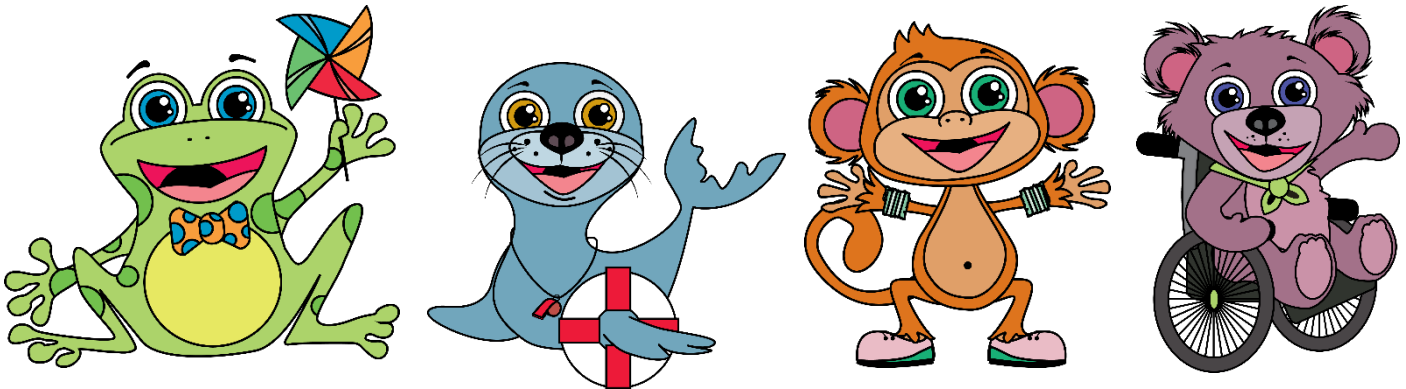


ACTIVE KIDS CLUB

2025-2026

PARENT/GUARDIAN HANDBOOK



WELCOME TO ACTIVE KIDS CLUB!

Active Kids Club (AKC) is a licensed child care program for grades K – 7, located on school grounds within School District 42. This school year we will be offering care at the following school sites:

- **Albion Elementary** | 10031 240th Street, Maple Ridge
- **Kanaka Elementary** | 11120 234A Street, Maple Ridge
- **Laity View Elementary** | 21023 123rd Avenue, Maple Ridge
- **Yennadon Elementary** | 23347 128th Avenue, Maple Ridge

AKC operates from school dismissal 2:20PM until 6:00PM during the school year. The program is a partnership program with School District 42, licensed under Fraser Health Authority and operated by The City of Maple Ridge.

What we offer:

- | | |
|---|-------------------------------------|
| ✓ Daily outdoor time | ✓ Arts and Crafts |
| ✓ Daily healthy snacks | ✓ Active group games |
| ✓ Classroom pickups for kindergarten students | ✓ Program located inside school |
| ✓ Social and imagination play | ✓ Trained Children's Services staff |

To Contact our City of Maple Ridge Registration Team:

EMAIL: registration@mapleridge.ca

PHONE : 604-467-7422

To Contact the Active Kids Club Manager:

EMAIL: akc@mapleridge.ca

PHONE: 604-467-7478

WHEN TO REGISTER

AKC will begin to take registration for the 2025-2026 school year on: May 13th, 2025 at 6:00AM.
Registration is first-come, first-served per emailed submission timestamp as space is limited.

**Please note we do not accept early application submissions.*

REGISTRATION PROCESS

Visit our Active Kids Club (AKC) webpage at [Active Kids Club | Maple Ridge, BC](#) to see details about how to register:

- ✓ **Step 1:** Submit Schedule Request Form to akc@mapleridge.ca & Add Payment Information to Xplor Recreation Account
- ✓ **Step 2:** Complete & Submit AKC Registration Waiver Package (sent by akc@mapleridge.ca)
- ✓ **Step 3:** Confirmation of AKC Program Registration (sent by AKC manager via akc@mapleridge.ca)

Please allow 5-7 business days between steps for AKC administration to process the required information.

