuss with both the family and Victory Public School Teacher, any strategies that may support the child within the program
- If the behavior still persists, to set limitations to the child while in program. For example, child walks with educator for a portion of the outdoor time, etc.
- Reach out to a third-party agency, to support the child while in program
- If behaviour still exists, report this to the Board of Directors for their input and suggestions for next step.

GOALS

- To support physical development by encouraging active outdoor play and providing nutritious snacks.
- To support emotional development by creating a warm, affectionate and secure environment, providing opportunities for autonomy, and attention to individual needs.
- To support social development by encouraging on-going verbal communication, promoting opportunities for sharing and cooperating, guiding children’s behaviour through example and positive redirection, and promoting self-control skills.
- To instill a sense of independence, and self-worth within every child.
- To create a multicultural setting by promoting an appreciation of each child’s own culture and the culture of others, and by demonstrating the same expectations for all boys and girls.

THE PROGRAM

ADMISSION REQUIREMENTS

Victory Kids Club has the facilities to accommodate 56 children between the ages of 3.8-12 years of age in our morning program and 84 children between the ages of 3.8 – 12 years of age in our afternoon

program.

Kindergarten

This group consists of the children ranging in age from 3.8 – 7 years of age.

Primary/Junior School Age

This group consists of children ranging in age from 5.8 – 13 years of age, with an allowance of 20% mixed age grouping allowing 6 SK children to join this group.

Full-time enrollment – consists of 5 full days a week of before and after school care.

Part-time enrollment – consist of 5 full days a week of after school care

If you choose to reduce your child's schedule (i.e. from full-time to part-time) for any period of time you will not be guaranteed the same schedule at a later date.

WAITING LIST POLICY

Victory Kids Club maintains a waiting list through an online wait list system (ONEHSN). The date of application, preferred start date and the program registered for determines a child's position on the waiting list (one wait list for the JK/SK program and one wait list for the school age program). The Supervisor will be the only person to release information to families regarding the position of their child on the waiting list. As childcare spaces become available, enrolment of a child in any of the programs is determined by the criteria stated below:

- Internal movement – moving a child from a younger age group to the next older group on the basis of the child's age and available opening
- Internal requests – these are requests for a change in schedule by families already enrolled in a program at Victory Kids Club
- Siblings of a child already enrolled
- Children from the public waiting list

Sibling Priority Policy

Siblings of enrolled children at Victory Kids Club have a priority status on the waiting list in order that we may better serve their families. A registration form for the sibling must be submitted to be considered for an available opening.

Movement/Transition to Older Group

Movement between our programs is based on availability of the space, and the age of the child. Movement readiness is determined by the Supervisor. Factors to determine movement readiness includes, but are not limited to:

- Chronological age
- Space
- Dynamics of the program
- Request from a family

Waiting List Inquiries

A family can request the waiting list position of their child by contacting the Supervisor using the following three methods:

Telephone: 519-822-0262

Email: victory_kidsclub@yahoo.ca

Office Hours: 9am-5pm Monday through Friday

From here, the Supervisor will release information that is valid only to the family inquiring.

The Supervisor will update the families on their child's current position on the waiting list, while still maintaining privacy and confidentiality. At any time, the Supervisor will disclose information to the family that is inquiring about their child's waiting list status but, will never reveal the status of other families' children on the waiting list.

Any family interested in placing their child on the waiting list must fill out a waiting list form. Families can register at :https://onehsn.com/countyofwellington/ux_2_0

Policy Amended – September 2020

In the event of any unforeseen circumstances (i.e. natural disaster, pandemic, shortage of staff, etc.), Victory Kids Club may reduce the amount of child care spaces that may be available or offered in the program. VKC will do our best to accommodate as many families as possible, while still providing the highest quality of care that families have become accustomed to. The health, safety, and well-being of families, children, and staff are of our utmost priority.

Victory Kids Club will follow the protocol below to allow for fair and adequate placement of children in the program.

1. Parents may be asked to voluntarily, and temporarily, suspend their child care spaces until Kids Club can allow more spaces to be offered. Affected parents will not be charged child care fees during this time. As soon as more spots become available, these families will have first priority for obtaining their spot back.
2. If VKC needs more families to remove their children temporarily from their child care spots, then the following will be implemented. Child care spaces will be given to those families that have seniority within our program, based on the date they originally enrolled.
3. Siblings will not be offered a new child care space for the next school year. After protocol #1 and #2 has been completed and more spaces are available, siblings will then be offered a child care space.

