

False Creek
**OUT OF SCHOOL
CARE**



Parent Handbook

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.

.

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

604-257-6997	Daycare
604-257-6998	Krystal Santor, Manager
	Krystal.Santor@Vancouver.ca
604-257-8195	False Creek Community Centre

INDEX

- 1. Structure of False Creek Community Centre**
- 2. Philosophy Statement**
- 3. Program Objectives**
- 4. Insurance**
- 5. Out of School Care Schedule**
- 6. Holidays and School Closures**
 - 6.1 Holidays
 - 6.2 Professional Development Days
 - 6.3 Emergency Closures
- 7. Fees and Enrollments**
 - 7.1 Setting up Automatic Payments
 - 7.2 Subsidy
 - 7.3 Fall Confirmation
 - 7.4 Registration Packages
 - 7.5 Withdrawal
 - 7.6 Termination of Services
- 8. Trekkers Day Camps**
- 9. Information from Home**
- 10. Directives for All Children**
 - 10.1 Walking from School
 - 10.2 Personal Items
 - 10.3 Snack
 - 10.4 Active Play
 - 10.5 Phones and Electronics
- 11. Attendance**
 - 11.1 Pick up
 - 11.2 Child Not Attending
 - 11.3 Late Fees
 - 11.4 Custody
- 12. Health and Illness**
 - 12.1 When is a child too ill to attend
 - 12.2 Medications
- 13. Emergency Drills & Evacuation**
- 14. Behaviour Management Procedure**
- 15. Feedback, Suggestions & Concerns**
- 16. Parent Agreement**

1. Structure of 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

2. 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.

3. 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

4. Insurance

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

5. 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 one of the program cell phones between 2 – 6pm (or during other hours you can leave a message on the voice mail)

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, the 5 to 7 year old children go to the Swamp Willow Room downstairs, and the 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 **11.2** Late Fee)

6.1 Holidays and School Closures

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

Labour Day	Boxing Day	Good Friday
Thanksgiving Day	December 31st	Easter Monday
Remembrance Day	New Year's Day	Victoria Day
B.C. Family Day	Canada Day	B.C. Day

* During Winter and March breaks we run our Trekkers camps at an additional fee

6.2 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**. Please do not drop your child off earlier than 8:30am. They may not wait in the lobby unattended. As preschool is also in session, children will be received in the Granville Island Room upstairs. Please do not disturb the preschool 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 and read the newsletters for updated information of importance.

6.3 Emergency Closures

In the event of a snow day or building closure, parents will be notified by phone or email before the program starts in the morning. Parents may also call the front desk at 604- 257- 8195 to confirm if the Centre is open or closed. Out of School Care will follow the school board for snow day closures. If False Creek Elementary is closed, so are we.

7. Fees and Registration

Upon registration a \$50.00 no refundable deposit is required to hold your space.

After School Care	-\$336 / month
Before and After School Care	-\$415/ month
Christmas & Spring Breaks	-\$25 per day extra
Pro 'D' Days	- included
Summer	- full fees will apply

A series of 10 post-dated cheques (as per the above amounts) dated the 1st of each month dated from September to May and one cheque dated Aug. 1st is due on the first day of care in September. The cheque date Aug. 1st is your deposit and will be applied to your June payment or your last month provided you give the proper notice. Cheques are to be made payable to City of Vancouver. Visa or MasterCard are also accepted forms of payment.

**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).

Absence

If your child is absent, due to illness or vacation, the fees remain the same. We cannot refund or credit fees for days missed.

7.1 Setting up Automatic Payments

Parents paying by credit card must ensure the correct credit card information is on your Vancouver Recreation account. **The card will need to be attached to the account of the person whose card will be used, not the child's account.**

Once your card is on your account, please return the credit card authorization form to the childcare manager. You will need to fill out a new form any time you change the card you would like us to use.

Please follow the steps below to update your card information.

If you do not have a login for your account please email krystal.santor@vancouver.ca and we will help you set up your password.

