



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

Out of School Care

Winter / Spring Break

Family Handbook

Our House Child Care Centre
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WELCOME

This package has been designed to introduce families to our licensed school age program to ensure that we provide quality service for your child in a safe and caring environment. If you have any questions, suggestions, or concerns regarding the program, please feel free to contact us at any time.

Out of School Care is a non-profit program run by the Mount Pleasant Community Centre Association. We serve school age children between 5-12 years who attend Simon Fraser School and/or live in the Mount Pleasant community.

We have included in this package:

- * Family Handbook
- * Parent / Guardian Agreement

You will also receive:

- (1) Registration and Health Form
- (2) Emergency/Fieldtrip Consent Card
- (3) Immunization Record
- (4) Photo Release Form
- (5) Local Field Trip Consent Form
- (6) Parent / Guardian Agreement

These forms are to be completed and returned to the Our House Child Care Centre. Open Monday to Friday 7:30am-6:00pm or through the mail box.

Please feel free to share your questions, concerns or suggestions with the Out of School Care Supervisor or the Childcare Coordinator. Your feedback is valuable.

Sincerely,

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PROGRAM INFORMATION

OUR PHILOSOPHY

Children learn by experience; it is our responsibility to guide them through a variety of child appropriate activities designed to expand feelings of confidence and success. We model positive social values with an emphasis placed on building life skills, which allow children to be responsible for their choices and actions.

Our child care program promotes the inclusion of all people and recognizes the diversity of age, culture, religion, socio-economic status, sexual orientation and abilities in our community. Some of the fun activities offered include: outdoor exploration, arts and crafts, sports, games, drama and free-play. We encourage all children to reach their full potential through an environment that provides opportunities for optimal social, emotional, physical and intellectual development.

OUR PROGRAM

Out of School Care is licensed to provide care for a maximum of 65 children.

Children enrolled during the school year will be given preference for enrollment during winter, spring and summer holiday programs. Registration to these programs (including professional development days), will be available on a first come, first serve basis. Registration to our school break programs is open to the public in December, February/March and June of each year.

Children currently in the program will be given first priority to register their child in the upcoming school year. An "Enrollment" form will be given out to families at the beginning of May with details on how to re-register your child in the fall program. The program will make every effort to accommodate all scheduling requests; however enrollment priority may be given in some situations. Your child care space will be made available to families on the waitlist if the program fails to receive the completed "Enrollment" form by the given deadline.

OUR GOALS

At Out of School Care, we are committed to providing children with:

- Play environments that are inclusive, cooperative and diverse,
- Opportunities for positive self-development.

The staff will provide quality care for each child in a safe and supportive setting.

PLAY IT FAIR

We are very excited to be a part of the Equitas – Play It Fair program. The goal of Play It Fair is to develop sustainable strategies to promote inclusion, human rights, anti-discrimination, harmonious intercultural relations, and peaceful conflict resolution in existing education programs for children. The *Play It Fair Toolkit* is user-friendly and includes ideas for games and activities as well as instructions for their use. This *Toolkit* focuses on a rights-based

approach to anti-discrimination and equips the staff of the camps with the knowledge and skills to promote the values of human rights, inclusion and cultural harmony in the activities they organize with campers aged 5-12 years old.

The Toolkits 7 Values

Cooperation	Cooperation is working together to achieve a common goal. This value encompasses all the other values of the Toolkit
Respect	Respect is recognizing that every person is important and must be treated with dignity. In the context of human rights, respect does not need to be earned; it is the right of every person in all circumstances.
Fairness	Fairness is affording to every person the same importance, the same rights, and the same opportunities
Inclusion	Inclusion is recognizing that every person is a full member of society and of the group
Respect for Diversity	Respect for diversity is recognizing and appreciating individual differences
Responsibility	Responsibility is thinking before we act and being ready to accept the consequences of our actions (or inaction)
Acceptance	Acceptance is acting to ensure the full participation of everyone without exception

OUR STAFF

The Out of School Care staff team (along with all substitutes, students and volunteers) comes from a variety of childcare backgrounds. They meet all the requirements outlined in the Child Care Licensing Act (including a satisfactory criminal record check), and maintain a valid first aid certificate. Qualified substitute staff will be called in when regular staff are away for reasons of illness, vacation, professional development or administrative duties.

