

Swamp Willow Outdoor Preschool False Creek Community Centre



Parent Handbook 2022

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

Swamp Willow Outdoor Preschool Parent Manual

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1. Introduction



False Creek Community Association

The False Creek Community Association jointly operates the False Creek Community Centre with the Vancouver Board of Parks and Recreation. The False Creek 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.

The False Creek Community Association Board members support and oversee our programs and revenue. It is the revenue from registered participants that support the funding of these programs. Additional support for the preschool may be provided by BC Centre for Abilities and the Ministry of Children and Families.



Vancouver Park Board

The Mission of the Vancouver Park board is to maintain and enhance the quality of life of all citizens of Vancouver by ensuring the provision of a parks and recreation system. The Vancouver Board of Parks and Recreation has a mandate to assure adequate opportunities for people in Vancouver to engage in satisfying and constructive activities during leisure hours, for the benefit of the individual and the total community.

False Creek Child Care programs are licensed by Vancouver Coastal Health under the Community Care Facilities Licensing Act. Our programs and staff meet current licensing standards and are evaluated regularly to ensure compliance.

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

2. Program Description

Swamp Willow Outdoor Preschool offers a unique, nature based, outdoor, licensed preschool program for children aged 3 to 5 years old from 12:45-2:45 pm on Tuesday and Thursday afternoons. Based out of False Creek Community Centre, children will spend the vast majority of their time outside immersed in the nature, parks, and waterfronts on and around Granville Island including Ron

Basford and Sutcliffe Park. Through observations and interactions with nature, peers and of the experienced teachers with the children, a collaborative curriculum develops.

The program has an indoor classroom with its own bathroom in addition to a playground and outdoor area. In case of inclement weather or other safety concerns, preschool will take place in our indoor classroom.

3. Mission

- To provide children the opportunity to learn through direct experiences with nature.
- To provide a stimulating and engaging environment where children can learn through a variety of enjoyable, well planned activities designed to stimulate their curiosity of the nature around them.
- To cultivate a child's natural capacities and develop in them a deep respect for the natural world.
- To nurture our ecological identities and inspire the next generation of environmental stewards
- To provide a safe, secure, nurturing environment where the school-aged child can develop self-esteem, independence, responsibility, friendship and respect for others.
- To offer a program which recognizes the uniqueness of each child and provides positive encouragement for the child's continued growth.

4. Philosophy

All children have the right to be included and be given the opportunity to develop physically, emotionally, socially, and cognitively in holistic ways. We believe that diversity and inclusion enhance the preschool experience by fostering positive attitudes.

We believe children of all backgrounds, cultures, and abilities deserve and benefit from learning through play in natural environments. Children are unique and have individual ways of expressing themselves and their knowledge. Children will have opportunities for independent and group play. We provide the children with a safe and supported environment in which to explore and build friendships, explore nature, and learn about themselves.

We encourage the freedom of play through opportunities, experience, and interactions in a relaxed, playful, outdoor environment. We see outdoor play and

nature experiences as a time of growth in all areas of the child's social, emotional, physical, intellectual and spiritual needs.

We believe spending more time outside, in a living classroom, can help children

- develop an understanding of the world and their place in it
- learn how to identify and manage their emotions
- notice, appreciate and care for the earth and our surroundings
- be physically active

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, difficulties and triumphs on an ongoing basis.

Families may find it helpful to reach out to other families, teachers and health professionals for assurance or questions on issues of interest. We welcome the opportunity to share information and experiences.

5.0 Staff

5.1 Teachers, substitutes and practicum students

Swamp Willow Outdoor Preschool will have two teachers, one of whom will be a licensed early childhood educator, and with the other teacher being a licensed early childhood educator or assistant. Substitute teachers will have criminal record checks, childcare experience and other documentation on file.

Occasionally we are joined by students currently enrolled in an early childhood program. They are here to observe and learn from being in the preschool. All students have been vetted in the same manner as our staff. Parents will be notified when a student will be joining.

5.2 Ratios

There will be two teachers with a maximum of fourteen children enrolled. Practicum students are not counted as teachers for our ratio.

5.3 Teacher Profiles

Sandy Galpin has been working with children as long as she can remember, starting with smaller cousins and babysitting, until she got her Early Childhood Education and has been working in daycares and preschools ever since. For the past four years, she has enjoyed her time at False Creek Community Centre working for the morning preschool program, Swamp Willow Preschool and is excited to expand into outdoor preschool. She enjoys being out on the water,

hiking and camping with her family and she's thrilled to combine her passion for quality childcare programs with her love of nature.

