



THE CUP
KIDS

Out of School Care Program POLICIES AND PROCEDURES

Hours and Days of Operation.

Monday	Before school: 7:30am - drop off (8:50am) school closure -6:00pm
Tuesday	Before school: 7:30am - drop off (8:50am) school closure -6:00pm
Wednesday	Before school: 7:30am - drop off (8:50am) school closure -6:00pm
Thursday	Before school: 7:30am - drop off (8:50am) school closure -6:00pm
Friday	Before school: 7:30am - drop off (8:50am) school closure -6:00pm
Saturday	CLOSED
Sunday	CLOSED

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Section 22 - “Emergency Training and Equipment”

Fire and Emergency Policy

In the case of an emergency or natural disaster, we will attempt to contact parents as soon as possible. It is essential that you keep us informed of current phone numbers so we can notify you or your emergency contact in case of an emergency. If only long distance telephone lines are available (i.e. local lines are down or engaged), we will notify your Out of Town emergency contact and leave a message for you.

CUP Kids practices fire and earthquake emergency drills on a regular basis. There will be a written escape plan posted inside the main facility and near the exit doors.

Emergency phone numbers and Poison control will be posted by the telephone in the facility, the facility name and address of CUP Kids will be at the top of the sheet.

Fire and Evacuation Plan

When Fire alarm is activated

- The coordinator or designee collects the sign in book and portable first aid kit
- Leave the building immediately via the nearest exit as posted. Children to be escorted to the evacuation area (Woman’s Centre rear parking lot)
- Ensure visitors are escorted from the building to the assembly point
- Close any doors on-route without delaying your or others escape
- Remain at the assembly place
- Return to the building only when authorized to do so.

Missing/Lost child

If a child goes missing or becomes lost while in the care of The CUP Kids, the staff member present will immediately contact the Manager, who will immediately trigger a response from the minister and church board members. The staff member present must account for all other children and determine a point last seen. As soon as possible, the Manager will contact the child’s parents. Should the search carry on for more than 15 minutes, the RCMP and Squamish Search and Rescue will be notified.

School Closure and Bad Weather Days

If either Squamish Elementary or Les Aiglons is closed on a day that is not listed in the school calendar, CUP Kids will assess the reason for the closure and be in direct contact with all families regarding the status of the program for that day.

In case of environmental factors beyond our control that may prevent or limit our program to provide quality care such as low air quality, strong winds, snow days, heat waves, etc. we will assess the situation and be in direct contact with all families regarding any modifications or closures to the program for that day.

Section 51 - “Behavioural Guidance”

Discipline Policy

At CUP Kids we believe that all children need guidance, understanding and a few easy to follow rules in order to learn appropriate behaviour. Children will be shown clear limits in a positive way, when it is necessary for a child to understand why the limit is there, usually for the safety of themselves or others around them. The behaviour rather than the child are focused on. We hope to encourage the children to become self-confident, responsible and with high levels of self-esteem by encouraging them to find ways themselves to deal with situations. We will initially use positive forms of discipline if we note a situation arising, positive forms of discipline such as

- Diversion from the task onto another
- Discussion with staff or peers
- Choices to divert away from the current situation
- Encouragement by staff of the child to find their own solution
- Acknowledgement of situation and guidance to next step by staff
- Clear and consistent limit setting
- Modelling of appropriate behaviour
- Encourage child to talk about situation and seek help from staff

Staff will always try to be alert to any situations arising and react to these following the above positive forms of discipline so incidents do not arise.

Strategies NOT used by The CUP Kids Staff

While under the care of CUP Kids staff we will ensure that your child is not subject to any of the following:

- shoving, hitting, or shaking by an employee or another child, or confinement or physical restraint by another child;
- confinement or physical restraint by an employee, except as authorized in a child care plan if the care plan included instructions respecting behavioural guidance;
- harsh, belittling or degrading treatment by an employee or another child whether verbal, emotional or physical, that could humiliate the child or undermine the child's self respect;
- spanking or any other form of corporal punishment;
- separation, without supervision by a responsible adult, from other children;
- as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.

The CUP Kids Staff will ensure that a child is not, while under the care of our program, subject to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Community Care and Assisted Living Act Schedule H.

Staff will, at all times, approach the children in a child friendly manner, coming down to their level, speaking calmly and working with them to find solutions to any situation.

Behaviour Management

If a child cannot work within the guidelines set out in our discipline policy, and continued inappropriate behaviour interferes with the safety and daily programs of CUP Kids, the following system will be adhered to.

Documentation

- Anecdotal observations will be recorded and dated by staff
- These will be factual descriptions using professional language of situations involving the child and any inappropriate behaviour.
- Chronic aggressive behaviour should be documented and a serious incident report will be completed and submitted to the Squamish Health Unit.

Parent notification

- The parents will be notified of their child's behaviour and the anecdotal observations will be presented to them.
- A plan of action to manage the child's behaviour will be written (individual behaviour management plan). The plan will be signed by both the manager and parents. A copy will be given to the parents and a copy kept with the child's file.

- If required and with parental permission an appropriate community resource will be contacted for 3rd party observation and appropriate referrals.
- Ongoing assessment of this plan and continued parent contact of any developments over a 2 week period.