VOLUNTEERS

Volunteers play a vital role in the program and are provided with opportunities to build a variety of skills in child care. They are trained to participate and assist the staff in preparing activities/special events and accompany the staff and children on field trips.

SCHEDULING

On professional development days, winter, spring break and summer holidays, care will be available from 7:30am to 6:00pm - unless otherwise noted.

You are expected to drop off your child by 10:00am to guarantee their participation in the day unless alternative arrangements have been made with the senior staff person. You will be informed of all excursions in advance except outings that are within walking distance from the Our House Child Care Centre.

On some winter and spring break days, we will remain at the Our House Child Care Centre and plan a special theme day for the children. However from time to time we will also plan outings in the community.

PHOTOS

With your permission, staff will take photographs of your child for archival or promotional purposes. Please address any questions or concerns with the senior staff person.

CHILDREN'S SAFETY & SECURITY

CHILDREN'S RECORDS

It is the responsibility of the enrolling parent/guardian to keep all children's records up to date and inform the senior staff person of any changes.

- a) Registration Form
- b) Emergency - Consent Card
- c) Immunization Record

All written information that is confidential will be stored in a secure place. No information will be released about a child or family without the written consent of the enrolling parent or legal guardian. (Exceptions include: situations related to child protection or when the information is subpoenaed by the court).

CUSTODY & ACCESS

The program expects that all information provided by the enrolling parent/legal guardian is accurate. If a family has a custody agreement or court order, a current copy of the legal document must be placed in the child's file. The child care staff will only follow the access or pick up instructions of the enrolling parent/legal guardian unless otherwise instructed by a court order.

When custody has not been legally determined and a conflict between the parents is evident, we will be unable to care for your child unless the following takes place:

- Both parents are required to sign a written agreement authorizing pick up and access information about your child.

EMERGENCY

In the case of fire, earthquake, or an evacuation due to the safety of the facility, the program may have to close. Your child will be cared for by the Our House staff until he or she have been picked up. The program may also close due to poor weather conditions. Please call the Our House Child Care Centre at 604-707-0311, if you are unsure whether the program is open.

CHILD ABSENCE FROM THE PROGRAM

Please notify the program if your child will be absent from the program @ 604-707-0311.

PERSON(S) AUTHORIZED FOR PICK UP

It is important that you sign your child out each day on the "Sign/Out" sheet and that you ensure a staff person is aware that you are leaving the program with your child.

Please inform an Out of School Care staff if a person other than those mentioned on the "Registration" form will pick up your child. If an emergency arises during the day, alternative arrangements can be made over the phone with the senior staff person. If the person picking up your child is not known to the staff then the person will be asked to show photo identification and be expected to sign out your child.

The enrolling parent/guardian is also responsible for ensuring that those authorized to pick up your child are informed of the program's hours of operation and room location. (IMPORTANT: The program staff will determine late charges based on the clock time in the Our House Child Care Centre; the clock is synchronized with Simon Fraser School's buzzer).

Please note that your child will not be released at pick up time if a staff person is concerned for the child's safety.

LATE PICK UP

When a parent/guardian is late for the first time, he or she will receive a late charge reminder notice. (The pick up time will be recorded on a "Late Pick Up" form). On the second and subsequent occasions, a \$5.00 late charge - per family - will apply to the first 5 minutes past the scheduled pick up time and \$1.00 for each additional minute thereafter. The overtime fine must be paid within 24 hours to the front office or your child's care will be withdrawn until the fee has been paid in full. (IMPORTANT: The program staff will determine late charges based on the clock time in the Our House Child Care Centre; the clock is synchronized with Simon Fraser School's buzzer).