Hi there! My name is **Rachel** and I'm excited to start Swamp Willow Outdoors with your children. I can't wait to explore all the beautiful spaces around Granville Island. I moved to Vancouver just a little over a year ago from Ontario and it's been amazing. I love being able to riding my bike and find new and exciting hikes to go on all year long. Although I am new to Swamp Willow, I've been working with kids for 6 years and am really excited to be part of this outdoor program.

6. Program Details

6.1 Daily Schedule and Hours

Swamp Willow Outdoor Preschool runs from 12:45 pm - 2:45 pm every Tuesday and Thursday.

Please take your child to the washroom before drop off. The community centre has washrooms available for public use.

12:45 pm - drop off at playground by entrance to Community Centre

12:55 pm - gathering to discuss plan for the afternoon

1:05 pm - set out with supplies on a walk to explore

2:00 pm - wash hands and snack (Children will always have access to food and water in their backpacks)

2:20 pm - gathering time with stories, songs, and discussion

2:45 pm - ready for pick up at playground

*daily schedule subject to change - we run a flexible program to meet the needs and interests of the children

Please take your child to the washroom before drop off. The community centre has washrooms available for public use.

On the first week, families are invited to join us for a short circle at the beginning of class. After circle time, families are welcome to leave for the rest of the session. If your child needs a little longer to adjust, families can stay and talk to the teachers for some strategies to help the child feel comfortable at preschool on their own.

If you feel your child would benefit from gradual entry, please talk to a teacher and we would be happy to create a schedule specific to your child's needs.

6.2 Arrival and Departure

Preschool will start with a few minutes of free play inside our gated outdoor area before a short gathering time. It is important your child be brought right to the

gate. This allows time for an exchange of information, and is also a safety measure to ensure that the teacher knows your child has arrived. Parents are required to sign their children in and out daily.

After 1:10, we may be off-site and you may not be able to reach us. Please be prompt so your child does not miss out on class. Teachers always have a cell phone with them but may not answer as children are always the first priority. If your child is going to be away, please email or text the teachers to let us know.

If your child may require gradual entry (starting with shorter class times) or experience separation anxiety (sadness about being away from parents), please talk to the teachers who will be happy to provide some guidance and to make a plan with the family.

When you pick up your child at the end of the preschool class, allow time for teachers to say goodbye and to share things of interest that may have happened during the morning. **Please be punctual when picking up your child.** If you are going to be late, the teachers would appreciate a phone call.

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 preschool session.**

If the 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.

6.3 Authorized Pick up People

Children can only be released to parents/guardians as well as emergency contacts and those listed on the pick up list on their registration form. If someone new is going to pick your child up, please let the teachers know at drop off or via email. Authorized people named on your child's registration form are free to pick up your child without prior notice.

6.4 Absences

Please inform the teachers by text, email or phone if your child will be absent. We cannot refund or credit fees for days missed.

6.5 Inclement Weather

The program will be primarily outside except in the case of inclement weather. This includes days that are *exceptionally* wet, cold, windy, or with bad air quality.

We will be inside if...

- it is raining/snowing so intensely that limited visibility impairs staff supervision
- there is a wind warning and/or staff are concerned about the strength of wind causing potential dangers
- there is any thunder, lightning or hail
- the Air Quality Health Index provided by the Government of Canada is over 7. If the rating is between 4-7, while outside we may encourage and plan our day to include more low exertion activities and/or spend more time inside.
- it is exceptionally hot and children need a cool space

Parents/Guardians should apply sunscreen before preschool when required. Staff are not permitted to apply sunscreen. On warm, sunny days, please bring a large brimmed sun hat and other sun protective yet breathable clothing.

6.6 Annual Schedule

Preschool will be closed on statutory holidays including Labour Day, Thanksgiving Day, Remembrance Day, Family Day, Good Friday and Easter Monday. Preschool will have a two week winter break over Christmas and New Years as well as a two week Spring break coinciding with Spring break at False Creek Elementary School. Preschool will close one week before public schools for administrative purposes.

6.7 Emergency and other closures

Swamp Willow Outdoor Preschool shares program space with the Out of School Care program. When programs overlap, due to professional development days or school closures, preschool will close to accommodate Out of School Care. Families will be notified of any closure dates at the beginning of the year. If an unforeseen closure occurs, such as a school strike, an additional class will be added for every class missed up to two classes on a Monday or Friday afternoon. If the closure is longer than two classes, parents will be refunded for any classes missed.

In the event of a snow day or building closure, parents will be notified by phone, email, and our Seesaw app before the program starts. Parents may also call the front desk at 604- 257-8195 to confirm if the Centre is open or closed. Swamp Willow Outdoor Preschool follows the local school board for snow day closures. If False Creek Elementary is closed due to extreme weather, we will be closed as well.

