

RUTLAND COMMUNITY SCHOOL

presents...

RCS CHILDREN'S CENTRE



Revised May 2025

Parent's Handbook
Rutland Community School
620 Webster Road
Kelowna, BC V1X 4V5
Phone: 765-4052

WELCOME TO THE RCS CHILDREN'S CENTRE

We would like to welcome you and your child to the RCS Children's Centre. Please take some time to read this Handbook. It outlines policies and guidelines that will help you become familiar with our program. Where the word "Centre" is used, it refers to the "Rutland Community School Children's Centre". Please sign and return the last page of this handbook as acknowledgement that you have read and understand the contents of the handbook.

RCS Childcare Philosophy

The RCS Children's Centre is an extension of our Community School Programs. We strive to:

- Provide enjoyable social and extra-curricular activities for children and their families.
- Provide a nurturing and challenging environment where children can become self-confident.
- Provide "child-centered" and age-appropriate activities that foster all areas of the child's development.
- Provide opportunities for children to develop socially through interactions with other children.

Our Staff

Deborah Hughes	Executive Director, Rutland Community School
Rob	PE Specialist/After School Care/Summer Program
Jo	Child and Youth Worker
Rebekah	After School Care Leader
Shannon	After School Care Leader
Tamika	After School Care Leader
Diana	After School Care Leader
Alex	Summer Leader

ALL questions and concerns should be directed to Deborah Hughes at 765-4052 or via email deborah.hughes@sd23.bc.ca. Unresolved issues may be directed to board President, Dr. Shaunna Taylor at shaunna.taylor@gmail.com.

Hours

Regular hours of service are:

- Before School Care: 7:00 am - 8:30 am
- After School Care: 2:30 pm - 5:30 pm
- Full Days (Pro Days) 7:00 am - 5:30 pm
- School Closures 7:30 am—5:30 pm

Fees

Current Fee Structure subject to change with one month's written notification.

Before School Care	\$ 7.00 per day
After School Care	\$17.00 per day
Pro D Days/Full Days	\$35.32 per day
Early Dismissal Days	\$25.00 per day
Before & After School Care	\$24.00 per day
Before & Early Dismissal Care	\$32.00 per day

Ministry subsidy will be accepted.

Billings

Amounts owing will be calculated by parents on the Monthly Attendance Schedule form provided and submitted in advance of the month in which care takes place. Amounts owing is tabulated on the basis of *a minimum of 4 days/week* or from the schedule provided by parents, whichever is greater. Additional charges will apply if a child attends on a day not previously scheduled. These charges are to be submitted with next month's schedule and payment. Parents are to keep a copy of their submitted schedule for their reference. Fees are due prior to the month in which service is provided. There will be a \$20.00 charge for NSF cheques. Please see note on page 7 regarding school breaks. Payment is by cash or by cheque only. If paying with cash, you will be provided with a paper receipt to keep for your records. An Official Tax Receipt will be provided by the end of February for the previous year's fees.

For parents who receive daycare subsidies, we must have your authorization sheet before your child attends. It is your responsibility to ensure that your authorization is current and correct. Parents are responsible for all fees not covered by daycare subsidy. The full amount of fees must be paid up front. Any credit for subsidy or the Child Care Fee Reduction will be credited after we have received payment from the government (i.e. September credits are billed in the first week of the month after service is provided. Payment is received in October mid-month, and the credit will be reflected on the November Monthly Attendance Schedule to be deducted from November fees due).

Please note: As with all childcare facilities, parents are responsible for fees regardless of whether your child attends (This includes sickness and holidays). There will be **NO REFUNDS** for missed days. If the Centre is forced to close through no fault of the parents, (for example a strike by the teachers or support staff prevents us from entering the premises), the parents will not be charged for the days of the closure. Parents may request a refund for those days which would be paid by cheque within one month of the request being made or may use funds toward the next month's fees. A deposit of \$100 annually/per child is required to hold your child's spot and to cover any discrepancies on account. Upon termination of service, accounts will be reconciled, and credit balances will be refunded by cheque within one month of the end of service. Credits to accounts will be given only on a case-by-case consultation with the administrator.

