



KidHub

KIDHUB POLICIES & PROCEDURES: INFORMATION FOR PARENTS

September 1, 2018

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OUR PHILOSOPHY

The owners of KidHub firmly believe that building healthy relationships with children requires a foundation of mutual trust and respect. KidHub will provide a safe and caring environment for children to enjoy after-school activities. The daily activities will be catered to the interests of the children that attend the program. At KidHub, we believe it is important for children to genuinely enjoy the activities that are being offered and while the children will be encouraged to participate in the different activities they will never be forced. We will always offer free play as an option during our planned activities so that children can join in at their own pace if they wish.

We are committed to helping build each child's self-esteem and self-worth by providing a welcoming and warm environment where children are free to learn new things as they develop their uniqueness and reach their maximum potential. We integrate enhancing leadership skills, connecting to the community and preparing for the future into our program and this is what sets us apart from other programs among many other initiatives that we are involved in at KidHub. We do this through many avenues such as KidHub Holiday Committees, KidHub Economy (which includes the Bank of KidHub and the KidHub Store), KidHub Cares, KidHub Clubs, etc.). Children will be encouraged to get involved in developing ideas for activities to help build their independence, creativity, personal responsibility, teamwork and problem-solving skills.

At KidHub we believe that it is essential for children to be provided with an atmosphere where their physical, social, intellectual, creative and emotional needs are taken seriously and that every effort is made to meet the needs of each child that attends the program. We understand that each child is unique in the way in which their needs are met in these areas and we believe it is our duty as child care providers to ensure that we discover what each child needs. Our program will promote differentiated learning through a variety of activities (indoor/outdoor, small group, large group, individual, etc.) that will account for the uniqueness of the children who attend.

GENERAL KIDHUB PROGRAM INFORMATION

Before-School Child Care (KidHub Sherwood)

Hours of operation: 7:30am-8:30am
Location: 40 Woodlawn Drive



Children are to be dropped off at the KidHub centre anytime after 7:30am and before 8:20 am (8:15am in the winter months as the walk takes a little longer). KidHub Staff will walk children to Sherwood Elementary School each morning and watch as the children head to the teachers on duty.

Before-School Child Care (KidHub Cornwall)

Hours of operation: 7:00am-8:00am
Location: 9 Cornerstone Drive

Children are to be dropped off at the KidHub centre anytime after 7:00am and before 7:50am. KidHub Staff will walk children to the bus stop each morning and wait with them to be picked up by the bus.

After-School Child Care (KidHub Sherwood)

Hours of operation: 2:30pm-6:00pm
Location: 40 Woodlawn Drive

Children will be met by KidHub staff at Sherwood Elementary School in the parking lot designated for child pick up (closest to the Coady Banks Arena) at the time of dismissal. Staff and children will walk back to the Sherwood Church of the Nazarene located at 40 Woodlawn Drive. Please ensure that your child is dressed appropriately for the given weather conditions of each day as we often stay outside to play or have snack outside before heading back to the centre. This is approximately a 5 minute walk.

After-School Child Care (KidHub Cornwall)

Hours of operation: 3:00pm-6:00pm
Location: 9 Cornerstone Drive

Children will be met by KidHub staff as children get off the bus each afternoon. Staff and children will walk back to the Cornerstone Baptist Church located at 9 Cornerstone Drive. Please ensure that your child is dressed appropriately for the given weather conditions of each day in case we decide to stay outside to play right after school or have snack outside. This is approximately a 1-2 minute walk.



Professional Development Days

KidHub Cornwall hours of operation: 7:00am-6:00pm

KidHub Sherwood hours of operation: 7:30am-6:00pm

KidHub is pleased to offer care during Professional Development Days and other days off school (excluding holidays). Children must be signed up in advance in order to attend. A nutritious morning and afternoon snack will be provided but children are expected to bring their own lunch. Please remember that we are a peanut/tree-nut free zone and we ask that you do not send any food items containing peanuts or tree-nuts with your child to maintain a safe environment for the children who have allergies. Please come inside the centre with your child to sign them in at drop-off. An additional fee of \$17.50 per day will be added to your next month's invoice. *This new price will be effective September 1st, 2018* If anything happens and you choose to cancel your care after you have signed up, we ask that you let us know one week in advance. If there is not enough notice given then you will still be billed for the day.