Conclusion

If following the above system for a 2 week period behaviour still does not improve to a level that the child can function safely in the after-school care environment then withdrawal of services policy will be followed.

If parents do not agree to support the behaviour management plan or the staff in creating a management plan for their child then the withdrawal of services policy will be followed.

Withdrawal of Services Policy

We aim to create a safe environment and quality care for the children at CUPKids and because of this there may be times that withdrawal of care may be necessary.

Reasons for withdrawal of care would be for the following reasons

- Failure to cooperate
- Child not able to function in CUP Kids environment
- Fees unpaid or consistently late payment
- Parents consistently late collecting their child, not collecting their child when sick
- One or both parents of a child display consistent unreasonable behaviour when dealing with staff members.

The following steps will be taken if any of the above situations are identified by staff

- The parents will be asked to discuss the situation with the manager and a resolution will be attempted
- If a resolution cannot be reached then withdrawal of services will be imposed, 30 days notice will be given. Should you choose to remove your child before the 30 days, fees will not be refunded.
- 30 days notice will not be given if the child is endangering staff or other children in the after-school program. Fees will not be refunded.
- 30 days notice will not be given if there is an outstanding fee on the 30th day of the month.

- 30 days notice will not be given if there is complete breakdown in communication and a resolution cannot be reached between the staff and parent. Fees will not be refunded.

The Licensing officer at the Squamish health unit will be notified.

Child Abuse Policy

All caregivers are required by law to report any suspected cases of child abuse or neglect.

Provincial Family and Child Service Act states that it is the obligation and responsibility of any person who has reasonable grounds to believe a child may be in need of protection to report the matter immediately to the Ministry of Children and Families.

No action may be taken against a person who reports under this section unless the report is malicious or without reasonable grounds.

If at any time we have reason to suspect a child in our care may be the victim of child abuse or neglect, it is our responsibility to notify the Ministry's office in Squamish. If this should happen, we are not permitted to contact the parent unless specifically directed to do so by the Ministry. The individual against whom the allegation has been made will be notified immediately by Community Care Licensing, The Ministry of Children and Families, or the police, depending on the allegation. These procedures are designed to protect the child.

Complete detailed information is available in the "Child Abuse Handbook".

This may be obtained from Crown Publications, 546 Yates Street, Victoria, BC B8W 1K8

The staff at CUP Kids will adhere to the Child Abuse Policy as outlined.

Section 56 - "Safe release of children"

Collecting Children Policy

Children will be picked up by CUP Kids staff at school. Staff will be known to the school (Squamish Elementary) and will wear clear indicators of their affiliation with CUP Kids. Staff will pick children up at Squamish Elementary and Les Aiglons and return with them to the facility by foot. If a child who usually attends

If a child is to be picked up by a parent or alternative at school on a particular day, parents must notify CUP Kids in advance in writing so that staff are aware that they do not need to pick up that child.

All children must be signed out by the parent or alternate pick up person each day. Only those authorized by parents are allowed to pick up the child. Staff need to be notified if someone other than the parent will be collecting the child. If there is a change in authorization the centre must be notified immediately by either written or verbal consent. Staff will ask an alternate person for identification before releasing the child if this person is not known

to the staff member. No child will be released to or taken from the premises by an unauthorized person. For the safety of the child we will not release a child to a parent/guardian who appears under the influence of alcohol or other substances to take the child home by car. In this circumstance staff will ask the parent or alternate person to use a taxi. Persons refusing to adhere to our request to not drive with the child while under the influence of alcohol will be allowed to leave and the RCMP will be notified.

CUP Kids will not release a child to anyone under the age of 14 including a sibling.

If anyone is restricted from collecting a child the parent is to provide CUP Kids with legal documentation and a photograph.

Children are to be picked up by no later than 6:00pm. The CUP Kids closes at 6:00pm, children not collected by this time will be subject to a late charge of \$15 for every 15 minute block of time. If children are not collected by the closing time and a parent has not called, every reasonable effort will be made to contact the alternate person (from the child's registration form) if this is unsuccessful, the childcare welfare officials will be contacted after one hour of closing time.

Section 56 - "Care and Supervision of children".

Standards of Care

All staff will follow the standards of care as laid out below:

Supervision Policy

The CUP Kids Staff is committed to providing safe, healthy, quality programs for all children by:

- Ensuring that the staff to child ratio always meets at least the minimum required by the Child Care Licensing Regulation
- Enhancing the staff to child ratio when appropriate to accommodate the needs of children who require extra support
- Ensuring that children are supervised at all times by a staff member.
- Maintaining daily forms for signing in and out
- Maintaining a list of the number of children whenever the group is divided into small groups that leave the facility for activities.
- Designating a staff person to supervise and manage the behaviour of a child who is behaving aggressively to ensure the rotation of all children
- Limits in the school classroom may be different than in the childcare program and the children may be confused by this as they will experience both environments in the same day
- The environment must allow the children some independence in their activities and choices
- The staff must be able to hear and provide easy, ongoing visual checking of the children at all times

- Providing opportunities for outdoor play and child-led activities daily.