RCS Children's Centre reserves a space for your child when you register for the whole year. This space is not filled when your child is not in attendance as our facility does not take drop-ins. At least one month's written notice is required to cancel this space. You are responsible for regular charges during the month of cancellation unless RCS fills the space immediately. If termination occurs during the last two months of the school year, you will be responsible for charges for both months due to the difficulties in filling spaces late in the school year.

****Failure to pay childcare fees will result in termination of the child's space.**

Arrival Procedure

For after school care, your child will be signed in by a staff member at the designating meeting spot. Kindergarten students will be picked up directly from their classroom. Parents are responsible for informing us when their child will not be in attendance either by phone or via email to deborah.hughes@sd23.bc.ca. If your child does not show up for a scheduled day, you may be called to confirm that the child is in your care. If a child shows up on a nonscheduled day, we will keep the child until a parent/authorized delegate attends the Centre to pick up to ensure safety of the child. For before-school care and non-instructional days (i.e. professional days and break days), parents must attend to have their child signed and relay any important information to the staff.

Departure Procedure

At the end of each day, a parent/authorized delegate must attend the centre to sign your child out. We will not release your child to anyone other than:

- Parent(s)/guardian(s)
- Those persons listed as authorized on your permission forms
- Those persons identified by the parent(s)/guardian(s) with special permission

If there are any specific custody arrangements or issues, please indicate these clearly in writing on your Registration Form and provide copies of appropriate documents if necessary. Any unfamiliar individual who is authorized to pick-up a child will be asked to present picture identification to staff before a child is released into their care.

Late Pick-Up

**** Children must be picked up by 5:30 pm (closing time).**

If a parent is late picking up their child:

- A staff member will immediately attempt to call parent/guardian at both home and work number (please ensure that these contact numbers are current).
- If the parent/guardian cannot be reached by 5:45 pm, a staff member will call the designated emergency contact as listed on your Caregiver Permission Form.
- If there is no contact (the staff member is unable to reach parent(s)/guardian(s) or designated emergency contacts by 5:50 pm), the staff member will call the Ministry of Children and Family Development, who will come and take your child into care until you can be located.
- Parents will be charged \$5.00 for every 10 minutes after 5:30 pm.

Please Note: Staff members are not permitted to take home any child that has not been picked up, nor can they escort children out of the centre to parents in the parking lot.

Family Matters

Our job is to care for your child to the best of our abilities. We understand that family dynamics can be difficult, however, we would like to remain neutral so that we can best care for your child. Please do not involve our staff in your family matters as it makes it difficult to do our job (i.e. passing messages to the “other parent”, negative talk about the “other parent”).

Impaired Pick-Up Policy

If a parent or authorized person arrives at the RCS Children's Centre under the influence of drugs/alcohol or presents any risk to the child's health and safety, and does not agree to make alternate arrangements to have the child picked up, the Ministry of Children and Family Development and the Police will be called as soon as the parent and child get into the vehicle.

Health

All children attending RCS Children's Centre are required to be up to date in their immunizations as per the requirements of the Ministry of Health. Proof of immunization is required upon entry. If you choose to abstain from immunization of your child, a letter MUST be on file stating your decision. If an outbreak of one of the diseases occurs, your child will not be permitted to attend the Centre.

Sick Child Policy

Our Centre follows all of the guidelines set out by the CDC for Child Care Centres particularly as it pertains to COVID 19.

Children who are judged to be ill or have a source of infection cannot be admitted to the Centre.

A child is considered sick if they exhibit any of the following symptoms:

Fever of 100 degrees Fahrenheit (38.3 degrees Celsius) or higher

- Diarrhea
- Vomiting
- Coughing excessively
- Are infectious (i.e. Runny nose with green or yellow mucous)
- Have a communicable disease

If your child becomes sick during the day, you will be called to come take your child out of the program for the remainder of the day. If we cannot contact you, we will call your emergency contact(s) to pick up your child. Please keep your child at home if you feel that your child is too sick to participate in the program including participating swimming and outdoor activities.

Please notify staff if your child comes down with a communicable disease or if your child has any type of contagious infection or hair/body lice. He/she may not return to the program until you bring a note from your doctor stating that your child is no longer infectious.