How to Add Payment Information to your Xplor Recreation Account

- Navigate to cityofmapleridge.perfectmind.com
- If you **have not** registered an Xplor Recreation/Perfect Mind account with us before, click “Sign Up”.
- If you **have** registered before, enter your email and password. If you are having trouble logging in to your online account, please reach out to our registration team at registration@mapleridge.ca or 604-467-7422. **Do not create a new account as it will not be linked to any of your existing information or registrations.**
- Once you have logged-in, click on your name in the “Client List”. *Finance information is attached to the card holder and not the child.*
- Scroll down to “Finance Info” and click the “+New” button.
- Select “Default” on so we know this card is to be used as the default finance information on your account. Input your Credit Card details completely. Please note we do not accept EFT as a method of payment, only Visa or MasterCard.
- Click “Save”.

Registration Waiver Package

Parents/guardians will receive a link to complete Step #2 of the registration process once the AKC manager has reviewed and received all information for Step #1.

Immunization

It is a requirement that parent/guardians provide the Active Kids Club with information about their child’s immunizations, including if your child is not immunized, as required by Section 57 of the Child Care Licensing Regulation.

Custody Agreements and Court Orders

Any child/family attending the Active Kids Club program that has a custody agreement or court order must provide a copy of the agreement **and** written details confirming authorized arrangements with their child's AKC Registration Waiver package prior to attending the program. AKC staff will call 911 if assistance is needed to enforce a court order.

Any updates/changes to custody/parenting agreements (formal or informal) need to be communicated to the program staff & manager, with supporting documents if necessary. It is the responsibility of the registering parent/guardian to update staff on any changes.

Changes to Registered Dates/AKC Schedule

Changes to registered dates/AKC schedules are made based on space in the program, ratios, and staffing. Cut-off dates are assigned for each season. Changes are not accommodated after the season's cut-off dates.

- Fall season (Sept, Oct, Nov, Dec 2024) must be made by: **August 11th, 2025**
- Winter season (Jan, Feb, Mar 2025) must be made by: **December 5th, 2025**
- Spring Season (April, May, June 2025 + July **Kanaka only*) must be made by: **March 6th, 2026**

Program Fee

AKC is approved for the optional Child Care Fee Reduction Initiative Program, from the Provincial Child Care Operating Funding program for AKC families. Fees without the reduction are \$22.35. Below are the fees with the funded reduction:

Kindergarten | **\$16.57**daily

Grades 1–7 | **\$20.27**/daily

**Early Dismissal Extended Days:* Additional fees are not in affect for extended AKC days due to Student Conferences. All days are a flat-rate AKC fee. See Early Dismissal Extended Days on pg. 8.

Payments

The Active Kids Club program charges for care monthly. Scheduled pre-authorized Visa and Mastercard payments are processed on the 1st day of each month. The Active Kids Club only accepts the following sources of payment:

- Pre-Authorized **VISA** payments
- Pre-Authorized **MasterCard** payments

Registering parent/guardian must upload Visa or Mastercard payment information on their Xplor Recreation account to confirm their registration into the AKC program.

Declined Credit Card Payments

Automatic credit card payments that decline will be charged an NSF fee of \$25 per attempt to charge. If alternate arrangements for payment are needed due to an expired credit card or financial situation, please call our registration department to arrange an alternate payment method prior to payment deadlines, or to update your credit care information.

Tax Receipts

Tax receipts will be automatically emailed to the email on file by the end of February the following tax year. If you require any further information, please contact the Registration Team at: registration@mapleridge.ca.

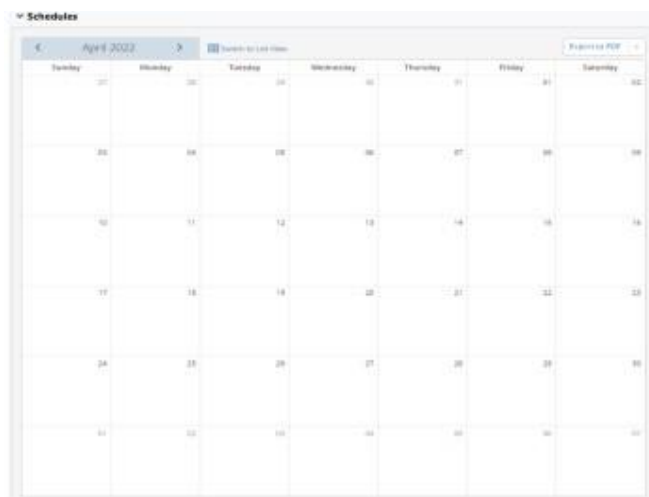
How to View Confirmed Dates of Care

To view your child's registered dates in a calendar format, you must log into your Xplor Recreation/Perfect Mind family account.