Storm Days/Early Closures

KidHub Cornwall hours of operation: 7:00am-6:00pm

KidHub Sherwood hours of operation: 7:30am-6:00pm

If school is cancelled due to poor weather conditions either before or during school hours then KidHub will be open for full-day child care. In the event that the RCMP has deemed the roads unsafe for drivers then KidHub may stay closed or may close early. Parents are responsible to check their email, the KidHub Facebook Page or Twitter account each morning when school is cancelled to find out if we will be open, closed, or delayed. Emails will be sent out by 6:30am. Please come inside the centre with your child to sign them in at drop-off. If school closes early then staff will walk over to meet the children in the usual pick-up location (bus stop for KidHub Cornwall and the school parking lot for KidHub Sherwood). If you will be sending your child (either full day or early closure) to KidHub then please call the Director to let her know so she knows which children to expect. Early closure plans must be arranged with your child's school in advance. An additional fee of \$17.50 per storm day will be added to your next month's invoice. *This new price will be effective September 1st, 2018* If anything happens and you choose to cancel your care after you have signed up, we ask that you let us know one week in advance. If there is not enough notice given then you will still be billed for the day.



Summer Camp

Hours of operation: 7:30am-5:30pm

Location: KidHub Sherwood (40 Woodlawn Drive)

We are pleased to offer child care during your child's vacation from school! We strive to make each day at KidHub over the summer a fun, safe and relaxed experience for your child. We spend as much time outside as possible and it's usually only the rain that keeps us inside. Although we will be outside, we will still have lots of fun and "traditionally indoor" activities available and prepared for your children to enjoy each day (ie. arts & crafts, toys, science experiments, etc.). We will have planned activities to go along with each of the weekly themes and we can't wait to have your child join us for all of the fun we have in store. We will also be spending every Friday (except for Gold Cup Day) at Victoria Park for a full day of swimming & playing.

Late Pick-Up

Pickup time is no later than 6:00pm unless otherwise notified. Arrangements can be made with the director in advance for extenuating circumstances. If no such arrangements have been made, KidHub will enforce a late pickup fee of **\$1/minute late**. We greatly appreciate your understanding in this matter.

Payments

Invoices will be emailed a few days before the payment is due with your balance owing. Payment can be made via e-transfer to payments@kidhub.ca.

All invoice payments are expected to be paid on or before the due date unless an alternate payment plan has been arranged in advance. Failure to pay by the due date or to pay in accordance with an alternate, pre-arranged payment plan will result in the suspension or termination of child care services until all payments are made in full. We thank you for your cooperation in ensuring payments are made on time each month.

If you have any questions about any of this please don't hesitate to contact us. For billing-related inquiries, please contact Luke at luke@kidhub.ca or (902) 388-0130.



NSF Fees

Any cheques that are returned by the bank, for any reason, will be charged an NSF (non-sufficient funds) fee of \$50.00.

Notice of Termination of Child Care

We require clients to give us a minimum of three weeks notice if you plan on removing your child(ren) from our care. This allows us adequate time to try and fill your child's space with someone from the waiting list. If we don't receive proper notice then you will be liable to pay for the cost of care for your child(ren) for the weeks that notice was not given. We appreciate your help and cooperation in this matter.

Security Deposits

Beginning in January of 2018, any deposits received for the summer of 2018 or the 2018-2019 school year, or any year thereafter, will be held and credited towards your *last* invoice of the program. This is a change from our previous policy of deposits being credited towards your *first* month's invoice for the program in question. Prior to the beginning of a program, deposits are non-refundable. Once a program has begun, if proper notice isn't given for the termination of child care or child care is terminated due to account delinquency, the deposit will not be returned. If sufficient notice is given for termination and all payments are made on time the deposit will be returned and credited towards your last invoice.

Zero Tolerance of Harassment Policy

At KidHub, we encourage a positive environment and we reserve the right to suspend and/or terminate child care immediately in any situation deemed unhealthy, non-collaborative, uncooperative, or where the client or child shows any hostility or aggression towards other children, staff members, or clients (whether verbally or physically). A zero tolerance policy in this matter is in effect. Thank you for your understanding.

Holidays

KidHub will *not* operate on Holidays. We do not operate between Christmas Eve and when school reopens for the New Year in January.