HOURS OF OPERATION

Victory Kids Club will be open and will operate from 7:30 am to 8:50 am and from 3:10pm until 6:00pm, on all regular school days, and from 7:30am to 6:00pm on P.A. Days. On non-instructional days (i.e. March Break, Strike Day, and Christmas Break) we will operate from 8 am to 5:30 pm, unless otherwise stated.

We follow the Upper Grand District School Board holiday policy so; the centre will be closed on statutory holidays and Upper Grand District School Board holidays.

INCLEMENT WEATHER/UNFORESEEN CIRCUMSTANCES

If Victory Public School is closed due to inclement weather or any unforeseen circumstances, Victory Kids Club will be closed as well and fees will not be refunded for those days. We will endeavor to update the following:

- A message will be sent out to all families stating the reason why we are closed and for the length of the closure
- The website will be updated stating the Centre is closed and reason for the closure.

Due to any strike actions from the school board that closes the school to children, Victory Kids Club will operate a full day program if approved by Upper Grand District School Board. Parents have the opportunity to register their child/ren for that particular day, and pay an extra charge for the full day of child care. Regular before and after school fees will not be refunded for any strike days that may occur during the school year.

EMERGENCY MANAGEMENT POLICY AND PROCEDURE

In the case of any emergency situation that may occur during operating hours at Victory Kids Club, children’s health and safety will be of our utmost priority. If staff and children need to leave the school premises for any reason, VKC will temporarily relocate to their evacuation site, G.C.V.I. High school (155 Paisley Road, Guelph). A notice will be posted on the Kids Club entrance (Powell Street doors), stating that we have relocated to our evacuation site. Parents will then be contacted by telephone by a VKC employee, stating where they can pick their child/ren up that day. If parents need to contact VKC please call 519-362-5461. If you would like a copy of our emergency management policy and procedures, please contact the Supervisor.

NON-BASE FEES – Effective September 1st, 2022

*Non-base fees reflect fees without CWELCC – please see CWELCC explanation below.

The cost of the program is:

JK/SK Fees

- \$117.00** per month before school
- \$268.00** per month, after school care
- \$360.00** per month, before and after school care

Grade 1 to 6 Fees

- \$132.00** per month, before school
- \$ 300.00** per month, after school care
- \$ 405.00** per month, before and after school care

The monthly charges for the centre are based on the number of school days per year divided by ten months.

Other rates are as follows:

P.A. days and Non-Instructional days: **\$ 50.00** per day

Additional fees may be charged for special trips/outings.

Each family will be given a FOB, courtesy of Victory Kids Club, that is used for entering the building. If you happen to misplace your FOB and request a new one, you will be required to pay a \$20.00 non-refundable charge.

Canada-Wide Early Learning Child Care System

Base fees reflect fees impacted by the enrollment into the CWELCC program

Victory Kids Club has entered into an agreement with the County of Wellington to reduce parent fees for eligible children in the program (children in JK/SK or Grade 1 who are under the age of 6 years). At any time, Victory Kids Club or the County of Wellington can terminate the agreement, at which time all families will return to paying our non-base fees as stated above.

	Jan.-June 2023 Base Fees	September 2024 Base Fees	
6-12 Years PM Care	\$281.00 per month	\$300.00	
6-12 Years AM/PM Care	\$378.00 per month	\$405.00	
6-12 Years AM Care	\$123.00 per month	\$132.00	
3.8-5 Years PM Care	\$225.60 per month	Same	
3.8-5 Years AM/PM Care	\$225.60 per month	Same	
3.8-5 Years AM Care	\$117.00 per month	Same	
PA Days and Non-Instructional Days:			
6-12 Years	\$50.00 per day, per child		
3.8-5 Years (eligible children)	\$22.00 per day, per child		

PAYMENT OF FEES

Childcare fees are set by the parent Board of Directors. A fee list can be found in this document and on our website www.victorykidsclubguelph.com. Parents will be notified in writing 60 days prior to fee changes. The monthly fee is payable for all instructional days; no refunds will be made for any absent days. As a non-profit organization, we count on your cooperation in payment of fees on time in order to meet our monthly financial commitments.

Parents have the option of writing post-dated cheques for the entire school year (10 months), or writing a cheque upon receiving a monthly invoice, or the option to pay in cash or e-transfer. Any option should be put into the lock box attached to the school age parent mailboxes.