Medications

Only medications prescribed by a doctor can be administered. Medication must be in its original container, stating the child's name, dosage, and time to be given. Parents must sign the "Consent to Administer Medication" form.

Independence

Children who attend the Centre must be able to use the toilet independently. They must be able to attend without the need for one-to-one support as that is not a service we are able to provide.

No Smoking Policy

Smoking is not permitted in the school or on the school grounds at any time.

Accidents/Injuries

Staff members hold valid First Aid Certificates and are trained in dealing with medical emergencies. Minor accidents such as scrapes, cuts and bruises will be attended to on-site and will be brought to the attention of the parent at pick up time. If a serious accident occurs, your child will be transported by ambulance to the hospital. Parents will be responsible for the cost of the ambulance service.

Food

Snacks will not be provided by the RCS Children's Centre. Please make sure that you send a nutritious snack and a drink for your child(ren) to eat throughout the day. Fruit juice, vegetables, cheese, and crackers are ideal snacks. We discourage snacks of junk food or candy. We encourage parents to put an ice pack in their child's lunch kit every day as the Centre does not have access to refrigeration. We do not have the ability to heat up your child's food. If a child arrives without a snack, parent(s) may be charged if a snack is provided by RCS Children's Centre. Water is extremely important, particularly during warm weather. It is the parent's responsibility to supply their child with a clean water bottle. If a child arrives without a water bottle, RCS Children's Centre will provide bottled water, and the parent(s) will be charged. Some of the children/staff in attendance do have severe allergies particularly to nuts. Please understand if we ask you to avoid sending certain snacks for your child. It is for the health and safety of all in attendance.

Clothing Your child should be sent to the RCS Children's Centre wearing comfortable and washable clothing that is appropriate for the weather. Please label all personal belongings. Since outside time is part of our planning, it is very important that clothing and footwear are appropriate (ie: boots, hats, mitts & coats in winter and good walking shoes rather than sandals or flipflops in spring/summer).

Field Trips

Field trips are an important part of our program during Christmas, Spring and Summer Breaks. You will be given notice of all major out-trips in advance. There may be opportunities for some spontaneous trips. On field trip days, all children are expected to participate.

Students and Volunteers

Our program may accept work experience students from the local high schools or volunteers to help in our programs. Students and volunteers must have a criminal record check and are always supervised by the staff.

Reporting Suspicions of Child Abuse/Neglect

- We are required by law to report suspected or disclosed abuse.
- Failure to report abuse can result in prosecution under the Family and Child Services Act.
- We are not permitted to contact the parent, unless specifically directed to do so by the Ministry of Children and Family Development or RCMP.
- Our responsibility is to report suspicions/disclosures, not to determine if abuse has occurred.
- Investigations are the responsibility of MCFD or the police. The reporting procedures are designed to protect the child.

Emergencies

In the event of a hazard where the school facility must be evacuated, all children will be transported to one of the following locations:

- Pearson Road Elementary School (70 Pearson Rd.)
- Kelowna Family YM-YWCA (375 Hartman Rd.)
- Parkinson Recreation Centre (1800 Parkinson Way)

Guidance and Discipline

All staff work together as a team to create a warm, happy, relaxed, child-oriented environment. Guidelines and expectations are consistent with those established in the School's Code of Conduct. Rules are in place for the safety and enjoyment of all. Our aim is to help the children learn effective problem-solving strategies and communication skills, with the ultimate goal being self-disciplined.

Staff members utilize the following techniques:

For prevention:

- Set clear limits and expectations.
- Reinforce appropriate behaviors.
- Timely intervention prior to an incident occurring.
- Modeling.
- Reminders.

For dealing with misbehaviour/conflicts:

Redirection, diversion, or distraction.

Limit the choice of activities.

Natural or logical consequences.

Time away (nearby) under direct supervision of staff members.

Time away - Centre office, under the direct supervision of manager.

Behaviour management consultation with staff of RCS, parents and child if
misbehaviour/conflicts continue despite corrective efforts.

If corrective efforts are unsuccessful, termination of space in Children's Centre may be required.

