

**False Creek**

# **OUT OF SCHOOL**

# **CARE**

**Parent Handbook  
2017 – 2018**



**WELCOME TO FALSE CREEK**

# **Out of School Care**

**We are a recreation-based Licensed Child Care Facility  
located in the False Creek Community Centre  
and are jointly operated by the  
False Creek Community Association and the  
Vancouver Board of Parks and Recreation.**

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**FALSE CREEK COMMUNITY CENTRE  
1318 CARTWRIGHT STREET  
(GRANVILLE ISLAND)  
VANCOUVER, B.C. V6H 3R8**

**604-257-6997    Daycare  
604-257-6998    Deanna Canning, Manager  
604-257-8195    False Creek Community Centre**

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## False Creek School Age Childcare

### a) PHILOSOPHY STATEMENT

We acknowledge that each child, parent, guardian, family, volunteer and staff member is a valued resource.

- ⇒ We value each family's cultural heritage, ethnicity, language, traditions and life style.
- ⇒ The richness of our programs is a reflection of our community.
- ⇒ We believe that children benefit tremendously from an enriched environment and from interactions with other children and adults.
- ⇒ Each child, family and staff member should have the opportunity to reach his or her potential.

Our programs at False Creek make use of children's natural learning strategy. This is supported by allowing the children the freedom of play through opportunities, experience, materials and interactions in a relaxed, cheerful and learning environment. As children learn through play, we view play and play experiences as a time of growth in all areas of the child's social, emotional, physical, intellectual and spiritual needs.

We recognize the ongoing needs, changes and growth of all individuals at the childcare centre.



**b) PROGRAM OBJECTIVES**

- To provide a safe, secure, nurturing environment where the school-aged child can develop self-esteem, independence, responsibility, leadership, friendship and respect for others.
- To provide a stimulating and "fun" environment where children can learn through a variety of enjoyable, well planned and implemented activities. Supervisors will involve children in planning these activities.
- To offer a program which recognizes the uniqueness of each child and provides positive encouragement for the child's continued growth.
- To foster communication among parents, children and supervisors in order to meet the needs of the child and accomplish program objectives.
- To provide an opportunity where children can be culturally enriched

**Out of School Care** is licensed for thirty-six children, which includes Kindergarten children.

\* False Creek Child Care is not responsible for children who may attend other programs during the program hours of Out of School Care. It is the responsibility of the parent/guardian to arrange for the child's delivery to and pick up from other classes and activities. We will try to accommodate activities within the Community Centre but staff will assess whether it is feasible within the program.

\*Parents please note that staff are not permitted to care for your child(ren) outside the hours of the program.



c) **HOLIDAYS**

Out of School Care will not operate on the following days:

Labour Day	Boxing Day	Good Friday
Thanksgiving Day	December 31 <sup>st</sup>	Easter Monday
Remembrance Day	New Year's Day	Victoria Day
December 24 <sup>th</sup>	B.C. Family Day	Canada Day
Christmas Day		B.C Day

**SEASONAL REGISTRATION & PROFESSIONAL DEVELOPMENT DAYS**

**SUMMER:**

Registration for our summer day camps begins when FCCC spring/ summer programming opens. Unlike our winter and spring break camps (where monthly fees have already been paid) **no priority is given to children attending the OSC program.** Parents will be given a registration reminder for summer programs in March or April. Please register early so that you are able to secure the weeks of care you require for the summer. **Payment in full is to be made at the time of registration, so please ensure that you have budgeted for this expense** and (if necessary) ensure that MCF subsidies are in place.

**WINTER AND SPRING BREAKS:**

Registration for Winter and Spring Break is open to participants registered in the Out of School Care program first. Registration forms and information will be given out several weeks in advance. As space is limited early registration is essential.

**FALL CONFIRMATION:**

We also have advanced registration for our fall school-year programs. We give priority to children already registered in our care. Children must register for the fall program in March. Spaces not filled by the end of March will be made available to parents not currently enrolled in Out of School Care who require fall child care. All **new** registrants are required to pay a non- refundable deposit of \$50.00. (See **section f** Withdrawal)

**PROFESSIONAL DEVELOPMENT DAYS:**

On Professional Development Days, the Out of School Care extended hours of operation to cover full days. The hours of operation are **8:30 am - 6:00 pm.** As Pre-school is also in session, children will be received in the Granville Island Room. Please do not disturb the

Pre-school program. There is no extra charge for these days, but the staff must know in advance if your child will be attending to ensure coverage of staff ratio.