Washroom policy

When a child needs to use the washroom at CHIP Kids we ask that the child tell one of our staff to escort the child. After 5pm the building is closed to the public. The children may then go on their own.

Children with exceptional needs

Squamish United Church and the staff at CUP Kids have an excellent relationship with Sea to Sky Services and Supportive Child Development. If a staff member suspects a student to have undiagnosed exceptional needs the manager will contact Supportive Child Development for advice. Parents will also be notified.

Children who have been diagnosed with an exceptionality will work with the manager and the staff to come up with a plan to enable the child to get the most out of the program.

Expectations of staff

All staff are to treat the children and their families with respect and consideration. In all aspects of care staffs are to refrain from personal judgements. Staff will meet the needs of the children and the parents in a professional manner.

Health and Safety Policy

These policies are active in conjunction with the attached Covid Safety Policy.

For the safety of our staff and children at CUP Kids the following guidelines will be adhered to in regards to illness and communicable diseases. We expect that if a child is in attendance at the facility they will be well enough to participate in all the activities, indoors and out.

If a child exhibits any of the following symptoms at home we ask the parents to find alternate care for them and not have them attend CUP Kids until the symptoms have passed. If the child exhibits any of the below symptoms during their time at CUP Kids we will immediately notify the parent/guardian and request a pickup of the child, we will do everything possible to comfort the child until the parent or emergency contact person arrives to take the child home. The child may be isolated from the other children.

- Fever of over 100 degrees f (Children are not to return to the centre until their temp has stayed below 100 degrees f for 24 hours without medication)
- If there have been two bouts of diarrhea (Children can return to the centre after a normal bowel movement)
- Severe coughing

- Difficult or rapid breathing
- Oozing eyes (pink eye). **Children can return after 24 hours of treatment.**
- In the event of a gastro outbreak children can return 48 hours after the last symptom presented. Symptoms include vomiting and diarrhea. (As per Health Unit)
- Vomiting. **Children can return 24 hours after the last vomit.**
- Any other symptoms which, in the opinion of the caregiver, indicate the possible presence of a contagious disease such as chicken pox, measles, impetigo etc. **(Children with a contagious disease cannot return to the daycare until 24 hours after starting medication)**
- Any undiagnosed rash

Parents will be notified of contagious diseases affecting the children at the Facility. A child with a communicable disease will NOT be readmitted into care until the period of contamination has passed or until the child has fully recovered from their illness.

If your child requires prescription medication including inhalers, please alert the manager.

When medications are involved in the child's care the parent must fill out, sign and date a PERMISSION TO ADMINISTER MEDICATION FORM. A separate form is filled out for each medication. Our staff cannot administer any non-prescription drugs to the children. Prescription medication must be given to the staff by the parent in the original pharmacy container clearly labeled with your child's name and dosage.

If any serious injury occurs with your child the appropriate first aid will be administered and the child will be transported to the hospital or medical clinic. The child's emergency card will be taken to the hospital or clinic. The parents will be notified immediately and will be met by staff at the hospital or medical clinic. This will be recorded in our incident book for the records.

No smoking on premises is permitted.

No weapons of any kind will be allowed on the premises.

The above policies are in place to protect both the child and the staff at CUP Kids and we ask that parents adhere to these guidelines at all times. The staff will always attempt to maintain a high level of hygiene at the facility with routines of cleaning in place both for the children and staff and for equipment in the after-school care program.

Exercise and Screen Time Policies

Children will be given at least 45 minutes of exercise (outdoor and if weather is poor indoor) every day after pickup from school. Exercise includes (but not limited to):

- Walking from the school
- playing on a playground
- playing team sports ie. Soccer
- yoga

Individual Screen time will not be permitted during CUP Kids care. Smart phones, tablets etc. will only be allowed in an emergency or if indicated in a child's individual plan with the CUP Kids Staff. On rare occasions, educational videos may be used.

Section 56 - Food and Drink at CUP Kids

Snack

Healthy Food Policy

Due to Covid 19 CUP Kids will not be able to provide a snack. Parents should include an After School snack in their child's backpack. It would be helpful to label and separate this snack. Parents of children with allergies must notify CUP Kids staff of the allergy upon registration.

Section 19 - Repayment Agreements

Fees, payment and registration.

CUP Kids programming runs from September - June. Fees are paid monthly and are as follows:

Yearly registration fee: \$25

Before School Care: \$10.00/day

After School Care: \$28.00/day

A discount rate of \$36/day for children registration for all 5 days of before *and* after school care

Fees are to be paid electronically vis e-transfer

The CUP Kids reserves the right to give priority to full-time children.

Fees are due on the first of the month or 5 days after receiving the invoice. CUP Kids reserves the right to charge \$5/day for all fees not paid on time.

Thirty days written notice is required for withdrawal from the program. Parents must pay in full up until the end of those 30 days. *If funds have already been paid beyond those 30 days, a refund will be provided to parents.*

Professional Development (non-instructional) day camps may be available at a separate cost with priority given to families enrolled in CUP Kids programming.

I agree with the information and policies in this document:

Parent Name

Date

Manager

Date