

False Creek Out of School Care False Creek Community Centre



Parent Handbook 2024

1318 Cartwright Street
Vancouver, B.C. V6H 3R8

Preschool: 604-257-6997

Administration: 604-257-6998

Waitlist Inquiries: <https://falsecreekcc.ca/childcare-waitlist/>

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. Guidelines for 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**
- 15. Feedback, Suggestions & Concerns**
- 16. Parent Agreement**

1. Structure of False Creek Community Centre

The False Creek Community Association jointly operates the False Creek Community Centre with the Vancouver Board of Parks and Recreation. The Association is a non-profit society and consists of fifteen elected volunteer board members whose responsibilities include setting policies for the operation of all child care services within the Centre.

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 and traditions. 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.

We work collaboratively with families to ensure the growth and healthy development of their children. We believe that families' involvement in a child's educational experience is important to their sense of well-being and contributes to their educational success. Families will be informed about their child's progress, challenges and achievements on an ongoing basis.

Our programs at False Creek make use of children's natural abilities and learning styles. 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 and intellectual 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. Staff will involve and take into account interests of the 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 staff 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 out of school care 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 pm - 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.

3:30-4 pm - Children walk back to False Creek Community Centre with staff

4-4:30 pm - Once the children arrive at the centre, the Juniors will go to Swamp Willow room downstairs and the Seniors will split into the Granville Island and Fairview Rooms upstairs for a nutritious snack.

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

5:30-6 pm - Table activities as well as clean up. Please ensure your child is picked up before 6 pm.

6.1 Holidays and School Closures

Out of School Care will be **closed** on the following holidays during the 24/25 year:

Sep. 02/24 - Labour Day
Sep. 30/24 - Truth and Reconciliation Day
Oct. 14/24 - Thanksgiving Day
Nov. 11/24 - Remembrance Day
Dec. 23/24- Jan 6/24 - Winter Break
Feb. 17/25 - Family Day
Mar. 17-28/25 - Spring Break
Apr. 18/25 - Good Friday
Apr. 21/25 - Easter Monday
May 19/25 - Victoria Day
June 20/25 - Last day of class

Trekkers camps will be available for an additional fee for Spring Break and one week of Winter Camp. Please watch for sign up information to ensure your child has a spot if needed.

6.2 Professional Development Days

On Professional Development Days, Out of School Care runs extended hours of operation to cover full days from **8:30 am - 6:00 pm**. Please do not drop your child off earlier than 8:30 am and children are not permitted to wait in the lobby unattended. As preschool is also in session, children will be in the Granville Island and Fairview rooms upstairs. 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. **Children must be dropped off before 10 am.** If you need an exception for a later drop off, ask the supervisor if that may be possible.

NOTE: Parents will be reminded of Pro D Days, holidays, 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.

Closure Refund Policy

If the facility closes for less than 15 days in a row, in one month

- No refund or credit is provided.

If the facility closes for more than 15 days in a row, in one month

- A prorated amount will be applied to the next month's fees
- The child's spot in the program will be held until reopening and no additional fees will be charged. If a parent decides to withdraw after a full month's closure, a refund of any held deposits will be given.

7. Fees and Registration

After School Care	-\$366 / month
Before and After School Care	-\$451/ month
Christmas & Spring Breaks extra	-\$30 per day
Pro D Days	- included
Summer	- full fees will apply

To reserve your spot we require a registration fee and deposit. The registration fee of

\$50.00 is non-refundable. The deposit is one month's fees and becomes your last month's fee. If you leave before the end of the school year, it will be applied to your last month provided you give at least 1 month's written notice of your withdrawal. Notice must be given before the first of the month to apply. If you complete the school year, your deposit will become your June payment.

Your fees may be lower due to our participation in the Provincial Fee Reduction Initiative. We will participate in this program as long as it is offered to us through the provincial government.

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. Staff cannot be responsible for money or other valuables sent with your child.

If you are paying by Visa or Mastercard, please complete the appropriate form to authorize credit card withdrawals. Parents will need to ensure the correct credit card information is on their 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. We will only be storing the last four digits of your card. Please follow the steps below to update your card information.

If you are paying by cheque, we require nine cheques dated the 1st of each month, September through May. Cheques are to be made out to the **City of Vancouver**. There is a \$30.00 charge for cheques returned N.S.F. Please confirm fees with the childcare manager before writing your cheques.