LATE PICK UP EMERGENCY

The Ministry of Children and Family Development will be contacted for assistance in the following situation:

- If the staff are unable to reach the person(s) authorized for pick up or have not heard from the enrolling parent/guardian within thirty minutes of the program's closing time.

RATIO

According to Child Care Licensing Regulations, we are required to maintain a 1:12 staff/child ratio.

CRIMINAL RECORD CHECKS

All staff, substitutes and volunteers have completed a criminal record check prior to starting in the program.

SUSPECTED ABUSE

The Child, Family and Community Service Act define when a child is in need of protection. All staff is required to report any suspicions of abuse to the Ministry of Children and Family Development. In the case of apprehension, it is the responsibility of the Ministry to make all reasonable efforts to notify the family. If you have any questions about this area or would like more information, we invite you to talk to the Childcare Coordinator.

FINANCIAL MANAGEMENT

FEES

Fees are due and payable at the time of registration.

Fees rates for the Out of School Care program are set annually by the Mount Pleasant Community Centre Association and are subject to change.

NSF

You will be required to pay a \$20.00 charge per NSF cheque received by the front office. An NSF cheque must be paid in full within three business days once the family has been notified. We will accept cash, debit or credit card as the only form of payment for returned cheques.

SUBSIDY

Families can apply for a child care subsidy through the Ministry of Human Resources. The Ministry determines eligibility requirements and whether a family will qualify for financial assistance based on the provincial criteria. Those families who qualify for a subsidy are responsible for ensuring their subsidy forms are kept up-to-date and that the program receives the monthly payment on-time. The child care payment is calculated based on the difference between the monthly fee and approved subsidy amount.

The parent/guardian is responsible for paying the full fee when their subsidy expires or the family no longer qualifies for a subsidy.

WITHDRAW

Deadline for all refunds is the THURSDAY closing two weeks prior to the start date of each week. For example, if you are withdrawing your child from the program for Week 7, we require notice by Thursday closing of Week 5. A \$3.00 administration fee will be charged per refund request. No refunds on membership cards.

INCOME TAX RECEIPTS

Please retain your registration receipt for official income tax purposes for child care fees. A \$2.00 replacement fee will be charged for each misplaced receipt.

HEALTH & NUTRITION

SNACK

PM Care – children registered in PM Care will receive a small afternoon snack each day.

Children attending the program during the lunch hour need to be provided with a nutritious lunch and drink. We ask that you refrain from providing your child with:

- a) Chewing gum
- b) High sugar foods without a balance of healthy foods
- c) Money for purchasing a lunch or treats from the vending machine
- d) Microwaveable food - no heat ups.

If your child has specific dietary restrictions, allergies, or cultural preferences around food, please discuss this with the senior staff person.

The program may be required to restrict certain foods or other products (e.g., latex balloons) from entering the Our House Child Care Centre environment when there is a child or staff with a serious, life-threatening allergy.

ILLNESS

While we are sensitive to a family's needs, we are unable to care for your child if he or she is not well enough to participate in all program activities, including outdoor play. You will need to keep your child at home or make alternative arrangements, if your child:

- has a communicable disease
- has a fever of more than 39.3 degrees Celsius or 100 degrees Fahrenheit
- is vomiting or has diarrhea
- has an infection or undiagnosed illness

Please note that if your child has a communicable disease, we will need to notify other families and the Community Health Department.

If your child becomes ill or injured during the day, we will contact you or your emergency contact/s to have your child taken home.

Immunizations are recommended as one of the most effective ways of preventing the spread of communicable diseases. However, the decision to immunize a child rests with the family. The program has the right to have the child stay at home if the health and well being of the children and staff is being affected. In some situations, the program will request written medical clearance from a physician before a child can return to the program.

In order to ensure your child's full participation in the variety of activities planned, it is helpful that your child wears washable, comfortable clothing and shoes that will allow for active play in all types of weather.

