



# *Out of School Care*

*License Number: 3005042*

*EQUIPPING CHILDREN IN OUR COMMUNITY*

## *Parent Handbook*

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## **Welcome to CityReach Care Society**

We're so thrilled you've considered registering your child in our Out of School Care Program. This booklet will provide an overview of our policies and procedure. Please read it carefully and if you have any concerns or questions, please feel free to contact us at 604. 254. 2489.

CityReach Care Society offers a range of programs and activities focused on serving the tangible needs of our community (such as our Food Bank, Club Freedom and Out of School Care Program) as well as providing opportunity for personal growth and development (such as our EduKitchen, Kidstreet and Tutoring). CityReach is a non-profit society operated by a Board of Directors

### **Our Vision**

"To enable children, youth and families to develop and grow, both as individuals and as a community, through programs and activities offered in a safe caring environment."

### **Our Mission**

"To help people prosper"

The dictionary definition of "Prosper" is to render successful, to thrive, to make gain, to grow, to increase, to make steady progress, to flourish – essentially it's the opposite of poverty and we are passionately committed to providing programs and activities that will help families and individuals in our community prosper in all areas of life.

### **Our Core Values**

Effective Partnerships: we value working together with other like-minded individuals, agencies and organizations to achieve a shared purpose.

Life-Giving Relationships: we value relationships that facilitate health, growth, and wholeness in all areas of life.



Our main facility, known as "the Warehouse", is a renovated tire factory in the heart of East Vancouver. Once nothing more than a storage area, it has been transformed into a fully functional center for outreach into one of Canada's most diverse communities.

## **CityReach Out of School Care**

### **Mission Statement**

To equip children in our community while providing quality child care

### **Philosophy**

We offer a safe, caring environment that meets the needs of all children, ages 5-12. Our program provides a variety of age-appropriate activities that foster individual growth and development in an atmosphere of respect. We encourage physical, cognitive, social, cultural and emotional development through stimulating activities. We seek to give children a sense of self worth by helping them develop essential life skills and encouraging them to develop their individual interests. Your child is an individual whose uniqueness will be acknowledged and appreciated by caring staff. We strive to create authentic relationships amongst peers and staff in order that we might create a trusting environment where children are free to express themselves.

### **Objectives of Centre**

- To operate during hours when supervision for children of working parents is most needed
- To endeavor to meet the needs of every child by offering a wide range of group and solitary activities
- To provide staff who will recognize individual needs and allow time for them; and offer more than simply a babysitting service
- To provide cooperative assistance to the working parents in giving guidance and direction to the child. Parental responsibility is essential, and the kind of supervision their child will receive ultimately rest with the parent
- To provide a base that all children are responsible too and operate from
- To establish reasonable limits and expectations for each child, consistent with the child's ability to understand them
- To provide consistency and routine in children's lives
- To make use of available resources within the community for the benefit of the children and staff

### **Program Details**

CityReach Out of School Care is open Monday- Friday 7:30 a.m. – 9:00 a.m. and from 2:30 p.m. to 6:00 p.m.

We offer full day care on scheduled school breaks such a Professional Development Days, Winter Break, and Spring Break. Additional fees, on top of the monthly fee, are required for school breaks.

We are closed weekends, statutory holidays, and from Christmas Eve until school re-opens in January. We also close 2 days a year (one day in June and one day in September) for staff training and development days. A full calendar will be given prior to September.

### ***Summer Day Camps***

CityReach does offer Summer Day Camps. We do have a special registration procedure for Summer Day Camps. Children already registered in the program will be given priority, but must register by May 31st. After this, spaces will be made available to parents wanting summer care only. A **non-refundable** registration fee required at the time of registration. A full-month's notice is necessary to change weeks booked over these 2 months.

Children either are transported to and from school in a 15-passenger van or walk as a group. During the afternoon, children will receive a nutritious snack and will be presented with various activities that are both fun and stimulating. These will include arts and crafts, sports, games, reading, cooking, clubs, and free play. There is always time for child-initiated play. Excursions are planned and you will be given ample notice prior to a trip, with the exception of outings in the immediate neighbourhood of the school.