The Covid19 public health emergency is rapidly changing, and our ability to remain open may change without notice; or we may be ordered closed at any time by BC's provincial health officer, the Vancouver Board of Parks and Recreation, and/or our licensing officer. False Creek Community Association also

retains the right to close the childcare programs at any time if deemed necessary. This includes closures due to staff shortages.

- If the facility closes on or before the 15th day of the month, for more than 15 days, we will provide a credit of 50 percent of your monthly fee toward future payments.
- If the facility closes after the 15th day of the month, or for less than 15 days, no credit will be provided.
- If the facility temporarily closes due to COVID-19, the families will not be charged fees for any following months of closure. The child's spot in the program will be held for reopening.

6.8 Boundaries

When preschool goes on their daily walks and explorations, boundaries will be communicated clearly by the staff to ensure the children know the safe areas in which they are able to play. Cones will be used as necessary to help define boundaries.

Staff will identify any areas of concern near the boundaries and discuss potential hazards with children before letting them explore. Children will always be supervised and the group will stay together as much as possible.

Our walk boundaries are shown below - if we go beyond these boundaries, a field trip form will be provided and need to be signed.

Walk Boundaries

Anderson Rd to
Lameys Mill Rd to
The Castings
(visible area on map)



6.9 Nature Safety

In an outdoor program children will be getting hands on with nature. To limit accidents and injuries the staff will do a second sweep of the area for dangerous items

The children will be taught safe and respectful ways to engage with nature including:

- Putting nature back where we found it
- Not to touch anything not natural or what they are unsure of(i.e. garbage)
- Only climb on stumps or rocks lower than their waists
- Picking up rocks no larger than your palm
- Picking up sticks no longer than your forearm
- Sticks stay pointed to the ground
- Wearing appropriate footwear at all times
- Being respectful to animals we may encounter (from worms to coyotes and everything in between)

6.10 Dog and Coyote Safety

Children will be taught not to interact with dogs while at preschool. If a dog approaches a child, a teacher will immediately come between the child and dog and determine next steps depending on the demeanor of the dog.

If a coyote is near the group, the teachers will lead the group in “Jingle Bells” to make noise.

6.11 Teacher Backpacks

The teachers will have a backpack with a first aid kit, hand sanitizer, wipes, cell phone, cones, children’s emergency cards, and staff procedures binder with them at all times when away from the classroom. The teacher's priority is engaging with the children during class time so the cell phone may not be answered during class time. Text or email is the best way to communicate with the teachers during class.

6.12 Active Play Policy

Active play will be encouraged through modeling by teachers and providing environments conducive to children being physically active. Throughout every preschool day, there will be facilitated active play and physical movement (i.e. group walks, games like frozen tag, and movement songs). There will also be time in every preschool day for child directed play (free play) where children will get to choose what activities to engage in within the boundaries of the play area. Children will be engaged with active play for at least thirty minutes at preschool

There will be no screen time at Swamp Willow Outdoor Preschool.

6.13 Nutrition

Families are required to send a healthy snack and a water bottle in their child's backpack every day. We will not always have access to garbage or recycling receptacles during snack (if we go on a picnic) so consider packing a zero waste snack or a snack that won't cause a mess if containers/packaging is put back into the child's lunch kit. Please cut up hot dogs and grapes if you choose to send them for your child's snack. Some foods may be restricted if there are anaphylactic allergies in the class.

If we are at the preschool, children will wash their hands before snack in the bathroom in the preschool. If we are choosing to have a picnic snack, staff will ensure dirt is washed off hands using wipes and then hand sanitizer will be given to children before snack.

We are a nut aware program which means we ask that no nuts of any kind be brought to preschool. Our centre is a shared, public space; therefore we cannot guarantee that nuts have not been present in the room.

Children will always have access to food and water from their backpack. Children will never be forced to eat.

6.14 Communication with Families

We encourage and invite communication and information exchange with our families. Teachers endeavor to keep families informed on a regular basis of their child's well-being while in the program. We want to work collaboratively with families to help make preschool a positive experience for everyone.

Families are encouraged to discuss any questions or concerns with teachers. Because our focus must be directly on the children during program hours, brief comments can be passed along during drop off time. The teachers generally have time for shorter conversations after class. If a longer time is required, we are happy to arrange a mutually agreeable time to talk.

Families may find it helpful to reach out to other families, teachers and health professionals for assurance or questions on issues of interest. We welcome the opportunity to share information and experiences.

Here are some ways you can be informed and involved:

- **Newsletter** - Every month we will email out a newsletter. This newsletter has important information about what's coming up and dates you should be aware of.