From your account you will be able to see your child's registered dates for AKC as well as other Recreation Services programs.

To view your child's calendar, log into your Xplor Recreation/Perfect Mind account:

1. Select your child's name (ensure the box next to their name is checked) and click on their profile.
2. Scroll down to the heading "Schedules" and select this by clicking on schedule tab. Ensure your child's name is checked off at the top.
3. From here you will see the calendar view for your child at AKC. The calendar will look like the image to the right, but with your child's registered dates.



Please Note: If dates are not your child's Xplor Recreation schedule but you have requested them on your Schedule Request form, then your child is waitlisted on these dates.

REFUND POLICY

Active Kids Club is an exception to the regular Parks, Recreation & Culture Refund Policy, and the items identified below will be adhered to:

- **No refunds/substitutional dates** will be issued for participant cancellations after the seasonal cut-off dates.
- **Non-attendance is not accepted** as a request for refund or deduction in monthly attendance fees.

Medical Refunds

Medical refund requests must be emailed to akc@mapleridge.ca, accompanied by a doctor's note. The AKC manager will review requests for serious medical conditions that prevent the child from attending school and/or program. Refunds are given as credits on a family's Xplor Recreation account which are automatically applied to the next month of care at AKC (unless otherwise communicated by the AKC manager).

Doctor and dentist appointments, vacations/holidays and extracurricular commitments that impact AKC attendance will not receive refunds.

SUBSIDY

Affordable Child Care Benefit | 1-888-338-6622

How to Apply

Email akc@mapleridge.ca and request an Affordable Childcare Benefit (ACCB) form for the AKC location your child(ren) will be attending. An AKC site specific form and instructions will be emailed to you to complete and submit to the Affordable Child Care Benefit agency. AKC is not able to submit the subsidy form on behalf of families.

Subsidy Processing

Subsidy amounts vary and approval from ACCB can take up to 6–8 weeks to process. Please contact the Affordable Child Care Benefit directly with questions regarding your child's application after submission. If subsidy is pending prior to payment deadlines, families must pay full price for attendance until written subsidy is confirmed. Active Kids Club will receive a letter from the Affordable Childcare Benefit program confirming the amount of coverage, and reimbursement will be provided after the approval letter is received.

Subsidy Billing

To ensure payment is received to prior billing, The City of Maple Ridge processes subsidy payments with the province half a month prior to the month of care (around the 15th of the month prior). Once subsidy has been applied and billed for, refunds and schedule change requests are not adjustable at AKC as payment has already been collected for your child from the province. **If a family submits a schedule change within the AKC seasonal cut-off date, they must request a new ACCB form from AKC and send it to ACCB with the updated attendance information.**

NOTIFICATION OF NON-ATTENDANCE

If your child/ren are not attending Active Kids Club for the day, failure to notify of non-attendance is not accepted. Please notify akc@mapleridge.ca and registration@mapleridge.ca that your child is not attending for the day by 11:00AM the day of scheduled care.

Any child on the AKC daily attendance list that does not arrive to program at school dismissal will require confirmation that they will not be attending by the registering parent/guardian. AKC staff will call all persons on the waiver to locate child and confirm non-attendance if a participant does not arrive at AKC.

If parent/guardians are not reachable, the child will be considered missing. Staff are required, as per provincial licensing regulations, to call 911 and report your child as missing to the police.

LATE PICK UP

Late pick-ups are a serious concern. We ask parents/guardians to pick their children up by 6:00PM. If a child is not picked up within 30 minutes of program closure and a parent/guardian has not communicated with staff, the Ministry of Children & Families Development will be called.

Pick up after 6:00PM are subject to a \$1.00 per minute charge per child.

PROGRAM CLOSURES

Unforeseen Closures

Early Notification

Impacts such as power outages, inclement weather, heavy snow fall, extreme heat, & limited water access in schools will impact the operation of AKC. Illness outbreaks and staffing shortages may also impact AKC from operating. When advanced warning is available – parents/guardians will be called and notified the program is cancelled and pickup is required. If the need for closure is known prior to the start of care, a credit on families Xplor Recreation account will be provided, which will automatically go towards the next month's AKC payment.

