



2024 FAMILY HANDBOOK

Last updated: March 8, 2024

WELCOME TO CLUBHOUSE KIDS

Clubhouse Kids is a community program of the Thriving Kids Care Society. We provide a highly relational program where children can develop their five dimensions of wellness (physical, emotional, mental, social, and spiritual) while instilling positive Christian values.

We believe that every child develops from their daily influences and interactions with others. Thus, our team strives to positively influence each child and is committed to creating a healthy community culture. We celebrate individual wins and resolve conflicts together. Most importantly, we believe that “it takes a village to raise a child” and we will work with parents to ensure their child has the best summer possible.

Clubhouse Kids has been providing camps since 2017 and is still growing to provide the best camp experience ever. Regardless of which location you choose, you will experience the same values and culture that make us Clubhouse Kids.

2024 Locations

VANCOUVER-FRASERVIEW

Grace International Baptist Church
7650 Jasper Crescent
Vancouver, BC

VANCOUVER-RILEY PARK

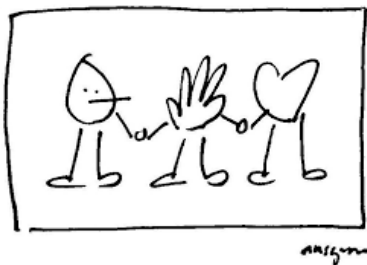
Vancouver Chinese Pentecostal Church
215 East 18th Ave.
Vancouver, BC

RICHMOND-BROADMOOR

Broadmoor Baptist Church
8140 Saunders Road
Richmond, BC



MEET OUR TEAM



At Clubhouse Kids, we believe in fostering a healthy and proactive team environment. We have high expectations for our team and stress importance in three specific areas:

HEAD: We believe in the importance of personal development and

an adequately trained team. Our team members go through orientation training, certification courses (as needed), and receive ongoing evaluations and mentorship.

HANDS: We believe in being active with the children. We expect our team to always act as role-models through actions and attitudes. We expect our team members to maintain a balance between being a teacher and being a caring friend. All of our team members are required to sign a code of conduct and attend our mandatory child protection training.

HEART: We believe in heart-to-heart mentorship by helping children navigate through life's ups and downs. Our team members are encouraged to help children connect decisions and situations with life lessons.

Staff Qualifications

- First Aid and CPR Level C certified (all senior staff).
- Completion of the Principles of Healthy Child Development program (training to understand and address children's social, emotional, and cognitive needs) via High Five® certification (all senior staff).
- All camp staff are vetted through an application and interview process including three reference checks and a criminal record check .
- Three days of training including the mandatory Plan to Protect® child abuse prevention training.



CHILD PROTECTION POLICY

As a member of Plan to Protect, we are committed to keeping your child safe. We are required by law to report any suspected cases or disclosures of child abuse or neglect. Please also note the following:

- Although the provincial standard ratio is 1 paid staff to 12-15 children, we typically operate at 1:6-8.
- We provide t-shirts on field trips days for quick identification.
- We utilize an electronic check-in system and a secret code identification system to ensure children pick-ups are safe and accurate.



PROGRAM POLICES

What Should I Pack Each Day?

- A morning snack and a healthy bagged lunch; an afternoon snack is optional
- A refillable water bottle; it's important to stay hydrated throughout the day
- Weather-appropriate clothing; be prepared rain or shine!
- Sunscreen and hat

Absent and Late Arrivals

Because our days are jam-packed with activities, it is crucial for everyone to drop off their children on time. Please arrive no later than 9:30 a.m. on field trip days. If your child will be absent, please let us know as soon as possible. We will not contact families if we start an activity without your child. No refunds will be given for absences.

Allergies

Please inform staff of any food allergies not listed on the registration form. Please inform staff if your child is carrying an EpiPen. Our staff is trained to assist children if required. Although we cannot guarantee to be a nut-free facility, please do not pack any nuts in your children's meals or snacks.

Authorized Pickup List & Safe Word

Only names registered on the authorization list can pick up your child(ren). If our staff does not recognize the person, they will ask the adult for the designated safe word. If you require a person who is not on this list for pickup, please let us know by completing the appropriate form in our Family Portal.