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

If you do not have a login for your account, you can sign up in the right hand corner at https://ca.apm.activecommunities.com/vancouver/ActiveNet_Login . You'll need to create an account for yourself as well as your child. After you've set up accounts, you can follow the steps below. If you have any questions, please contact the Child Care Manager to help you set up your account.

If you know the login for your account please follow these steps to update your card information. (Once your card is saved on your profile, just return the attached form to the staff.)

1. Go to https://ca.apm.activecommunities.com/vancouver/ActiveNet_Login and log in to your account.
2. Go to "My Account" on the top right corner of the page
3. Go to "My saved Credit Cards" under the account activity list in the left hand column.
4. Add your card information and save.

Receipts for tax purposes are available on your Vancouver Recreation Account. These are the receipts that show your payments for preschool fees.

7.2 Subsidy

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 for more information and if you may be eligible:

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 once we receive 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.

Subsidy will pay for up to two weeks while a child is sick or on vacation. If a child on subsidy does not attend for longer than two weeks, the parents or guardians are responsible for paying their full fees for anytime after the initial two weeks absent.

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.

7.3 Fall Confirmation

We have advanced registration for our out of school program with 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 out of school program 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 the 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 post dated cheques dated for September to May and one cheque dated for no later than August 1st, 2020 as your deposit.
- **Parent Agreement** – After reading the parent handbook (which can be found at <https://falsecreekcc.ca/licensed-childcare/>) please sign the agreement form.
- **Waiver for out trips**

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, plus one day'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 Break:

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 their child may not have a space. Winter break runs for one week only.

Summer:

Registration for our summer day camps begins when False Creek Community Centre spring and 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 Out of School Care 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 as 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 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 as well as any nuts and nut products. 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. Guidelines for 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 with the staff. Some important guidelines for the safety of the children are:

- o Children need to stay between leaders. They may not run ahead or hang behind.
- o Children need to stop when they get to a corner.
- o Children need to stop at driveways so that we may cross safely as a group:
 - o look left, look right and look ahead.
- o Children must walk their bikes or scooters.

10.2 Personal Items

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

Clothing

Please pay particular attention to the weather as the children 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. Please label all belongings.

Toys & Valuables

Please leave toys, money and valuables at home. We can not be responsible for lost or missing 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 staff 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 store bought, nut-free snack to celebrate your child's birthday. Please let the staff know in advance 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

Activities that encourage physical movement will be promoted throughout the day. These active periods will be planned in larger time blocks as well during times when children are engaged in longest periods of sedentary activity such as drawing and board games.

Active play includes use of our playground, the parks and playgrounds nearby as well as gym space in the community centre. Active games, free play on the playground as well as shorter bursts of activity such as jumping jacks will occur throughout our time with the

children.

10.5 Screen time Policy

We do not allow personal 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. If the child repeatedly misuses their phone in the program, staff may require the phone to be kept with the staff until a parent or guardian comes.

Screen time is very limited in our program. An ipad is used sometimes to promote inspiration for art. For example, a staff member may look up what a Pokeman looks like for a child. During pro-d days and trekker day camps, a guest may show a short, education video clip as part of their presentation.

Short movies, with a maximum screen time of thirty minutes, may be shown during pro d days or day camps if the weather does not allow for an out trip that was planned.

11 Attendance and 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 bye 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, though prior notice is appreciated. If you wish your child to go home with someone not on your authorized pick up list, 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 as staff are required to ensure all children are accounted for. Without a notification, valuable time is spent 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, please call the staff so they know you are on your way.

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 out of school care 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

Staff will only release children to adults listed as an authorised 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 identification if they have not met the person before.

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 parents/guardians is evident, we will be unable to care for your child unless the both parents/guardians sign a written agreement authorizing pick up people and accurate information about the child.

12.0 Health and Illness

12.1 When is a Child too ill to Attend

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.

A child who is well can enjoy and participate in all areas of the program. Please do not bring a sick child to Preschool. The City of Vancouver Health Department provides guidelines in determining when a child is too ill to attend Preschool which are listed in the following section. If your child has a new or persistent cough, continually runny or coloured discharge from their nose or is fully unwell, please keep your child home.

If your child is on medication, please make the teachers aware in case of any side effects. If a child becomes ill during class time, one of the teachers will notify you so that arrangements can be made to have your child taken home. Should an emergency arise, you will be contacted immediately. It is essential parents or an emergency contact is easy to reach and available during the period your child is at out of school care.