No Early Notification

When advanced warning is not available prior to program start times (power outages, heavy snow falls or water access) parents will be notified of an early pick-up request by either the parent/guardian or an alternate pick-up person. Children will be kept safe and supervised in the AKC space until pick up and will close once all children have been safely picked up. A refund will not be provided. See Emergencies for more information (p. 14).

Program Closure Dates

AKC operates on days school is in session. AKC does not operate on:

- First and last early dismissal days of the school year
- Pro-D/Non-Instructional days
- Full day Student Conference days
- Statutory Holidays
- Winter/Spring/Summer break

AKC will not be available to kindergartens during Gradual Entry. All kindergarten participants will start AKC on September 15th, 2025, after gradual entry.

Registration Minimums

AKC is a cost recovery program. Minimum daily registration must be maintained to sustain the program. If a program does not meet the threshold for a consistent season, parents and guardians will be notified 30 days in advance of the program location closure.

EXTENDED CARE AKC DAYS | STUDENT CONFERENCES

AKC offers an extended day of care from 11:30AM – 6:00PM for Student led conference early dismissal days. There are no additional fees for the extended day. AKC team will email confirmation of early dismissal days in September as these dates are not released by SD42 prior to AKC registration beginning. AKC is closed on the full day dismissal day for student led conferences.

STUDENT DISMISSAL FROM SCHOOL

Participants who are sent home from school due to illness, violence/aggressive behaviour, or other, will not be allowed to attend AKC for the day. It is the parent/guardian's responsibility to inform AKC that their child will not be at attending AKC for the day. Failure to notify of non-attendance is not accepted. See policy above on pg. 6.

HEALTH & ILLNESS

Parent/guardians are required to assess their child daily for symptoms of common cold, influenza or other contagious respiratory illness prior to attending AKC. Children must remain at home until symptoms have resolved for the following conditions: pain (any explained pain), difficulty breathing, excessive coughing, fevers, infected skin or eyes, undiagnosed rashes, diarrhea, nausea, vomiting, chicken pox, respiratory illnesses, and any other unexplained illness.

If a child becomes ill at Active Kids Club

If a child becomes ill and/or is displaying symptoms of illness or communicable disease while at AKC, the staff will phone the parent/guardian for immediate pick up. Per licensing regulations, the child will be provided distance from other AKC participants and supervised by a staff person until they are picked up.

If a staff becomes ill at Active Kids Club

If a staff person becomes ill and/or is displaying symptoms of illness or communicable disease while at AKC, the staff will notify their team & manager, remove themselves from the group immediately, and go home.

Administration of Medications

All children that:

- Require self-administration of medications at AKC.
- Will be carrying medication on them in a fanny pack at AKC.
- Require staff assistance to administer medications at AKC.
- Require staff to administer medication to themselves while at AKC.

This information must be noted on a child's AKC Registration Waiver, including the additional Medical Care Plan form provided by Active Kids Club. If medications have been started after initial registration into the program, a Medical Care Plan & Administration of Medication Consent Form must be completed prior to attending AKC with medications. These forms must be updated if there are any changes to medication or administration. To receive these forms, please email akc@mapleridge.ca.

Staff are required by Provincial Licensing Regulations to record the time & date medications are taken during the program. Staff must have knowledge of the name, dosage and time medications are to be given at AKC. These steps must be completed prior to the child attending or bringing medication to AKC by contacting the AKC Manager and completing the necessary forms.

Daily doses of medications must be sent each day a child attends AKC. The medication will be locked in an AKC cupboard or lock-box on-site. If medications must be carried on a child for emergency situations such as an Epi-Pen or inhaler, the medications must be stored in the child's backpack or fanny pack securely, and location made aware to AKC staff. Please ensure this information is detailed on the medical forms. Refrigerated medications must be placed in a lockable box provided by parents and will be stored in the AKC fridge until administered.

Medications that do not require to be carried on a participant will be inaccessible to children but will be readily accessible to staff. A child may have access to their medication if the parent/ guardian permits and it is explained on the Administration of Medication consent form and it is not at risk to other children. Please ensure medications are collected at pick up daily for your child. The AKC program is not responsible for medications left on-site.

If a child will be self-administering their medication, the parent/guardian must include the instructions in the Medical Care Plan and the AKC staff must supervise. All medication administration needs to be documented per Licensing Regulations.