**NOTE:** Parents will be reminded of Pro 'D' Days, holidays and special trips and events via parent newsletters or posted notices. It is the responsibility of every parent and guardian to check the bulletin boards for updated information of importance.

**d) OUT OF SCHOOL CARE SCHEDULE**

\*If your child is going to be away or if you need to relay other important information you may contact the daycare staff at 604-257-6997 between 2 – 2:45 pm (or during other hours you can leave a message on the voice mail)

There are also 2 program cell phones on which you can connect with staff. The Junior program number is 604-313-8091 and the Senior program is 604-916-8091.

**3:00** Children are dismissed from school at 3:00 p.m. Monday through Friday. The staff will wait in the covered area at the north end of the school for the children. Staff will take attendance to ensure each child's arrival at the designated area. Children are free to play in visible areas until all are accounted for.

**3:30 - 4:00** Children walk back to False Creek Community Centre (child care) with staff.

**4:00 - 4:30** Upon arrival at the Community Centre, 5 to 7 year old children go to the Swamp Willow Room downstairs, and 8 to 12 year old children go upstairs to the Granville Island Room. A nutritious snack is served.

**4:30 - 5:30** Children may be involved in a variety of activities. These include arts and crafts, sports, cooking, drama, science, quiet or active games, outdoor play, free play and field trips.

**5:30 - 6:00** Tidy up. We appreciate your cooperation in making sure your child has time to clean up after activities. The daycare closes at **6:00 SHARP!!** (see **k**) Late Fee)

**e) FEES**

Upon registration a \$50.00 deposit is required to hold your space.

After School Care	-\$320 / month
Before and After School Care	-\$395/ month
Christmas & Spring Breaks	-\$25 per day extra

Pro 'D' Days  
Summer

- included  
- **full fees will apply**

A series of 10 post-dated cheques (as per the above amounts) dated the 1<sup>st</sup> of each month (from September to June) is due on the first day of care in September. Cheques are to be made payable to City of Vancouver. Visa or MasterCard are also accepted forms of payment. Please complete the appropriate form if you wish to authorize credit card debits.

#### M.C.F. SUBSIDIES

All authorizations or renewals are due by the 1st of the month. If you pay a parent portion of your subsidy, post-dated cheques (or credit card authorization) are required on the first day of child care in September for the 10 months of the school year. Should your subsidy change you may amend or reissue your cheques in the revised amount.

#### e) FEES (continued)

**RECEIPTS WILL BE EMAILED TO YOU WHEN PAYMENT IS PROCESSED.  
ALL RECEIPTS ARE ACCESSIBLE FROM YOUR PARK BOARD ACCOUNT.**

**\*PLEASE RETAIN THESE FOR TAXATION PURPOSES AS NO DUPLICATE  
RECEIPTS WILL BE ISSUED!!\***

Fees include all activities and transportation unless otherwise specified by the Centre. Please do not send any additional money with your child unless upon request of the staff, for a special outing or event. The staff cannot be responsible for money or other valuables sent with your child.

#### N.S.F. CHEQUES

The charge for a cheque which is returned with Not Sufficient Funds is **\$30.00**. Payment of both the unpaid fee and the N.S.F. charge are due **immediately**. Failure to do so will result in written notice of **cancellation of service** (2 weeks).



#### f) WITHDRAWAL

If your child will not be attending the program during the school year for holidays or for any



other reason, it is necessary to pay the full fee in order to retain your child's space. Should you wish to withdraw your child from the program **you must give one calendar month's written notice** (by the 30th of the preceding month) or pay one month's fee in lieu of notice.

#### **g) INFORMATION FROM HOME**

It is the direct responsibility of the parent/guardian to advise the childcare staff of any change of address, telephone number, alternate pick-up person(s), medical information, custody arrangements or any other vital information. Up to date records are essential to the well-being of your child in our care.

It is the parent/guardian's responsibility to communicate regularly with the childcare staff and inform them of any event, occurrence, or change of routine at home that may affect the behaviour of your child. It is also the duty of the staff to inform you of any changes in your child's behaviour at the Centre.