Schedules of activities, snack, and outings will be posted on the family information board. Please note schedules are tentative and may be adjusted to the needs of the centre. The staff reserves the right to ask all children to participate in an outing if there are not a sufficient number of children to remain at the centre. If a parent denies permission to participate on a scheduled outing, it is the parent's responsibility to find alternate care.

Each afternoon a nutritious snack will be provided. Although there will be different food options, we encourage families to look at the weekly snack menu and send alternatives appropriately. On full days, morning and afternoon snacks will be provided. Children will be responsible for bringing their own lunches, with the expectation of special days when lunch will be provided. Parents will be notified of such days.

Each year, CityReach holds social events for parents and families. We welcome this opportunity to support the centre, build community, and for families and children to get know one another. Family participation is essential to the success of these events. Please stay tuned for more information on these events.

#### ***Clothing***

Your child should wear washable, comfortable clothing while at the centre, appropriate for weather. Some children may be walking home from school, so please make sure they have appropriate rain/snow/ head gear.

During the summer, your child must have a towel, swimsuit, sunscreen, water bottle and camp t-shirt.

#### **Discipline Policy**

Our goal is to assist children in developing self-control, self-confidence, and ultimately, self-discipline and sensitivity in their interactions with others.

Children are expected to behave as outlined in the Social Contract posted at the centre. The key to all behavior expectations is respect: for the children and staff, for the toys and equipment, and for the centre itself. Any consequence laid out will relate directly to the child's behavior. Staff will ensure this relationship is made clear to the child. We feel that we best deal with the children when and where the problem occurs. However, it is important the child realizes that parents are kept informed of the behaviors and incidents that occur in the centre.

At no time will a child be subjected to shoving, hitting, shaking, spanking, or any other form of corporal punishment, harsh, belittling, or degrading treatment, whether verbal, emotional, or physical, that would humiliate a child or undermine the child's self-confidence. A child will never be confined, physically restrained or kept, without adult supervision, apart from other children or deprived of meals, snacks, rest, or necessary use of toilet as a form of punishment.

#### **Prevention and Intervention Strategies:**

We encourage children to talk through their problems and conflicts, and to make appropriate choices and compromises. However, if a child seems unable to cope in a situation, the staff will intervene. The staff will reinforce and model appropriate behaviors in order to maximize opportunities for desirable behavior.

In the event that a child makes a choice that infringes on the safety and protection of self, others, or the environment, the staff will employ various strategies such as:

- Helping the child express feelings verbally
- Holding the child to protect him/her and or children until self-control is regained. In the event a child is held for safety reasons, an incident report will be filed with the licensing officer
- Limiting use of equipment
- Modeling problem solving skills
- Offering appropriate choices
- Redirecting
- Setting clear guidelines and limits which are continually reinforced
- Time away ('taking a breath') from an activity- this involves removal from an activity to discuss the effects of the undesirable behavior and regain control
- Using logical, reasonable consequences

If a behavior becomes unmanageable, the parents and the CityReach Programs Manager will be notified. A meeting will be scheduled with the staff and parents to discuss strategies. If the strategies do not work, the parents will be contacted, and the child will be suspended for one day. The child will be required to sign a behavior contract before returning to the centre. The third will result in the parent being asked to arrange alternate care for the child permanently. All such disciplinary actions will be undertaken on consultation with the Programs Manager and the Executive Director.

Lines of Communication:

- When there is an issue with a childcare staff, the parent should attempt to resolve the issue with the person in question
- When the issue cannot be resolved, the parent should talk to the program manager
- When the issue is beyond the scope of the Program Manager and the issue cannot be resolved, the parent should speak to the CityReach Programs Manager
- If the concern has not been addressed satisfactorily in discussion, or the parent wishes to follow up to have a record, they should write the CityReach Executive Director and await a written response

The Board must look at each item to determine if further research is required before and a motion is put forward.

## Registration and Fee Information

Upon registration, a **non-refundable** deposit amount of \$100.00 per child is required to reserve a space. This deposit will be applied to the first month's fees. Registration is effective from September to June and parents will be asked to re-register each September.

When a child is registered, the parent is required to fill out a Registration Package. This includes a

- A Registration Form
- 2 Emergency Consent Forms,
- An Earthquake Contact Form
- An Immunization Records Form
- 2 signed Parent Agreement Forms
- Pre-Authorized Debit Authorization Form.