If you DO know the login for your account please

- 1) Go to <https://ca.apm.activecommunities.com/> and log into your account
- 2) Under "Account Activity" on the left side of the page, click on "My saved credit cards"
- 3) Add your card information and save.
- 4) Once completed please return a signed credit card authorization form

7.2 Subsidy (Affordable Childcare Benefit)

The Province of British Columbia is committed to helping families obtain affordable, accessible safe, quality child care. Child Care Subsidy is a monthly payment to assist eligible British Columbia families with the cost of child care. Monthly subsidy payments vary depending on your family's circumstances. Please contact:

Child Care Subsidy Service Centre

PO Box 9953 Stn Prov Govt Victoria,

BC V8W 9R3

Phone: 1-888-338-6622

Fax: 1-877-544-0699

Application forms can be found online or from the Child Care Manager

Families on subsidy are still responsible for paying the non-refundable registration fee, as well as the deposit. Please make sure that you meet your deadline for filing with the Child Care Subsidy Service Centre, as we require their confirmation on all amounts you are eligible to receive prior to the first of each month that fees are due. If we do not have this confirmation, you will be required to pay the fees in full and receive reimbursement for

them with we receive the confirmation.

Families are also responsible for ensuring that their subsidy forms are kept up-to-date. The monthly fee will be calculated based on the maximum subsidy received by the family.

Please note: Subsidy requests a Doctor's note for any day that a child receiving funds is absent. You will not receive funds for any day the child is away and without a doctor's note. You may be required to pay for these days.

7.3 Fall Confirmation

We 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.

Siblings of children currently enrolled in Out of School Care and children enrolled in Swamp Willow Preschool receive priority registration for any spaces remaining after the currently enrolled children register. Please note that the number of available spaces varies each year so you are not guaranteed a spot in the program.

Please let the child care manager know if a sibling will be starting school the following year.

7.4 Registration Packages

Licensing requires the Preschool to collect the items below before your child can attend. Registration packages are sent out each July for the children enrolled in the upcoming school year.

- **Registration form** – Please attach a copy of your custody agreement if applicable
- **Small emergency consent card** – Please fill out **ALL** contact information on the front and sign the back.
- **Immunization form** – Please attach a copy of your records if you have them
- **Credit card authorization form OR** 9 postdated cheques dated for September to May and one cheque dated for no later than August 1st, 2020 as your deposit.
- **Parent handbook** – After reading the parent handbook (found online) please sign the agreement form.
- Waiver for Seesaw and out trips
- A comfort package for in the case on an emergency containing:
 - A picture of your family
 - A comforting note from the family
 - A small toy
 - A full change of clothes

7.5 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 last day of the preceding month) or pay one month's fee in lieu of notice.

i.e. If you would like to withdraw for May 30th you would need to give notice no later than March 31st.

7.6 Termination of Services

Termination of services may be required should one or more of the following situations arise:

- Fees are not paid according to the Payment Agreement
- The family does not abide by the expectations in the Parent/Guardian Agreement and successful resolution of the differences has not been achieved.
- A family member harasses, threatens abuse or commits a violent act towards a staff person, child or other family involved in the program.
- Problems of late pick up have not been satisfactorily addressed.
- The child's behavior is consistently and severely disruptive and/or puts at risk the welfare of other children, families or staff.
- Prior to termination of services, efforts to find additional supports to accommodate the child in the program will have been undertaken and such supports found to be either unavailable or not successful.

8.0 Trekkers Day Camps

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. Parents must register before the camp registration opens to the public or risk losing their space. As space is limited early registration is essential.

*Please note that we are only open for one week of Winter Break.

SUMMER:

Registration for our summer day camps begins when FCCC spring/ summer programming opens, generally in March. Unlike our winter and spring break camps (where monthly fees

have already been paid) no priority or discount 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. These spots fill up fast. 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.

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. We are also a nut free facility.

Do not send money with your child to purchase food.

9. 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.

10. Directives for All Children

10.1 Walking Back From School

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 between leaders. They may not run ahead or hang behind.
- 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.
- Children may ride bikes or scooters as the discretion of the staff. Children MUST bring a helmet.