Bad Weather

In the event of closure due to bad weather, please check our website: clubhousekids.ca. Cancellations, if any, would be posted by 7:00 a.m. No refunds will be given for these unexpected closures.

Cancellations, Withdrawals, and Exchanges

We allow cancellations and refunds minus a processing fee up until one week before camp begins. Once the week has started, there are no refunds for withdrawals. Special circumstances will be reviewed on a case-by-case basis. Exchanges for other weeks are allowed provided that space is available. Please inquire with staff or check our website for the current policy.

Child Profile

We maintain a profile for each child containing personal information, contact information, and a photo of your child. Although we strive to keep your children safe, in the event something does happen, we may provide the profile to the appropriate authorities. Please ensure we have the most recent information for your children in our database.

Clothing and Weather

Unless it is a danger to the children, we will spend time outdoors regardless of the weather. Please ensure that your child has appropriate clothing. Please pack indoor shoes for rainy weather and a hat and sunscreen for warmer weather.





Drop-Off, Pickup, Late Charges

The safety and well-being of all children is our top priority. Upon arrival, all children must check in. While we do not necessarily require the parents to come inside with their children, the duty of care does not get transferred to us until the children are checked in. However, we do require authorized people for pickup to come in person for checkout.

Late pickups will be charged according to the following scale:

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|--|
| Regular Hours (4:00pm dismissal) |
| 0-15 minutes late: Grace period |
| Beyond 15 minutes: \$15 + \$1 per minute |
| Extended Hours (5:00pm dismissal) |
| 0-5 minutes late: Grace period |
| Beyond 5 minutes: \$15 + \$1 per minute |

Communication

During the week, we will be carrying out activities such as crafts, cooking, and music. In addition to this, most days have an off-site component. For the most up-to-date schedule, please ask a staff member or check out the message board at the check-in/out table. We will always list reminders and other special announcements. At Clubhouse Kids, we wish to maintain open and ongoing communication with parents and guardians. Parents are encouraged to communicate with staff when the need arises. If an issue cannot be resolved, they may request a meeting with the director of the program.

Cry Policy

If a child has been crying for more than 15 minutes because of a non-visible injury, we will attempt to notify the parents or the emergency contact at the earliest available opportunity.

Custody

If a custody agreement or court order is in place for your child, please notify staff and provide a copy of such file. Staff will act in accordance with this legal document. Without this legal document, our staff will be required to follow the list of authorized users according to the registration form.

Multiple late pickups may result in the withdrawal of services.

If you have not contacted our staff regarding a late pickup, a staff member will phone you 30 minutes after closing time. If there is no answer, we will phone the Ministry for Children and Family Development (MCFD) and ask them to pick up your child. You may contact MCFD at 1-800-663-7867.

Emergencies

In the case of an emergency or natural disaster, we will attempt to contact families as soon as possible. If a child requires medical attention, we will attempt to notify parents or the emergency contact at the earliest available opportunity.

Extend Your Stay and Extended Care

We are more than happy to assist you in extending your stay with us. We can add additional weeks if there is space available. Please email us with your request. We can also accommodate requests for extended care. You can add extended care after registration. Additionally, we allow daily extended care for last-minute emergencies at a pro-rated rate. However, if extended care is required for more than two days in any given week, we require you to add extended care for the entire week.

Food and Snacks

We include a designated morning snack time and encourage all children to bring a healthy snack. If your child tends to get hungry in the afternoon, we recommend that you pack a larger snack for your child. Unfortunately, we do not have access to a microwave. Occasionally, we provide a special afternoon treat. We may also have an afternoon snack if the children participated in a morning cooking activity. We also ask all children to bring a water bottle to help us reduce the use of disposable cups and bottled water. Filtered water is available for refills.

Illness

Parents are advised to keep their children at home if the following conditions occur:

- complaints of unexplained pain
- excessive runny nose
- fever over 100 F or 38.3 C
- sore throat or trouble swallowing
- infected skin or eyes
- headache or stiff neck
- severe itching of body or scalp
- suspected communicable diseases
- vomiting and diarrhea

Children with some symptoms need not be excluded if they:

- have been on antibiotics for 24 hours but do not have a fever
- have a chronic symptom, such as cough or fever that has been diagnosed as non-infectious

Children must be well enough to participate in ALL program activities both indoors and outdoors.