If your child carries medications such as an inhaler, EpiPen, etc... it must be brought to AKC daily. Staff will ask to see the medication prior to signing them in. **If the medication is not present or expired, the child will not be allowed to attend AKC for the day, and parents/guardians/emergency contacts will be contacted for immediate pick up per Provincial Licensing Regulations**

SAFETY

Release of a Child Procedure

Parents/guardians are advised that in accordance with the City of Maple Ridge and Child Care Licensing Regulations, Active Kids Club staff will only release children to authorized persons who are currently named on the waiver form. **It is the parent/guardian's responsibility to inform staff of any changes to this information.**

Children will not be released to any unauthorized persons. 911 will be contacted should such a person arrive to pick up a child who is not authorized and persists in attempting to remove the child from Active Kids Club.

Pick Up Procedure

Authorized pick-up personnel must directly meet with a staff before a child is released. Children will not be released to an authorized pick-up person who remains in a vehicle or is at a distance from the staff. It is important to check in with staff prior to release of children. Authorized pick-up personnel must be 19 years of age or older.

All unknown authorized pick-up persons will be asked to provide photo I.D. at pick up. Please come prepared to show staff picture I.D. (Driver's License or BC I.D. Card) with a first and last name prior to staff releasing a child.

Emergencies

AKC staff are trained in and will follow established emergency procedures determined by Fraser Health Authority, Child Care Licensing Regulations, the City of Maple Ridge, & School District 42. Staff and AKC participants will participate in regularly scheduled fire drills each month and earthquake drills twice a year with children in the program.

In the event of an extended power outage, heat failure, extreme weather conditions or an evacuation due to facility safety concerns, staff will notify parent/guardians for immediate pick up and may be required to transport the group to a safer space as per their evacuation procedures (posted at each site location in the AKC room).

PROGRAMMING

Active Supervision

AKC staff will supervise children at all times and focus on the safety of all the participants. Staff will provide active supervision throughout the program. Staff are responsible for planning, organizing and implementing daily recreation activities, games, crafts, and Physical Literacy development.

Staff will conduct frequent head-and-face counts to keep track of the number of children and ensure that the AKC participants are present and safe. A First-Aid kit, the program phone, safety backpack and emergency consent cards are taken outside with the program staff.

Ratios

AKC staff will maintain ratios of 12 participants to 1 staff (12:1). Program maximums are based on the physical space of each school site and determined by the Licensing Officers at Fraser Health in accordance with the Child Care Licensing Regulations.

If a child needs to use the washroom, staff will accompany 2 or more children to the washroom (but will remain outside of the washroom space). Remaining staff supervise the children in the programming space. Ratios of 12 children to 1 staff will be maintained. If a staff needs to divide the group for the washroom break to maintain ratios, they will do so.

Cleaning & Disinfection

AKC staff will clean and disinfect frequently touched surfaces, toys & equipment daily. AKC staff will also initiate handwashing breaks during the program and will have hand sanitizer accessible when wash stations are unavailable.

Snack Time

Daily snacks will be provided for participants attending the AKC program. Fruits and/or vegetables will be provided each day along with other food items such as cheese, granola bars, crackers, etc.

If children are hungry outside of snack times, they will be asked to first check their lunch for uneaten items, and if none will be offered fruits or veggies. For those that have dietary restrictions such as lactose/gluten free, etc... parents/guardians will need to provide an alternative option for their child. Each AKC has a calendar with the snacks for the month to reference.

A staff at each site will have a Food Safe level 1 certificate. Food will not be used in this program for punishment or reward. Sweets may be given in addition to the daily snack on special occasions such as birthdays, holidays, and special activities or events.

Away Spaces

Active Kids Club programs are located at local schools throughout School District 42 in the community of Maple Ridge. These facility locations often have access to additional park spaces in the neighbourhood. If the AKC program utilizes off-site play spaces on a regular basis, this will be communicated to parents and Fraser Health Licensing to ensure regularly used play spaces away from the school are included in the daily licensing plan.

Playground Safety

Staff will complete a safety check of the playground and outdoor space each day before children play in the space. To ensure the safety of the children while playing outside on the playground, staff will supervise children at all times and inform them of boundaries daily.

Active Play

Participants will learn to play different games, sports, and recreational activities.

Un-facilitated play will also be encouraged for portions of the day as this is child-chosen, self-directed activity which also encourages physical activity, creativity, and imagination. Ex. a group of children initiating an active imagination game or activity without a staff initiating play.

Screen Time

Active Kids Club values play, healthy relationships, social interactions, and outdoor physical activities.