10.2 Personal Items

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.

10.3 Snack

The Out of School Care children will be served a healthy snack at 4:00 p.m. daily. We do not serve any nut, or meat products. Please ensure the staffs are 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. If your child has an allergy, a care plan must be filled out.

If you wish, you may bring a snack to celebrate your child's birthday. Let the staff know what you will be bringing.

Please send your child with snacks and a lunch for pro d days or camp days.

10.4 Active Play Policy

What is ACTIVE PLAY?

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping. For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and crawling/walking.

Why is ACTIVE PLAY Important?

Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

Standard of Practice

Swamp Willow Preschool will play outside for 30 mins every day except in extreme inclement weather. We do go outside in rain, snow, or the cold. Staff will ensure physical

movement is incorporated into the outdoor time by leading the group in active games and providing toys and activities that inspire movement.

Please make sure you send your child with appropriate clothing for the weather. This includes:

Hats, mittens, rain or snow pants, coats, waterproof boots, as well as sun hats in the summer. We also ask that parents apply sunscreen to their child before drop off in the morning.

In the case of poor weather the staff will incorporate active group games into the day's activities and songs with movement at Circle time.

10.5 Phones and Electronics

We do not allow cell phones or electronics in the program. If your child has a cell phone for you to contact them, the phone must be kept in their bag or pocket unless they are speaking with a parent. They may not be used for surfing the net or playing games or music. If the child repeatedly misuses their phone in the program, staff may require parents call the program phone instead. The child would need to keep their phone in their bag moving forward.

11 Attendance

11.1 Pick Up

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.

Repeated failure to notify staff that your child is not attending could result in removal from the program. If a child was at school and cannot be located at pick up time, and we cannot reach a parent or emergency contact, staff are required to notify child services that a child is missing.

11.2 Child Not Attending

You must notify the staff if your child will not be attending. Staff are required to ensure all children are accounted for. They may not leave the school until all children are accounted for. If you do not notify them, they waste valuable time calling parents and looking around the school. If a parent or emergency contact cannot be reached staff are required to call the police and child services to report a missing child.

Repeated failures to notify staff could result in termination of services.

11.3 Late Fees

Please be punctual when picking up your child. If you are going to be late, the staff would appreciate a call.

Families will be given one warning. After that 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**.

If a child has not been picked up 30 minutes after the program closes and we have not heard from or been able to contact anyone, staff must inform the Administrator and Child and Family Services is to be called.

Families that are repeatedly late picking up their child may be asked to leave the program.

11.4 Custody Agreements and Authorized Pick Ups

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 given to the staff. The staff will only follow the access or pick up instructions custody agreement unless otherwise instructed by a court order. Both parents must agree and notify the staff if any changes are to be made for pick-ups.

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

Both parent/guardian(s) are required to sign a written agreement authorizing pick up and access information about your child.

Staff will only release children to adults listed as an authorized pick up. Please let the staff know in writing if you would like for someone not listed in your registration package to pick up your child. Staff may ask to see the person's i.d. if they have not met the person before.

12.0 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 Child care. 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?"

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.

12.1 Medications

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. This includes children with inhalers or epi-pens.

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

Staff are not allowed to administer any medication (excluding epi pens) to children unless they have been trained and approved by a medical practitioner regardless of if the medication is over the counter or prescribed.

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

13. Emergency Drills and Evacuation

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.

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 Granville Island Hotel to stay until the children can be picked up by their parents or guardians.

Staff will contact the parents as soon as it is safe to do so.

Emergency Shelter:	Granville Island Hotel 1253 Johnston St, Granville Island (604) 683-7373
--------------------	---

In the event of a major earthquake False Creek Community Centre becomes an Emergency Reception Centre. We have food, water, and supplies stored to care for the children for at least 72 hours. In the event that False Creek Community Centre and Granville Island Hotel are deemed unsafe, the ESS team will evacuate the children to the next closest Emergency Reception Centre. During this time the staff will remain with the children. The ESS team will take over from there. They will register the children and staff and try to contact and connect with the families.