Guidance and Discipline (continued)

Zero Tolerance for Bullying:

First incident:

- Corrective action with child. Expectations and consequences clearly outlined to child.

Second incident:

- Will result in meeting with parent, child and RCS Staff Manager.

Third incident:

- May result in termination of service.

If a serious incident occurs at the Centre or we are experiencing an ongoing problem with a child, it may be necessary for RCS Staff to contact parent(s) at their place of work to ensure effective communication regarding the incident.

School Breaks

Child Care provided during school breaks such as Christmas, Spring or Summer are handled separately from regular Out of School Care. These programs require separate registration and payment in advance of attendance. Although we attempt to remain open during all school breaks, there may be times when it is not feasible for the Centre to remain open (i.e. low registration).

Rutland Community School Children's Centre Code of Conduct

To the Students:

At Rutland Community School, all children are expected to exhibit a commitment to learning and achieving success. We have guidelines for appropriate behavior which reflect the Community School's philosophy of rights, responsibilities, and respect. The guidelines show that you are expected to take personal responsibility for your behavior. This responsibility includes your use and care of school facilities, equipment, and supplies.

Each responsible child contributes to the well-being and success of everyone at Rutland Community School Children's Centre, where you can make every experience fun.

To the Parents:

We want all children to be fully informed of their responsibilities at Rutland Community School Children's Centre. We try to ensure that in all cases children will be treated in a fair manner by being kept fully informed of an incident, charge, or outcome which affects them. We have a consistent approach to discipline; thus, rules will be applied as the situation and cumulative behavior warrants.

We try to be firm and fair with decisions which result from complete fact-finding and communication with all parties concerned.

Honesty

Expected Behavior:

You are expected to be honest in your relations with other children and staff. Lying, stealing and cheating are all forms of dishonesty and as such are unacceptable behaviors.

Attendance and Tardiness

Expected Behavior:

You are expected to report to Rutland Community School Children's Centre staff immediately upon dismissal from class. You will not be allowed to return to your classroom to retrieve forgotten belongings. If your teacher must keep you after the bell, you are to inform the Community School staff and then return to your class as your teacher requested.

Respect for Others

Expected Behavior:

You are expected to treat all people with consideration and respect. The following is not an exhaustive list but examples of behaviors that are not acceptable: fighting, pushing, shoving, tripping, kicking, biting, rough horseplay, being rude and disrespectful. Remember, this is a "HANDS OFF" facility.

Appropriate Language

Expected Behavior:

Your language will be such that it shows respect for staff and other children. Name calling, swearing, crude, rude and obscene language spoken, written, implied or gestured are unacceptable.

Transition Times

Expected Behavior:

You are expected to enter through designated entrances only. While in school, you should walk in a quiet, orderly manner. Students are NOT to leave designated areas without permission from staff.

Dress

Expected Behavior:

You are expected to wear weather appropriate clothing and footwear. Hats are not to be worn indoors.

Items from Home

Expected Behavior:

You are expected to leave personal items either at home or in your backpack. This includes toys, stickers, gameboys, musical listening devices, etc.

Designated Areas

Expected Behavior:

You will be expected to remain in areas designated for Community School use. You will NOT attend the equipment room, storage room, kitchen or office without permission or supervision.

Care of School Property

Expected Behavior:

You will respect all school property (classrooms, halls, bathrooms, playground, gym, all equipment and supplies). You are expected to keep your area neat and tidy. Tables and desks are for doing your work on, not for sitting on. You are expected to treat the school and equipment with the same care and respect as you would your own valuable personal possessions.

Field trips:

Expected Behavior:

In the Community School vans, and on out trips, all relevant community school rules apply. Being on an out trip is like being at the community school.

Please sign, initial, date and return this page to the RCS
Children's Centre office.

I acknowledge that I have read and understand the contents and guidelines of the Rutland
Community School Children's Centre Parent Handbook:

Page 1 _____ (initial)

Page 2 _____ (initial)

Page 3 _____ (initial)

Page 4 _____ (initial)

Page 5 _____ (initial)

Page 6 _____ (initial)

Page 7 _____ (initial)

Page 8 _____ (initial)

Page 9 _____ (initial)

Signature _____ Date _____