Cheques, made payable to Victory Kids Club, or cash are due on the first day of each month.

OVERDUE FEES

Fees are due on the 1st of every month. The Supervisor will contact the parents by phone or email when fees are overdue. If fees are not paid by the end of the month then, at the Supervisor's and Board of Directors discretion, your child/ren may be refused admittance to the centre until the balance of outstanding fees are paid in full.

Parents are encouraged to contact the Supervisor as soon as possible in the event of an inability to pay fees. In special circumstances, other arrangements can be made at the discretion of the Supervisor.

WITHDRAWAL

Please advise us in writing of your child's withdrawal from the centre 30 days in advance so that we can sufficiently prepare for your child's departure. For example, if you notify the centre of your child's withdrawal on November 22nd, then your child's last day in the centre will be December 22nd and December's fees total will be pro-rated.

DISCHARGE

The behaviour of a child (or an adult connected to the child), that has a negative impact on staff, a member of the Board of directors, other families' family members, and/or children within the centre, may be discharged (may cause their child to be discharged) at any time. The centre reserves the right to discharge a child (due to a child's behaviour or said adult's behaviour) at any time. The decision to discharge will be at the discretion of the Supervisor and the Board of Directors. Fees will be reimbursed on a pro-rated-basis.

ABSENCE

There is no refund of fees issued for any days of a child's absence.

In cases of an extended leave, parents are required to maintain payment in full fee or to forfeit the child's place in the centre.

ILLNESS

Children attending Victory Kids Club should be well enough to participate in all areas of the program. When children exhibit any signs or symptoms of ill health the child will be provided with a space to rest, if possible, and parents will be contacted immediately and arrangements will be made to pick up the child. Staff will fill out an illness form and parents will sign the form on arrival and will be instructed on the protocol for when the child can return. Staff will follow the following procedures regarding an ill child as outlined by Public Health.

Chicken Pox	Until all blisters have dried into scabs, and child is well enough to participate in program
Conjunctivitis (pink eye)	Bacterial (with pus) until 24 hours after treatment begins
Diarrhea (parents will be called after two incidents of diarrhea unless there are extenuating circumstances or the centre is in an outbreak situation)	Must be 24 hours free of diarrhea (longer if centre is in outbreak situation). For some infections, the person must also be treated with antibiotics before returning to the centre.
Fever	Axillary temperature: 100 F or higher Child must be fever free for 24 hours without medication
Impetigo	Until child has been treated with antibiotics for 24 hours
Head Lice	Until after the first treatment
Rash with or without fever or behavioural changes	Until a medical exam indicates these symptoms are not that of a communicable disease
Respiratory infections (viral)	Until child is without fever for 24 hours without medication and is well enough to participate in normal activity
Ringworm	Until 24 hours after treatment has been started
Scabies	Until 24 hours after treatment has been started
Streptococcal sore throat	Until at least 24 hours after treatment begins and the child is without fever for 24 hours without medication
Vomiting (parents will be called after one incident of vomiting unless there are extenuating circumstances or the centre is in an outbreak situation)	Until vomiting stops for at least 24 hours (longer if centre is in outbreak)

Policy: Victory Kids Club staff will administer medication prescribed by a physician if scheduled doses are required while a child is at Victory Kids Club. The medication container or packages must be clearly labeled with child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration (if applicable), and instructions for storage and administration. Nonprescription medication can be administered at Kids Club as long as it is in the original package and the package is unopened. If a child self-administers a medication (e.g. puffers or epinephrine), VKC will keep a record of the self-administration and time administered on the provided medication form, and will be noted in the staff daily log book. The child may carry the self-administered medication in a zipped pouch, if requested by the parent.

Procedure: All drugs and medication administered to children of Victory Kids Club must be:

- ❖ Stored in accordance with the instructions on the label and with parental authorization.
- ❖ Administered in accordance with the instructions on the label and the written authorization received by the parents/guardian. This authorization will include scheduled times and amounts to be given to the child. (Please use medical release forms and schedules.)
- ❖ Inaccessible at all times to children, and kept in a locked box/drawer in an appropriate area (with the exception of asthmas or emergency allergy medication that a child may self-administer, if authorized by parents/guardians.)

One staff member will be in charge of all administration of any prescription or non-prescription drugs. If the staff member in charge of administering the medication is unable to do their job, a designate staff member will take over the responsibility.

HEALTH

If your child has allergies or other medical problems, be sure to include these, as well as specific instructions for care of your child, on the registration form. If necessary, attach a detailed note.