If participants access school use personal tablets for homework (books, music with headphones, digital puzzles, or math apps) a designated time will be given to children to complete this work and will be limited to 30 minutes per day.

If your child requires an electronic device for support needs such as regulation or communication, please contact the AKC manager to arrange a care plan.

GUIDANCE AND SUPPORT

Active Kids Club is committed to creating an inclusive program where children of all abilities can participate meaningfully in recreational and social afterschool activities. It is important to our organization that children are nurtured and have a sense of belonging within their community.

We value diversity and uniqueness. We strive to provide a meaningful and equitable environment for all children to play, socialize and be active together with the support of caring and responsible adults. We commit to modeling inclusion at AKC. We strive to maintain an inclusive environment with equitable access, support, and participation for all children. This commitment reinforces our dedication to providing equitable services to all children regardless of their abilities, physical or health needs, gender, race, ethnic origin, nationality, national origin, religion, or beliefs.

Supported Child Development Program

Supported Child Development (SCD), through Ridge Meadows Association for Community Living (RMACL) or Fraser River Indigenous Society (FRIS) are local organizations that support Active Kids Club participants. These organizations provide funding support and resources to assist children in AKC who have developmental support needs or require additional support to attend AKC.

Supported Child Development recognizes that parents/guardians know their child best and will work in collaboration with parents and Active Kids Club staff to best support your child in this recreation-based program.

Supported Child Development Referrals for Indigenous & Non-Indigenous Participants

Active Kids Club managers may refer participant families to FRIS or RMACL for additional supports and resources for children in AKC. Requests and referrals to access these resources require permission from parents and are made by parents, physicians, public health nurses, childcare programs, and other community professionals.

To find out more, please call the Supported Child Development office at:

- Ridge Meadows Association for Community Living | 604-466-8761 or <http://rmacl.org>
- Fraser River Indigenous Society | 604-458-0151 or www.frisociety.ca

**Please note:* If you are already working with SCD and plan to register for the AKC program, please notify the AKC manager as soon as possible at akc@mapleridge.ca. The ability to provide additional support for children depends on staffing available at the time of registration. Advance notification that your child will require additional support will allow for program managers to ensure adequate staffing is available. This may result in an additional hiring process and could delay a child's attendance at the program. Ensuring staff are in place prior to attendance will ensure your child has a positive, supported, and safe experience during the program.

LICENSING INCIDENT REPORTING

Reportable incident forms are kept in the AKC office at the Maple Ridge Leisure Centre (MRLC). Each AKC location has a list with details of the definitions regarding reportable incidents.

If a reportable incident has occurred, an incident form must be completed and reported to a licensing officer within 24 hours. The form will be completed by the staff who was most directly involved in the incident and given to the AKC manager. The AKC Manager will review and sign the form. Please note that depending on the severity of the incident, the Licensing Officer may reach out to the parent/guardian for further information and follow up.

Non-Reportable Incidents: Minor incidents, illnesses or unusual events are documented and submitted on a City of Maple Ridge Parks, Recreation & Culture Incident Form. Daily occurrences, site location communication and daily group dynamics are recorded daily in the AKC logbook and are dated and signed daily.

Reporting Abuse & Duty to Report

As per the Community Care Facilities Licensing Act, any allegations of abuse while your child is in the care of a licensed childcare facility will be reported to the Licensing Officer at Fraser Health.

Childcare staff are required to report suspected abuse or neglect to the Ministry of Children and Family Development for further investigation. Definitions of abuse:

- *"The Licensee shall ensure that a person in care is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse or sexual abuse or neglect as those terms are defined in Schedule H."*
- *"Emotional Abuse" is defined as "Any act, or lack of action, which may diminish the sense of well-being of a person in care, perpetrated by a person not in care (i.e. verbal harassment, yelling, confinement)."*
- *"Physical Abuse" is defined as "Any physical force that is excessive for, or is inappropriate to, a situation involving a person in care and perpetrated by a person not in care."*
- *"Sexual Abuse" is defined as "Any sexual behavior directed towards a person in care by an employee of the licensee, volunteer or any other person in a position of trust, power or authority and includes: Any sexual exploitation whether consensual or not, and Sexual activity between children if the difference in age or power between the children is so significant that the older or more powerful child is clearly taking sexual advantage of the younger or less powerful child, but does not include consenting sexual behavior between adult persons in care."*
- *"Neglect" is defined as "The failure of a child provider to meet the needs of a person in care (i.e. food, shelter, care, supervision)."*

As required by law, any suspected or disclosed abuse, or suspected harm to a child, will be reported to the Ministry of Children and Family Development. The caregiver is not permitted to contact the parent or guardian regarding any report. The caregiver's responsibility is to report any disclosures; it is NOT to determine if abuse has occurred.