Vacation Time

We offer two weeks vacation that can be used at any time as long you've been a client with KidHub for three months. If you are going on vacation, or don't require childcare, for a minimum of three consecutively-scheduled days we will discount you up to a maximum of 10 scheduled days, discounted at \$15.00 per scheduled after-school day. Vacation days may be used for any day that KidHub is open and operating its regular after-school programs. Vacation days may *not* be used on days where KidHub is not open or not operating its regular after-school programs (i.e. Christmas break, Mark break, summer, holidays, PD days, storm days, etc.). If you've already used up that time and you're child will still be absent then you will be required to pay the remainder. Please notify us at least 1 week in advance of your vacation start time so we may make any necessary changes.

Snacks

Healthy snacks will be provided by KidHub to the children as soon as they arrive at the centre and will be included in the monthly fee. All snacks will be prepared at the KidHub Child Care Centre by a staff member with up-to-date Food Safety Certification. Children will be allowed to eat their own snacks if they wish but this will not affect the cost of the monthly fee. If any child has a serious allergy in which a certain food cannot be in the area of the child then that food or anything containing that food will not be served as a snack at KidHub. Please inform us, in advance, of any food allergies or sensitivities that your child has. We will do our best to accommodate children with special dietary needs (gluten free, lactose free, etc.) and will work together with you. We currently have a nut-free policy at KidHub. We will have treats on special occasions such as on holiday parties.

PARENTAL INVOLVEMENT

The knowledge that a parent has about their child's strengths, preferences and interests are essential. At KidHub we want to work together with you, as a parent, to ensure that your child has the best experience possible while attending our program. Your feedback and involvement is always encouraged and welcomed. If you have certain expectations for your child they will be discussed upon enrolment and also throughout the school year if questions and/or concerns arise. If you have any comments or questions at anytime then you are encouraged to approach the Director with them.



KidHub will provide an up-to-date digital calendar! You may subscribe to the KidHub calendar to have the most up-to-date information on what we are up to at KidHub each day! As of September 2018, we will no longer be maintaining a paper copy of the calendar so this will be the only format to view what we are up to in advance. We will continue to maintain a "Parent Information Board" inside the centre so you can see some of the fun things we have been up to at KidHub. The KidHub staff will greet you at the time of your child's pick-up and will remind you of any important information such as upcoming field trips, Day Camps or events. You are also welcome to come in to view what types of activities the children have been participating in each afternoon.

BEHAVIOUR MANAGEMENT POLICY

When a child finds himself/herself in a situation in which disciplinary action must be taken it will be always be in the form of helping the child understand what they did and why it was wrong and it will always be intended to help the child learn from the experience so that they can make better future decisions when presented with similar situations. A child will never be made to feel inadequate, unworthy or unintelligent because of poor choices but rather they will be carefully guided to making better choices in the future. Children will not receive "time-outs" but will be re-directed from one activity to another where they may have a "cooling-off" period. Children will be given the opportunity to return to their play area once they have been spoken to and they are ready to start over. If the same child misbehaves again on the same day then the child will be removed from their choice activity for the remainder of that day. At KidHub we have a "Start Fresh" policy where each child is presented with the opportunity to start off their day fresh without having past choices affect them in the present. We believe that forgiveness is essential in helping children grow and learn from their mistakes. If a child seems to be having behavioural issues on a frequent basis then a conversation will be had with the child about how we can assist them to have a better experience, make better choices and they will be given the chance to be involved in correcting their own behaviour. If the child does not show any progress then you will be involved and presented with written documentation of the misbehaviour that has taken place so that we can work together with you and your child to find a positive resolution. If any child's behaviour puts any staff members or other children at risk or is deemed as harassment (whether verbally or physically) then the child will be warned that a call to home will be made. If the child's negative behaviour persists then the supervisor will call the parent and request the parent to pick up the child for the safety of the others at KidHub. In the case



of serious circumstances and after making multiple attempts and trying various techniques and a positive resolution cannot be found then the parent will be asked to keep their child home from the program for a week suspension (at the expense of the client). At this time the director will be in communication with the parent to try and find another solution to the child's behaviour. If after the week suspension the child's behaviour has not changed and no progress can be noted over a reasonable length of time then the director will notify parents and take the appropriate measure of cancelling the child's care with KidHub. We sincerely hope that no such extreme circumstance shall ever present itself but in the event that it does we must keep the safety & wellbeing of the other children and the staff of KidHub in mind.