In the event that your child requires emergency medical care and you cannot be reached, the medical consent form which you signed at registration allows medical emergency teams to take the child to the hospital and allows hospital staff to provide emergency care.

MEDICAL REQUIRMENTS:

It is important that all children and staff are in good health. All children and staff will be asked to have up-to-date immunizations before beginning the program. Victory Kids Club will keep all medication information in their individual files, in a locked cabinet. If a family chooses for a child not be up-to-date on all required immunization due to religious or conscience reasons, an exemption may be granted by completing a ministry approved form which will be keep your child's file along with a "Statement of Conscience or Religious Belief" form that is to be completed by the "commissioner for taking affidavits". If this is a medical exemption, families must fill out a "Statement of Medical Exemption" form and have it completed by a doctor or nurse practitioner. The above requirements and necessary documentation will be provided by all staff members, if applicable. If ever Victory Kids Club is declared in outbreak by the Guelph Public Health Unit, that was caused by vaccine preventable diseases, such as (DPTP, MMR, Varicella etc.), those children and staff not immunized will be asked to refrain from the program until the outbreak is declared over by the Guelph Public Health Unit.

SANITARY PRACTICES

To ensure a healthy environment, we adhere to the following basics of infection control:

1. Keeping premises, equipment, and materials as clean as possible utilizing a strict disinfecting schedule.
2. Practicing consistent hand washing techniques for children and staff.
3. Separating ill children from their peers and re-admitting only when recovery from infection is complete.
4. Following all health regulations as directed by the Wellington-Dufferin-Guelph Health Unit.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: **Victory Kids Club**

Date Policy and Procedures Established: **September 1st, 2017**

Date Policy and Procedures Updated: **September 1st, 2017**

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor/Designate and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law

enforcement authorities or The Family and Children's Services).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Family and Children's Services](#) (FACS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related (A)</p> <p>E.g.: Children's schedule, toileting concerns indoor/outdoor program activities, Snack and dietary concerns, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the Supervisor or Designate. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 5 business days.(A,B,C,D) <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next
<p>General, Centre-or Operations-Related (B)</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Supervisor or Designate. 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related (C)	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - the Supervisor or Designate. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	steps or referral. (C,D) Provide contact information for the appropriate person if the person being notified is unable to address the matter. (A,B,C,D) Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. (C,D)
Student- / Volunteer-Related (D)	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the Supervisor and/or Designate. - All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. (A,B,C,D)

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Victory Kids Club Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers, Child Care Early Years Division – 519-837-3620 x. 3095 or childcareinquiries@wellington.ca etc.) where appropriate.

Contacts: Allison Silva (RECE) – Supervisor Victory Kids Club 519-822-0262

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Volunteer and Student Placement Policy

Victory Kids Club will welcome any volunteers and students to help enhance our program and assist the teachers in each group. All volunteers must be 18 years of age and all students must be 16 years of age. All volunteers and students will provide the Supervisor with a current vulnerable sector check and up-to-date immunization records and a health assessment prior to commencement. Each volunteer or student will review and sign off annually on the VKC behavioral management policies, individual plans for children with anaphylaxis and all policies and procedures that pertain to the VKC program including the program statement and signing a confidentiality form.

Before each volunteer or student begins work at VKC they will receive their roles and responsibilities in written form, from either the Supervisor or the Staff member that will be responsible for their supervision. All volunteers and students will be supervised at all times by an employee of VKC. They will never be left alone with children and will never be counted in staff ratios while in program.

Effective September 2011

FOOD INFORMATION

Nutrition is a key part to any child's growth and development. Victory Kids Club provides a nutritious before-school and after-school snack for all children in the program. Our menus are reviewed and approved by a dietitian from the Wellington-Dufferin Public Health Unit. VKC uses a family-style serving system that allows the children to serve themselves snack (due to COV-19, we will not using the family style meal service). If your child has any allergies or dietary restrictions, we encourage parents to meet with the Supervisor ahead of time to discuss any issues that may arise. It is the responsibility of the parent to provide any food substitution to the posted menu that they would like their child to eat.

In an effort to reduce the risk of life-threatening allergic reactions, we no longer allow food products containing peanuts or other nuts into our centre.