#### **h) SAFETY RULES AND INFORMATION**

It is False Creek Out of School Care's initiative to make the walk from False Creek Elementary School back to the Community Centre safe and fun. During this time, the children can socialize with each other and the staff walking and investigating nature. Some important guidelines for the safety of the children are:

- Children need to stay with leaders.
- Children need to stop when they get to a corner.
- Children need to stop at driveways so that we may cross safely as a group: look left, look right and look ahead.

#### **i) DIRECTIVES FOR ALL CHILDREN IN CARE**

Each child will have an individual cubby for his/her personal belongings.

Clothing - Please pay particular attention to the weather because your child will be walking back from the school and also be involved in outdoor activities. Please send raincoats and boots in wet weather and mittens, hats, and warm jackets in cold weather. All belongings must be labelled.

Spending Money - Money for treats or lunches (or portions thereof) is not permitted.

Toys & Valuables - Please leave these at home so that children are not upset at broken or lost items.

Lunches – On full days of care, all children will need to pack a nutritious lunch which also includes a healthy morning snack and a drink. Please leave all pop, any candy & sweets, and chips at home.

j) **PICK UP & LATE CHARGE**

So that we can always be assured that each child has been safely picked up, please ensure that you observe these two very important measures:

- \* you must sign your child out daily and also sign in & out on full days of care.
- \* say good night to a staff person so that we know that you are leaving for the day.

If an alternate person will be picking up your child, please notify the staff by phone. Authorized people named on your child's registration form are free to pick up your child without prior notice. If you wish your child to go home with a classmate, please notify the staff before 2:00 pm. Please also advise us if your child did not attend school or has been picked up from school early due to illness or an appointment.

**LATE FEE**

A late fee of \$10.00 for the first 15 minute period, (or part thereof), and \$1.00 for each additional minute thereafter will be charged if you are late picking up your child. A late form will be issued by one of the staff, and the fee is to be paid at the front office **before the next daycare session.**



**k) HEALTH AND ILLNESS**

A child who is well can enjoy and participate in all areas of the program.

Please do not bring a sick child to Childcare. The Vancouver Coastal Health Authority provides guidelines in determining when a child is too ill to attend Childcare. Please refer to the following page entitled "When Is a Child Too Ill to Attend Childcare?"

Any medication being sent with a child must be sent in the original pharmaceutical container, marked with the contents and the child's name. Also, a medication consent form must be completed.

If your child is on medication, please make the staff aware, in case of any side effects. The staff also needs to be made aware of any allergies, health conditions or communicable disease (i.e.: lice, scabies, chicken pox, measles, etc.)

If a child becomes ill during the program time, one of the staff will notify you so that arrangements can be made for your child to be taken home.

Should an emergency arise, you will be contacted immediately. This is why it is essential for emergency information to be up to date on all registration and emergency contact forms. In an emergency your child will be taken to Children's Hospital. A consent form is signed when registering for the Childcare program that gives the staff permission to seek emergency medical care for your child.



## WHEN IS A CHILD TOO ILL TO ATTEND CHILD CARE

Children in child care programs are grouped together at the ages when they are most susceptible to infections. To determine what is a significant illness in a child is difficult for both parents and staff. There are important issues in determining when a child is too ill to attend a child care program.

1. The protection of other children from communicable disease.
2. The comfort and safety of the child who is ill.
3. The capacity of the program staff to look after an ill child.

With these issues in mind the following guidelines are given:

- \*1. Any child too ill to participate in normal activities of the child care facility should be excluded.
- \*2. Children with gastro-intestinal problems (i.e. vomiting, diarrhea) must be excluded from the program. If vomiting or diarrhea develops while the child is at the child care facility, separate the child from other children immediately and notify the parent to pick up the child. If a cause of the vomiting or diarrhea is identified or if there are 3 or more cases in 4 days or less in the child care facility, notify the licensing officer for further guidance.
- \*3. Children with upper respiratory infections need not be excluded for the protection of other children. Respiratory viruses are so common and can spread before symptoms start, so it does not make sense to single out for exclusion those who exhibit symptoms.
- \*4. Children on antibiotics and otherwise well, need not be excluded. (No child care facility should require a child to be on antibiotics before returning).
- \*5. Children with chickenpox should be excluded for 5 days after the onset of the pox rash. They may return even if pox are still present.
- \*6. In the case of diagnosed communicable disease, the child care facility should advise the Public Health Nurse at the local health unit. For some diseases, like measles, mumps and rubella, children will be excluded. These diseases are rare in Vancouver and require a blood test to diagnose.
- \*7. Children with chronic symptoms such as persistent cough or persistent fever warrant medical evaluation. Once appropriate medical evaluation is obtained, they need not be excluded from the child care facility unless they fall under the terms of #'s 1, 5, or 6 above.
- \*8. Whenever a child attending a child care program develops new symptoms of illness (whether mentioned above or not) or has a worsening of symptoms, the parent must be notified. The licensee must provide in the child care facility a quiet and clean resting area for the child and ensure the child is under close supervision until the parent arrives.