Please notify an Out of School Care staff person when your child will be absent from the program. We also ask families to make alternative arrangements with the senior staff person if your child will be away from the program for part of the day due to an appointment. We will inform you if we are unable to accommodate your request.

MEDICAL EMERGENCY

If your child is injured or becomes ill while at the program, the staff will quickly assess the situation to decide what action/attention is required. If the child requires medical attention by a physician or health care professional, as per the signed permission on the "Emergency - Consent Card," the senior staff person will:

- Contact the parent/guardian or the emergency contact/s (if the parent/guardian cannot be reached).
- Contact the child's physician or proceed to the nearest medical facility by staff car or taxi, as required.
- Call and request an ambulance if the child has serious injuries and the staff are unable to transport the child by taxi or staff car.

ADMINISTERING MEDICATION

If you would like the program staff to administer medication to your child, we require the medication is **prescribed** by a physician. We also require the medication is provided in the original container/bottle, clearly showing the child's name, doctor's name and the type of medication, along with a "Consent to Administer Medication" form (available from an Out of School Care staff person) is completed with instructions on administering the medication. All medications will be stored in a locked container.

BEHAVIOUR MANAGEMENT

GUIDANCE

Your child is participating in a program that is challenging, active and fun. We recognize that a successful program requires everyone's cooperation to ensure positive social interactions.

In order to ensure a safe and fun program for your child, the Out of School Care Staff will carry out a set of guidelines that promote inclusion and respect. The staff is committed to working with your child to ensure both positive play experiences and interactions. A strong emphasis will be placed on promoting safety in an environment free of bullying and violence.

If an issue arises involving a serious violent action or an extreme case of bullying, you will be asked to have your child taken home. In the event the behaviour continues, you will be asked to have your child stay home the following day or other measures may be taken. Discussions will take place between the family and senior staff person to help the child find more appropriate ways of dealing with challenging situations. The program will remain in close contact with the family until the inappropriate behaviours have been resolved.

Families can expect staff to:

- Supervise children responsibly
- Demonstrate appropriate, respectful behaviours at all times
- Encourage children to understand and follow rules and positive expectations
- Promote the development of positive social skills including self-esteem, self-control and safety skills.

The staff will strive to:

- establish clear, consistent and simple expectations and implement appropriate consequences, if required
- discourage aggressive play and assist children to learn and practice resolving conflict in non-violent ways
- acknowledge children's feelings and seek their input
- offer choices that are developmentally appropriate
- give verbal direction and redirection as the main way of guiding children.

OUT OF SCHOOL CARE EXPECTATIONS

The following set of guidelines will be carried out under the direction of the Out of School Care staff to ensure the summer program is both enjoyable and safe for your child. Please review these

expectations with your child.

- Follow the program rules.
- Treat others with respect at all times.
- Always be on your best behaviour.
- Be responsible for your actions and belongings.
- HAVE FUN!

BULLYING

Our House recognizes that one of the key ways to creating a safe space for children is to develop a bully-free environment.

What is bullying?

Generally, bullying involves a person who has a strong need to dominate others and who uses aggression as a means of resolving conflict.

The main types of bullying behaviour are:

Physical - This form of aggression is action-oriented and may involve some of the following behaviours - pushing, shoving, kicking or hitting. Other types of physical bullying involve: stealing, use of a weapon, property damage (e.g., breaking a child's favourite toy), or humiliating acts (e.g., pulling down a child's pants).

Verbal - Some examples of verbal bullying are: name calling, insults, racial comments, teasing, taunting or any verbal threat of violence.

Social - This type of bullying involves trying to cut the person being bullied off from social connections. Through threats, hurtful gossip, or public humiliation (e.g., revealing personal information), the bully convinces his/her peers to exclude or reject their victim.

Bullying in its most extreme form can lead to violent situations or events.