Non-Instructional Day Lunch Policy (January 2015)

Victory Kids Club will provide care during all scheduled Non-Instructional Days. Victory Kids Club will operate from 7:30 am to 6:00 pm on all P.A. Days and non-instructional days (unless otherwise stated). Due to the limited space in the kitchen and lack of cooking facilities, Victory Kids Club will not provide a hot lunch or snacks to children during Non-Instructional days. Families are responsible to provide a school friendly nutritious lunch and snacks for their children on these days. If a child happens to forget their lunch on any non-instructional days, Victory Kids Club will try to contact the family to see if they can drop off a lunch. If the family is not able to be reached Victory Kids Club will supply the child with a nutritious lunch at the family's expense (maximum \$15.00). In an effort to reduce the risk of life-threatening allergic reactions, families must not send any food that contains peanuts or any nuts with their children's lunches.

CLOTHING

Please ensure that your child is dressed appropriately each day. We have outdoor play, so children must be dressed according to the weather. In the winter, please ensure your child has mittens, hat, scarf, boots and indoor shoes/slippers, snow pants, and a change of dry socks and mittens.

The Board of Directors and Staff are not responsible for loss or damage to any personal effect/clothing left at Victory Kids Club. Remember to check the lost and found box regularly.

DAILY SCHEDULE AND ROUTINES

Arrival in the Morning: Each child is greeted upon arrival at the centre between 7:30 and 8:50 am, the staff will serve snack, engage with the children, and get them ready to go outside until the bell rings.

After School: The children are divided into kindergarten and school age groups. Between 3:10 and 6:00 the school age groups rotate among program areas to: eat a nutritious snack, engage in child-led activities in main area or the library, and to actively play outside or in the gym.

ARRIVAL/DEPARTURE

Children must be picked up no later than 6:00pm. Please notify the staff if your child is to be picked up earlier or later than usual. If the child is not picked up by 6:00pm without a phone call from the parent or guardian indicating a reason for delay, the Supervisor or designated staff will call the child's home, parents/guardian business, and the phone numbers provided on the application form for an emergency.

If a child is enrolled in the before school program they must be dropped off by a parent/guardian/designated person to a VKC staff member. Upon drop-off and pick-up, please make sure that you verbally connect with a VKC staff member to confirm your child is in our care.

Parents who are late in picking up their child will be charged a late fee of \$1.00 per minute, per child after 6:00pm. A late pick-up form will be provided to you upon pick-up. VKC asks that you sign the form and have payment ready for staff. The Supervisor or designated staff will stay with the child in the centre until the parent/guardian picks up the child. If there is no response by 6:30pm following the procedure, emergency measures will be initiated. The Supervisor or designated staff will call the Guelph Police stating that an abandoned child is in our care. The police will inform Family and Children's Services.

Children will only be allowed to leave the centre with their parent/guardian, unless the Supervisor is informed in advance that someone else is picking up the child. The Centre reserves the right to request identification from those receiving the child who is not a parent or legal guardian. VKC staff cannot allow a child to leave the centre with a person they do not know unless the above procedure has been followed.

No child will be allowed to leave Victory Kids Club property without a parent, guardian or designated person.

In case of an emergency, i.e. heavy snowfall, car breakdowns, accident, please notify the centre as soon as possible and try to arrange for someone else to pick up your child.

FACILITY USE CONDITIONS

VKC carries a rental agreement with Upper Grand District School Board that allows us to rent the space in which we run our program. There are a number of conditions which we must abide by to honour our agreement, these conditions include and are not limited to the following:

- No smoking inside or on school property.
- Other than the areas specified in our contract, the rest of the school is closed. Parents/Guardians/Care givers/Children/Siblings are asked to strictly adhere to this policy and are not permitted to return to the child's classroom beyond the end of the school day.
- We are only permitted use of the Powell street entrance located across from the gym. Parents please drop-off and pick-up your children using these doors only.
- When picking up or dropping off your children, vehicles are strictly prohibited from entering the schoolyard.

PARKING

When parents are dropping off and picking up their children from Victory Kids Club, they are asked to use the school parking lot located off Clarke Street. Parents are also allowed to use street parking on both Clarke Street and Powell Street as well Exhibition Park. Please remember to read all street signs carefully to make sure you are parking in a legal spot. Victory Kids Club is not responsible for any street infractions that a parent may incur when dropping off and picking up their child.