It is the parent's responsibility to advise the centre of any changes in address, telephone numbers, alternate pick-up's, and medical information. These records are essential to the wellbeing of the child and are updated every September. If a non-custodial parent wishes to receive information about the child, he/she will also need to sign the form.

The child will be accepted into the Centre for a one-month probationary period. If, after, one month, the centre is unable to meet the needs of the child, the parent will be asked to find alternate care.

Although all files are confidential, the Licensing Officer has access to all files.

### Fees:

All fees are due and payable by the first day of each month (September- June). The monthly fee is \$310.00 per child. Fee are payable by cash, cheque, credit, or Pre-Authorized Debit. Pre-Authorized Debit is a simple and convenient way of processing fees and is the preferred method of payment. In the event a payment is returned Non-Sufficient Funds, a \$25.00 late fee and a \$10.00 bank processing fee will be added to the amount owing. If arrears are not made by the 15<sup>th</sup> of the month, the child's space may be revoked.

We are unable to give refunds if your child is absent. Staffing and operational costs are arranged on the basis of enrollment levels and must be met on a continuing basis. For your convenience, monthly **payments are averaged throughout the 10 months** of the school year. Additional fees are required for Winter and Spring Break. Parents will be asked to register each child for this break. (Please note that December and March Fees remain \$310.00 and the breaks are at an additional cost)

Monthly Statements will be given and should be kept for tax purposes.

### Drop in Registration:

If spaces are available, we are able to accept drop-in registration. Families must complete all registration requirements and a deposit amount of \$40.00.

### Waiting List:

If our program is full, a waiting list will be kept of names of parents wanting care for their children. Priority is given to families wanting full time out of school care. A list is also kept for part-time care and care during school breaks. If a spot becomes available, the next family on the list will be contacted by phone. Preference will be given to siblings of children already enrolled in the program.

### Withdrawal/ Change of Registration:

Parents are required to provide **one-month's notice** on or before the last calendar day of the month in order to withdraw from the program or to decrease attendance. Failure to give notice affects the sustainability of the program.

If the notice is not given, one month's fee will be charged in lieu of notice.

### **Pick-Up and Drop-Off Information**

Important Information about Pick-Up and Drop-Off:

- It is the parents responsibility to sign their child in each morning and sign-out each evening
- If a child has not arrived at the pick-up point after dismissal from school, the staff will notify you as soon as possible. If your child is not attending school, **please advise the centre** as soon as possible by telephone or e-mail.
- Instructions are kept on file about pick up arrangements. Special pick-up arrangement forms must be filled out for persons not included on the form. Children will not be allowed to go with anyone who isn't listed on a special arrangement form.

#### Late Pick-Up's

It is your responsibility to have your child picked up by 6:00 p.m. It is against licensing to leave any child unattended. If you have an emergency, please have an alternate individual pick up your child. Parents who arrive at the centre later than 6:00 p.m. will be charged \$10.00 for the first fifteen minutes and \$15.00 for every 15 minutes after. A warning will be given for the first offence. After the second offence, parents will be charged accordingly.

In the event a child is not picked up before 6:00 p.m. the following will take place:

1. Staff will attempt to phone parents
2. If parents cannot be reached, staff will attempt to contact the other contact names on the registration card
3. In no one can be contacted by 6:30, staff will contact Emergency Services of the Ministry of Children and Family Development. A note will be left about the children's whereabouts.

### **Illness and Administering Medication**

Parents are required to keep children at home in the event of an illness. If a child arrives at the centre, and the staff determine the child has a fever or is too ill to attend, the parent will be called to come and take the child home. If parents cannot be reached, emergency contacts will be called. Until the pick-up person arrives, the child will be kept away from other children to prevent spreading infection.

Parents are not to send their children and will be called if the child:

- has a communicable disease
- has a contagious infection, including Pink Eye
- has a fever over 38 degrees Celsius
- is vomiting or has diarrhea
- has a skin infection or an undiagnosed rash
- is not well enough to participate in all program activities including outdoor play

We can only administer medication (prescription and non-prescription) when 'A Permission to Administer Medication' form has been completed and signed by the parents. All medications must be in their original containers clearly outlining dosage information. Forms are available at each centre. All medications are kept in a secure location