If the alleged abuse has occurred when the child is in the after-school care setting, staff must report this immediately to the Licensing Officer. Licensing staff will then conduct an investigation under the Community Care Facilities Act and Child Care Licensing Regulations.

The governing legislation for reporting abuse that has allegedly occurred elsewhere in a child's life is the Child, Family and Community Services Act. If the alleged abuse has occurred when the child is NOT in the afterschool setting, the caregiver must report this immediately to an intake worker at the Ministry of Children and Family Development.

INCLUSION COMMITMENT & ASSISTING BEHAVIOURS

Guidance & Discipline

Discipline and guiding children's behaviour is done while appropriate behaviour is occurring, as well as before, during, and after socially unacceptable behaviour is displayed. The goal of guidance and discipline is to assist children in developing respect, self-control, social-emotional regulations, and sensitivity in their interactions with others.

Strategies and techniques to guide children's behaviors are as follows:

Prevention:

- Clear and simple limits are in place to protect self, others, and the environment.
- Limits are explained to children, in a positive way.
- The focus is on the behaviour not the child.
- Expectations will be stated (not posed as questions).
- Choices will be offered.
- Children will be given time to respond.
- Appropriate behaviour will be acknowledged.
- Minor incidents will be ignored when appropriate.
- Children can ask staff for help.
- Staff will be alert and close by.

Intervention:

- Gain the child's attention in a respectful way.
- Reminders of expectations.
- Feelings will be acknowledged before setting limits.
- Redirecting or diverting may be used.
- Staff will model problem solving skills.
- Appropriate choices will be offered.
- Natural and logical consequences may be used.
- Limiting the use of equipment may be used.
- Opportunities for children to make amends will be provided.

Harmful Actions Not Permitted:

AKC must ensure that a child, while under the care or supervision of the program is not subjected 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 restraining by an employee (except as authorized in a child's care plan, if the care plan includes instructions respecting behavioural guidance for the safety of the child).
- 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.

Parents Will Be Informed If:

- Time away/out is used - when, where and how the break was used will be reviewed with the parents.
- Child's behaviour requires an individual care plan to help the child meet program goals.
- Care plan will be developed with parents, staff and AKC managers.
- A hold is used – this technique may be used if a child is at high risk of danger to themselves (life-threatening) or other participants. It is very rare that this procedure is ever used and requires a care plan to implement. If this technique is used parents will be notified and the incident will be documented in a log book and incident report.

Violence and Aggression Procedure

It is the responsibility of the Active Kids Club to ensure that all children and staff in the program feel safe. If a child in the Active Kids Club is physically or verbally aggressive or is exhibiting unsafe behaviour i.e. running away from the program or following unsafe practices the parent/guardian will be notified for immediate pick up. If staff are unable to reach a parent/guardian, the emergency contacts will be notified. If the same child continues to exhibit aggressive or unsafe behaviour towards other children, themselves and/or staff, the Active Kids Club program will be unable to continue care for the child and reserves the right to withdraw registration for participants exhibiting these behaviours once a parent has been notified.

Individual Care Plans

If a child at Active Kids Club needs additional support with guidance, behaviours or care from staff that is outside of the regular group care an AKC staff and managers will create a care plan for the child with parent's assistance. The plan will help set individual expectations, encourage strengths of the child and guidance when individual support is needed. Plans will be created and reviewed with the child and families prior to implementing. It is required that AKC staff and parents sign the care plan prior to implementing.

Consent to Disclosure of Information

The Active Kids Club program operates in partnership with School District 42 and as such AKC managers may ask parent/guardians for permission to approach classroom or school support teachers for additional techniques and tools that work well for your child. This is a great resource for the AKC staff as well as participants as it provides consistency for the children between school and AKC.

Freedom of Information

Families may request information from the City based on the BC provincial Freedom of Information and Protection of Privacy Act (FOIPPA), which defines the type of information that public bodies in BC can collect or control, and the privacy rights of individuals and corporations.