14. Behaviour Management

Behaviour Guidance

The goal of using guidance techniques in childhood programs is to help children develop safe and appropriate ways of interacting with others and with the environment. One of our goals is to help children develop tools to problem solve.

Young children learn by exploring boundaries, and experiencing consequences of their behaviour. In the process of setting and enforcing limits our teachers assist the children in developing self-control and respect for the rights and property of others.

Children need to learn the rules of getting along in a group and staff need to balance the need for individual rights and self-expression with the needs of the group. Rules and limits in a childcare setting may differ from those in a child's home because of the need to protect the rights and safety of other children.

Our staff are trained to help your child, by word and example, to realize that the following actions are not acceptable classroom behaviours:

- hitting or harming other children or adults;
- teasing or name calling;
- leaving the group not accompanied by a teacher or parent
- mistreatment of classroom materials

Children are not expected to immediately understand or immediately fully comply with all the rules. Therefore, they are reminded and redirected. However, when safety is an issue the staff act immediately or intervene in situations that children cannot manage appropriately on their own.

Guidance and discipline techniques that will be used with the children include:

- modelling acceptable behaviour;
- recognizing each child's individual needs;
- recognizing the children's efforts;
- anticipating and eliminating potential problems;
- redirection;
- planning the daily schedule in such a manner as to allow the children a successful mixture of choice and structure;
- use of natural and logical consequences;
- clear and positive phrasing of requirements & limits;
- providing consistency and following through;
- offering a choice, when possible;

In an atmosphere of support, acceptance, and warmth, we give children the security of guidance. The rules are kept simple and consistent and are determined by the need for safety, the rights of others (peers & teachers) and respect for their classroom environment.

Behaviour Management 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.

The following kinds of discipline will not be used and are prohibited by The Community Care and Assisted Living Act

- Corporal punishment of any kind
- Humiliation
- Confinement
- Isolation
- Physical Restraint as a punishment
- Deprivation of meals, snacks, rest or use of toilet

15. 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 Parent Agreement

Name of Child: _____ **Date of Birth** _____

	YES	NO
I have received and read the Parent Handbook	_____	_____

I understand that I will be informed of special events and activities via parent newsletters, via email or by posted notices.	_____	_____
---	-------	-------

If it becomes necessary to withdraw my child from the program I will give one calendar months' notice in writing or pay one month's fee in lieu of notice. (i.e. If my child will be leaving the program as of April 1 st , my written notice is due on the 28 th of February).	_____	_____
---	-------	-------

At the beginning of the school year, a series of post-dated cheques from September to May, dated the 1 st of each month, will be given to the Manager. I may alternately authorize credit card debit, on the first of every month, as my form of fee payment. My monthly receipts can be accessed through my Park Board Account	_____	_____
*** I will retain my original monthly receipts as duplicate receipts will NOT be issued. ***		

Repeat occurrences of N.S.F. cheques, insufficient payment of fees or late pick-up of children, will result in the cancellation of my child's registration in the program(s).	_____	_____
---	-------	-------

I shall advise the childcare staff if my child is absent from school or has been picked up before dismissal and will not be attending the program.	_____	_____
--	-------	-------

An authorized person is required to sign my child in and out every day. I will notify staff of any new authorized persons.	_____	_____
--	-------	-------

I agree to pick up my child on time and understand that a late fee will be charged should I not do so.	_____	_____
--	-------	-------

Throughout the program, photographs may be taken. I give permission for my child to be photographed.	_____	_____
--	-------	-------

I give permission for these photos to be used in the Community Centre's brochures and advertising.	_____	_____
--	-------	-------

I hereby consent to my child participating in the activities and all special programs organized and supervised by the by the staff of the Centre. Excursions organized by the False Creek Out of School Care program include walking, public transit, use of our Variety Club van and travel by chartered buses.

Parent Signature: _____ Date: _____ Staff: _____