Medication

Staff may administer medication with prior written consent. A medication record is kept when medicine is administered by our staff. Prescription medication must be in the original container. Non-prescription medication cannot be administered by our staff but we can provide reminders to the child with a written request. Please request an official consent form if your child will be carrying medicine.

Personal Effects & Money

Clubhouse Kids is not responsible for any personal items/articles that are brought, used, or left at our facilities or programs. If your child has left an item behind, please inquire about our lost and found. We do not allow toys or other items from home during our regular programming. We only allow them during extended care, if applicable. We encourage children to leave these items at home.

We also do not allow children to buy food, snacks, or souvenirs on field trips. Please help us by not sending money or toys with your children to the camp.

Any items left at camp will be donated after the last day of camp.

Withdrawal of Service

At Clubhouse Kids, we want to create an environment where all children are having a great time! As such, we expect children to respect the space, each other, and themselves. If there is persistent, negative behaviour that cannot be resolved by the staff, we will try to solve the issue by working together with the family (you!). The final course of action is to send your child home for the day (with no refunds). While we do not wish to do this, it may be necessary in order to maintain a healthy environment for the other campers.

Situations that may be considered cause for withdrawal of service:

- Inappropriate conduct including harassment, threatening behaviour, or violent acts toward staff, children, or other families involved in the camp
- Any behavioural concerns that require ongoing one-on-one intervention or supervision. We do not have the resources to effectively address these situations.
- Multiple late pickups
- Balanced owed
- When a family's requests cannot be accommodated, as they conflict with the principles, policies, and procedures of the Society

CAMP POLICES

BEHAVIOUR POLICY

Clubhouse Day Camp strives to be a place that kids can call their own! To be this kind of place, we regularly remind the group to RESPECT our simple guidelines:

- We **RESPECT** each other – Everyone deserves to be treated fairly and kindly in a safe environment. We need to always consider our actions and take responsibility when necessary.
- We **RESPECT** ourselves – Everyone is valued and loved for who they are. If anyone ever feels otherwise, a leader is always available to listen.
- We **RESPECT** our space – We will show care for the space that we are in and around us so that others can enjoy their time as well. We should always respect the space regardless of who it belongs to.

We believe discipline begins with positive reinforcement. However, at times we may need to take corrective action. We strive to be fair, consistent, and restorative. Our child protection policy outlines what our team can (5 Rs) and cannot do (abuse):

- 1) **RECOGNIZE** the children when they are doing well and celebrate their wins together.
- 2) **REMIND** the children what they are supposed to be doing rather than just focusing on the negative behaviour.
- 3) **REDIRECT** the children to another activity if the problem continues.
- 4) **REMOVE** the children from the situation and ask them to reflect on the situation before discussing with a leader how they can improve. Repetitive behaviours may require a conversation with parents for suggestions.
- 5) **RETURN** the children to the parents if all actions have been exhausted. Our goal is to ensure this never happens.

BULLYING POLICY

At Clubhouse Day Camps, we will not tolerate bullying. However, we understand that different people have different definitions and tolerance levels for bullying. Thus, we have adopted the following definition, provided by Simon Fraser University¹ and StopBullying.gov²:

“Bullying is any type of unwanted physical, verbal, social or psychological behaviour that results in humiliation or intimidation while cyberbullying is bullying electronically. In order to be considered bullying, the behaviour must include an imbalance of power and be repeated over time. Some common examples of bullying include:

Physical Bullying: Hitting, poking, pinching, chasing, shoving, destroying or stealing belongings, etc.

Verbal Bullying: Name-calling, spreading rumours, threatening, making negative references about someone, etc.

Social Bullying: Scapegoating, excluding others, humiliating others, etc.

Cyber Bullying: Using the internet, apps, or text messages to intimidate, put down, spread rumours, or make fun of someone, etc.”

