



Out of School Care

License Number: 3005042

EQUIPPING CHILDREN IN OUR COMMUNITY

Parent Handbook

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Welcome to CityReach Out of School Care

This booklet will provide an overview of our program policies and procedures. If you have any other questions or concerns, please feel free to contact us at (604) 254-2489.

Mission Statement

To equip children in our community while providing a 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 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 2:00 p.m. to 6:00 p.m. (Friday's 12:00 p.m.- 6:00 p.m.)

We offer full day care on scheduled school breaks such a Professional Development Days, Winter Break, and Spring Break.

We are closed weekends, statutory holidays and from December 24th- Jan 2nd.
A full calendar will be given prior to September.

A summer program is currently being designed. Parents will be notified when more information is available.

Children will be transported to and from school in a 15-passenger van. 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.

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 from an activity- this involves removal from an activity to discuss the effects of the undesirable behavior
- 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 second incident will result in a week's suspension. The third will result in the parent being given two weeks notice to find alternate care for the child. 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. The monthly fee is \$310.00 per child. All fees will be processed by Pre-Authorized Automatic Debit. A Pre-Authorized Automatic Debit Authorization is a requirement for registration. In the event a payment is returned Non-Sufficient Funds, a \$25.00 late fee and a \$20.00 bank processing fee will be added to the amount owing. If arrears are not made by the 15th 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.

Receipts will be given by the end of February for tax purposes.

Additional fees are required for Spring Break. Parents will be asked to register each child for this break. Early-bird registration will be given to children attending the program. After, registration will be open to the community.

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 \$5.00 for the first fifteen minutes and \$10.00 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