\***Reference:** Trumpp C.E., Karasic R: Management of Communicable Disease Centres. Pediatric Annals 12:3, Pages 219-229.  
February 2008

### I) **SNACK**

The Out of School Care children will be served a healthy snack at 4:00 p.m. daily. If you wish, you may bring a snack to celebrate your child's birthday. Let the staff know what you will be bringing. Please ensure the staff is made aware of any food sensitivity or aversion that your child may have. We ask that you do not bring food containing nuts to the program.

**m) INSURANCE**

The operations of the False Creek Community Centre and the False Creek Community Association are indemnified/insured by the City of Vancouver.

**n) FIRE & EVACUATION DRILLS**

School aged care has a written procedure for fire drills that has been approved by the Vancouver Fire Department. Each staff member is familiar with this procedure, and both the Swamp Willow Room and the Granville Island Room have specific plans for moving the children safely out of the building. Fire drills and Earthquake Evacuation drills are practised one per month.

**EMERGENCY EVACUATION**

In case of an emergency that make the Community Centre's premises unsafe, the children will be evacuated from the building. Arrangements have been made with Emily Carr University to stay there until the children can be picked up by their parents or guardians.

Emergency Shelter:	Emily Carr University 1399 Johnston Street Granville Island (604) 844-3800
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**o) BEHAVIOR**



**MANAGEMENT**

## **POLICY AND PROCEDURE**

The children at False Creek Out of School Care are expected to behave in a non-violent manner and therefore weapons, war play, play fighting and harmful actions are not acceptable. Children will be encouraged to work through their anger or frustration verbally with staff involvement when necessary. If a child chooses to behave violently there will be a discussion with the child, parent/guardian to determine the consequences of the behaviour.

In the few cases where the children's behaviour is inappropriate and interferes with the safety or rights of others, the following are guidelines to be followed:

1. A **verbal reminder** to the child which includes a discussion as to why the behaviour is inappropriate.

If the inappropriate behaviour is repeated...

2. A **further verbal reminder**.  
A **written documentation** will be noted.

If the inappropriate behaviour is repeated...

3. Contact with the parent/guardian to establish a **team support network** for the child in his or her efforts to change behaviour.

If the inappropriate behaviour does not change...

4. **Outside resources** may be sought (I.E. Vancouver Coastal Health) with parental agreement.

5. There will be a **probationary period** of two weeks during which the child's behaviour will be assessed.

6. During the probationary period, every effort will be made by the staff to meet the individual child's needs.

**As a last resort**, if the staff determines that the behaviour is consistently and severely disruptive, and that the welfare of other children is seriously jeopardized, the **parents will be required to withdraw the child**. One month's notice will be given.

p) **STRUCTURE OF THE FALSE CREEK COMMUNITY CENTRE**

False Creek Community Association jointly operates the False Creek Community Centre with the Vancouver Board of Parks and Community. The Association is a non-profit society and consists of fifteen elected volunteer board members whose main responsibility is to set policies for the operation of the centre, including all child care services.

The structure of the False Creek Community Centre is as follows:

Board of Directors  
Executive Committee  
Community Recreation Supervisor  
Association Manager  
Supervisor & Leaders

q) **FEEDBACK, SUGGESTIONS, & CONCERNS**

We welcome your comments and suggestions. Please feel free to approach the Out of School staff if there is anything you would like to discuss. Your feedback is a great way to let us know how we're doing! If any area of concern arises, please bring it to our attention. It is important for us to hear your suggestion and/or concern and we will make every effort to work through any difficulty with you.

Please do not hesitate to contact us at any time.

False Creek Out of School Care Manager, Supervisor & Leaders