FIELD TRIPS AND ACTIVITIES OFF PREMISES

Victory Kids Club is very lucky to be located in the central downtown area of Guelph, and field trips and community outings are included in the program. VKC visits many of the local businesses and shops in walking distance to the program including the Guelph Civic Museum and downtown library. It is regular practice that on P.A. days Victory Kids Club will explore different activities and communities. Some of these excursions include museums, conservation areas, movie theaters, etc. Parents will be notified in advance of any trips or outings that they may go on, and be advised of any admission or other fee involved. Parents are encouraged to assist in these activities by making suggestions and volunteering their time during the outings.

CHANGE OF INFORMATION

Please notify the staff immediately of any changes in the information listed on the registration form for your child, particularly the telephone numbers where you can be reached.

COVID-19

Please see COVID-19 operational guidelines for parents.

DVD VIEWING

On occasion VKC may show DVD/Videos to children attending the program. The DVD will only be used for teaching purposes or on special occasions (movie and popcorn day or P.A. Day). Staff will view DVD/Videos before showing them to the children to make sure they are appropriate for the children. Parents will be notified in advance of any time a DVD/Video will be viewed.

VICTORY KIDS CLUB WEBSITE

Victory Kids Club has developed a website for all families who are enrolled in our program and the community. Important program documents can be found on our site, closures are posted whether inclement weather or summer hours, and a current list of staff and our Board of Directors. Please visit our website and if you have any ideas for what else we can include please mention this to the Assistant Supervisor. VKC website www.victorykidsclubguelph.com

¹ Ontario Ministry of Education (2014). *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. Queen's Printer for Ontario. 7-8.

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Victory Kids Club

Date Policy and Procedures Established: January 1st, 2024

Date Policy and Procedures Updated: January 1st, 2024

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under *Child Care and Early Years Act, 2014* (CCEYA) and *Ontario Regulation 137/15* for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Victory Kids Club will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian. Parents/Guardians can pre-authorize the release of their child/ren to another individual, provided that the parent/guardian has given written authorization to the child care centre.
- Victory Kids Club will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been. Parents can use this time as an opportunity to tell staff if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on Approved Pick-up List or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the staff daily log book.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care before school as expected

1. Where a child does not arrive at the child care centre for before school care and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up or sent an email), the staff in the classroom must:
 - inform the Supervisor or Assistant Supervisor and they must commence contacting the child's parent/guardian no later than 9:00 am. Staff shall reach out to the parent/guardian by either telephone or email to inquire why the child did not show up for the before-school program. If the parent/guardian can not be reached, the Supervisor or Assistant Supervisor will contact Victory Public School Administrative Assistant to confirm that the child in question is present at school on that particular day. Once the child is confirmed present for that day, the Supervisor or Assistant will document in the log book that the child in question was absent from the before school program, but present at school.

Where a child has not arrived in care after school as expected

2. Where a child does not arrive at the child care centre for after school care and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up or sent an email), the staff in the classroom must:
 - inform the Supervisor or Assistant Supervisor and they must commence contacting the child's parent/guardian no later than 3:30 pm. Staff shall reach out to the parent/guardian by either telephone or email to inquire why the child did not show up for the after-school program. If the parent/guardian can not be reached, the Supervisor or Assistant Supervisor will contact Victory Public School Administrative Assistant to confirm that the child in question was absent from school on that particular day. Once the child is confirmed absent for that day, the Supervisor or Assistant will inform the program teacher of that child's absence from after school program.
3. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the Approved Pick-up List.

Where a child has not been picked up as expected (before centre closes, 6:00pm)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 6:00 pm the

Supervisor or Assistant Supervisor shall contact the parent/guardian by telephone and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must contact the child's emergency contact(s). Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions and leave a voice message for them to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, and it is 30 minutes after the centre closes, the Supervisor or Assistant Supervisor will contact the police and inform them that a child has not been picked up from their after-school program.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 pm, staff shall ensure that the child has been given an activity while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire for their pick-up time. In the case where the person picking up the child is an authorized individual the staff shall make sure that the authorized person is on the approved pick-up list. Then the staff can release the child to the person picking up.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, and it has been 30 minutes, the staff shall contact the local Police and explain the situation.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm the staff shall proceed with contacting the Police (contact number 519-822-1212). Staff shall follow the Police's discretion with respect to next steps.

Dismissing a child from care without supervision procedures

- Staff will only release children from care to the parent/guardian or other authorized adult. It is Victory Kids Club's Policy that under **no** circumstances will children be released from VKC's care to leave the centre alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care. If staff does not recognize the authorized individual, staff must check the individual's identification before releasing the child into their care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.