COMMUNICATION

TERMINATION OF SERVICES

We are committed to providing children and families with a positive program experience. If a conflict arises, it is our goal to resolve differences in a peaceful way and find solutions that everyone can accept. However, termination of services may be required if:

- The family does not abide by the expectations in the family handbook and a successful resolution of differences is not achieved
- The program is unable to satisfactorily resolve problems of late pick up with a family or the family has an overdue payment
- A family member harasses, threatens abuse or commits a violent act toward a staff person, child or other participants (e.g., a parent)
- The child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff additional avenues of support to accommodate the child are unavailable.

If a child is dismissed from the program, the Childcare Coordinator will refund fees in lieu of notice.

COMMUNICATING WITH FAMILIES

Out of School Care will share information about the program by:

- (a) posting any notices and reminders on the bulletin board
- (b) leaving information for pick-up by the "Sign In/Out" sheets

It is the parent/guardian's responsibility to keep informed and up to date of any information related to the program. The staff also requests to be informed of any event or changes of routine at home that may affect your child (e.g., a growth spurt).

Thank you for choosing the Out of School Care program. We encourage your ongoing feedback of the service we provide and look forward to working with you and your child.



Our House Child Care Centre – Out of School Care Parent/Guardian Agreement

Out of School Care is a non-profit program run by the Mount Pleasant Community Centre Association. This agreement will outline of the parental responsibilities necessary to providing quality service to all children in the program.

I have read the Out of School Care Family Manual and agree to the following conditions of enrollment:

1. Health and Safety

- a. I understand that only medication that has been prescribed by a physician and that is in the original prescription container/bottle will be administered to my child by a staff member.
- b. I am aware that my child must be well enough to participate in all program activities, including outdoor play to attend the program.
- c. I will notify a staff member when my child will be absent from the program. I am also responsible for notifying a staff person when my child has a communicable illness.
- d. I understand that if my child becomes ill or injured during the day, then the program will contact me or my emergency contacts to have the child taken home.

2. Excursions

- a. I give permission for my child to go on excursions off site. I understand that my child may be transported by public transit, rented bus, or by foot.
- b. I will be informed about all excursions in advance except outings that are within walking distance from the community centre.

3. Delivery and Pick-Up

- a. I will contact the program staff if person(s) other than those mentioned on the Emergency-Consent Card will be picking up my child (photo identification will be required).
- b. I understand that if my child has not been picked-up by the scheduled pick-up time, I will be charged a late fee. I will be expected to pay a \$5.00 charge for the first 5 minutes past the scheduled pick-up time and \$1.00 for each additional minute thereafter. The overtime fine must be paid within 24 hours to the front office or my child's care will be withdrawn until the fee has been paid in full.

- c. The Ministry of Children and Family Development will be contacted for assistance if a staff person is unable to reach: the person(s) authorized for pick, or have not heard
- d. from the enrolling parent/guardian within thirty minutes of the program's closing time.
- e. I am responsible for the care and transportation of my child to and from the community centre and will deliver my child directly to a program staff member.
- f. I understand that my child will not be released at pick-up time if a staff person is concerned for the child's safety.

4. Termination of Services

- a. I understand that termination of services will occur when:
 - i. I fail to comply with the expectations outlined in the parent agreement.
 - ii. The program is unable to satisfactorily resolve a conflict with a family.
 - iii. The child's behaviour is severely disruptive or physically threatening to the well-being and safety of the other children or staff.
- b. If a child is dismissed from the program, the Childcare Coordinator will refund fees in lieu of notice.

Acknowledgment and Assumption of Risk

The participant and parent or legal guardian acknowledges that they are aware of the details of the program, trip, or event, and that there exists an element of personal risk of damage or serious injury in the activities. The participant and parent or legal guardian willingly agrees to assume responsibility for those risks as a condition of registering in the program.

Parent/Guardian Agreement

Your signature below indicates that you have accurately completed the registration page, and acknowledges that you have read and understand the information above in addition to the family package. By signing below, you are agreeing to abide by the procedures as a condition of your child's participation in the program.