When bullying is reported, we will take the following steps:

- 1) Staff will have a conversation with all parties involved to understand the situation. We will explain to the child displaying unacceptable behaviour how and why bullying is intolerable. The child will be asked to apologize genuinely.
- 2) The incident will be recorded in the staff notebook. This will help establish possible patterns. Parents will be notified if there is a pattern.
- 3) Repetitive negative behaviour with minimal signs of improvement may require a further conversation with parents about additional steps to take. As a last resort, we may have to remove the child displaying unacceptable behaviour from the program.

¹<https://www.sfu.ca/camps/CampInfo/camp-rules.html>

²<https://www.stopbullying.gov/bullying/what-is-bullying>

CAMP POLICES

FAITH POLICY

While our origins are rooted in Christianity, we are a values-based program focusing on personal growth and development. We may use biblical stories, alongside other non-fictional and fictional works, to reinforce our themes. Above all, we teach the children to value everyone regardless of differences and to carry a positive attitude in everything we do.

Our staff team consists of people of all backgrounds and faith. We ask our staff not to talk about their faith unless the children explicitly ask them. Lastly, while we do rent church facilities to run our programs, we are not affiliated with any particular church or religious organization.

INCLUSION POLICY

At Clubhouse, we value diversity and respect people of all backgrounds and situations. We strive to provide an inclusive camp experience for all campers. However, because we rent our facilities, we may be unable to accommodate all requests. We will work with parents to ensure their child(ren) has the most barrier-free experience possible. Due to our limitations, we are unable to provide one-on-one support. We can accommodate support workers, but we may charge extra fees to cover their expenses (such as transportation and field trip fees).

Please feel free to call or email us before you register to discuss specific needs. By providing us with information about your child's medical diagnosis, disability, sensitivities, learning style, etc., before the start of camp, we can work together to ensure your child has a positive camp experience. Any information shared with us through our intake form will only be shared with senior staff and your child's primary camp leader. Information will be limited to the specific condition, sensitivities, and strategies for working with your child.

Once we have determined that we are able to meet your child's needs, you can then complete the online registration form and we will send you the intake form to detail your child's specific needs.

NUT-FREE POLICY

We are aware that there are various food allergies with some allergies being life-threatening to children. We will always ensure our cooking activities are safe with alternatives provided, as necessary.

We do strive to be nut-free; however, we cannot guarantee that other camp participants or the public will not bring nuts or traces of nuts into our facilities. Thus, we ask all families to avoid giving their children any nut products in their snacks and lunches.

If a child brings food that contains nuts, we will require them to eat their food in a separate area away from the rest of the group. All staff are appropriately trained on how to help a child administer their EpiPen.



CAMP POLICES

PRIVACY POLICY

Clubhouse Kids (Thriving Kids Care Society) is committed to maintaining the confidentiality, privacy, and accuracy of personal information that it collects, uses and discloses. We collect, use, and disclose personal data to meet your needs better, ensure the safety of children in our care, collect statistical data, satisfy government and regulatory obligations, and inform you about the program in which you are registered. We may contact you periodically to tell you about other programs, services, and opportunities that may be of interest and benefit you but we will not sell or give your information freely to a third party. You will always have the option to unsubscribe from our camp newsletter.



SCREEN POLICY

We believe that a healthy amount of screen time can be beneficial for various reasons. However, we understand parents' concerns about too much screen time for their children. In order to be transparent with parents, this is our screen policy:

- Campers can choose between various stations during our free play sessions before 10:00 a.m. and after 3:30 p.m.
- During this time, we have computer stations and a Nintendo Wii station where the campers can play with friends to develop various skills.
- Due to the limited stations, we rotate the children approximately every 15 minutes.
- Campers can have a maximum of one timeslot before and after camp, assuming they are dropped off and picked up on time and can get their names on the sign-up list.
- The only exception is campers in extended care. They may be permitted more screen time since there would be fewer names on the sign-up list.

Our kids' program has no scheduled activities with screen time aside from our pre-scheduled group movie activity (see weekly schedule). Due to the nature of our preteens' program, preteen campers will experience more screen time as their group projects may include coding/programming, photo and video editing, animation design, etc., depending on the week.

Parents can discuss with our leaders if they would prefer to minimize their child's screen time during the camp. We will do our best to honour your requests.