In an emergency your child will be taken to the hospital via an ambulance.

When is a child too ill to attend Childcare?(from Vancouver Coastal Health)

Children in preschool 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 three important issues in determining when a child is too ill to attend preschool:

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 preschool 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 preschool should be excluded.
- *2. Children with upper respiratory infection but no fever need not be excluded for the protection of other children. Respiratory viruses are so common that it does not make sense to single out for exclusion those who exhibit minimal symptoms.
- *3. Children on antibiotics who don't have a fever and are otherwise well need not be excluded.
- *4. Children with suspected or known measles, mumps, rubella or chickenpox should be excluded until non-infectious. Children with generalized rash and fever are suspect of having measles and should be excluded pending diagnosis.
- *5. In addition to the illnesses mentioned (4), there may be other less common communicable diseases, which would necessitate exclusion for a period of time. In the case of diagnosed communicable diseases the preschool should advise the Public Health Nurse at the local health Unit.

- *6. Children with a chronic symptom such as a persistent cough or persistent fever warrant a medical evaluation. Once appropriate medical evaluation is obtained, they need not be excluded from the preschool unless they fall under the terms of 1), 4), or 5) above.
- *7. Whenever a child attending a preschool develops new symptoms of illness (whether mentioned above or not), or has a worsening of symptoms, the parent should be notified to take the child home.
- *8. Children with gastro-intestinal problems (e.g. vomiting, diarrhea) should be excluded from the preschool.

*Reference:

Trumpp C.E., Karasic R: Management of Communicable Disease in Daycare Centres. Pediatric Annuals 12:3, Pages 219-229 Revised 94/05/05 0274.COV

12.2 Medications

If you would like the child care staff to administer Prescription Medication to your child, we require the medication to be prescribed by a physician. We also require the medication to be provided in the original container/bottle, clearly showing the child's name, doctor's name and the type of medication. We also require a "Consent to Administer Medication" form (available from a staff person) to be completed with instructions on administering the medication.

13. Emergency Drills and Evacuation

Out of School 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 the program is required to practice a fire drill monthly.

Emergency evacuation drills are reviewed and practiced at least annually. In the case of an emergency that makes the centre's premises unsafe, the children will be evacuated from the building. Arrangements have been made with Granville Island Hotel to stay there until the children can be picked up by their parents or guardians. Staff will contact the families in the event of an emergency to inform you of the pickup location.

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 Emergency Services team will evacuate the children to the next closest Emergency Reception Centre. During this time, the staff will remain with the children. The Emergency Services team will take over responsibility and register the children and staff as well as attempt to contact and connect families with their children.

14. Behaviour Management

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 handle conflict in a positive, confident manner.

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 themselves, others and their environment.

Children learn how to manage in a group setting while teachers ensure individual rights and self-expression are also valued. There will be different expectations and routines in our preschool setting that may differ from those in a child's home.

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

When a child's behaviour is inappropriate or interferes with the safety or rights of others, the following procedure will be practiced.

1. A **verbal reminder** to the child which includes a discussion as to why the behaviour is undesirable as well as positive alternatives. **Written documentation** of the incident will be in the staff communication book as well as mentioned at pick up to the parents or guardians.
2. If the behaviour continues, contact will be made with the parents or guardians to establish a **support network** for the child in his/her efforts to change behaviour.
3. **Outside resources** may be sought with parental consent (i.e. Vancouver Coastal Health, BC Centre for Ability).
4. Every effort will be made by the staff to meet the individual child's needs. If the staff determine that the behaviour is consistently and severely disruptive, and that the welfare of other children and/or the staff is seriously jeopardized, then a meeting will be held with parents, staff, the childcare manager and outside resource professionals. The meeting's ultimate purpose would be to find a collective solution that best addresses the child's needs and the family's wishes. This may result in the removal of the child from the program and we hope a more appropriate program that better supports the child and the family can be found.

Withdrawal from the program is something we make every attempt to avoid. After all resources have been exhausted it may be a final recommendation.

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 talk to the staff after if there is anything you would like to discuss. If an area of concern arises, please bring it to the attention of the staff. It is important to us to hear your concerns and every effort will be made to work through collaboration. For any additional communication, questions or concerns please contact the Childcare Manager.

**Out of School Care Supervisor ~
falsecreek.osc.leaders@gmail.com**

Annie Getz

Childcare Manager ~ 604-257-6998

Tabby Marin - tabatha.marin@vancouver.ca