- **Seesaw** - Seesaw is an app we use to share pictures and comments with our families of how we spend our time in the classroom. Once parents/guardians fill out a waiver, they will be emailed an invite.
- **Party Days** - Through the year we will have some party days where our preschool families can connect to one another and we can share a few of our favourite songs. Children are required to be accompanied by an adult during a party (If you aren't available, you can ask another preschool family to participate with your child). Class schedules may change on our special party days.
- **Field Trips** - The class may take some field trips throughout the year. We appreciate parent volunteers on these excursions.
- **Teacher Meetings** - The teachers are available to discuss any concerns or questions you may have about your child or the program. Generally, after the preschool program is a good time to discuss any issues you would like us to be aware of.

6.15 Behaviour Guidance

The goal of using guidance techniques in early 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.

In preschool, children are learning about how to function in a group environment as well as express their own individuality. Rules and limits in a preschool setting may differ from those in a child's home.

Our teachers 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 teachers 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.

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 and other choices the child has in place of the undesirable behaviour - If the undesirable behaviour is repeated...
2. A **written documentation** will be noted along with a repeat of step 1. If the behaviour is repeated...
3. Contact with the parent/guardian to establish a **support network** for the child in his/her efforts to change behaviour. If the inappropriate behaviour does not change...
4. **Outside resources** may be sought with parental consent (i.e. The Vancouver Health Unit, Vancouver Supported Childcare).
5. Every effort will be made by the teachers to meet the individual child's needs.
If the teachers determine that the behaviour is consistently and severely disruptive, and that the welfare of other children is seriously jeopardized, then a meeting will be held with parents, teachers, the childcare coordinator, 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 finding a more appropriate program that better supports the child and the family.

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

6.16 Clothing and Gear

Everyday your child will need to be dressed for the weather. There's a saying that 'there is no bad weather, just inappropriate clothing'. Here in Vancouver, we need a great variety of gear, depending on the season and even the day.

No matter the weather, your child will need a **backpack with a chest clip** packed with a water bottle and snack that they can comfortably carry for every preschool session.

On wet days

- Rain jacket and pants
- Rain boots or waterproof hikers (insulated boots when snowy or very cold)
- Warm layers such as fleece or wool (no cotton please)
- A warm hat that can fit under their hood
- Warm, waterproof gloves

On warm days

- Brimmed hat
- Shoes that are comfortable to run around in, provide adequate protection and stay on your child's feet (runners, Natives etc, no flip flops or sandals)
- Layers (hoodie or sweater)
- Jacket if it's colder or any chance of rain

If a child is not dressed appropriately for the weather and the child is upset due to not having the right gear (such as being really cold), parents will be called to pick up to change the child into appropriate gear or pick up the child.

7. Health and Safety

7.1 Illness

Please do not bring a sick child to preschool. Vancouver Coastal Health has provided the following to help teachers and families when children should stay home:

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 for 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

If your child has any nasal discharge that is not clear or requires regular wiping, keep your child home.

7.2 Medication

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, 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 teacher) to be completed with instructions on administering the medication. We can not administer non-prescribed medication.

7.3 Health Conditions

It is important you keep your child's health status up to date on their registration forms. If anything changes throughout the year, please let the teachers know.

If your child has a more complex health condition or detailed health information needs to be shared with staff, inform the child care manager before the start of preschool so potential accommodations can be made.

Anaphylactic allergies and health conditions such as epilepsy will require a care plan to be filled out for the health and safety of your child.

7.4 Sickness or Injury at Preschool

Should an emergency arise or your child becomes sick at preschool, you will be contacted immediately. For this reason it is essential for emergency information to be up to date on all registration and emergency forms and that someone is always available via phone while your child is at preschool.

If your child is injured or becomes ill while at the program, the staff will quickly assess the situation to decide what action/attention is required. If the child requires

medical attention by a physician or health care professional, as per the signed permission on the “Emergency Consent Card,” the senior staff person will:

- Contact the parent/guardian or the emergency contact/s (if the parent/guardian cannot be reached).
- Call and request an ambulance if the child has serious injuries.
- If required, staff will accompany the child to the hospital until a parent arrives.

If a child gets a small cut or similar, teachers will care for child and inform the child’s pick up person. All teachers have current Child Care First Aid and carry a first aid kit whenever off of premises.

7.5 Immunization

You are strongly encouraged to ensure that all your child's immunizations are up to date before enrolling in Preschool, and that your child has had a recent medical exam. Licensing requires the Centre to keep a record of each child’s immunizations.

7.6 Toileting

Please ensure your child has gone to the bathroom before each class. We recognize that toileting for a child is an individual and personal experience. Each child is encouraged to communicate with a teacher when they need to go to the washroom. Children should be fully toilet trained by their entry into the program. However, please let us know if your child needs reminders or additional help.

7.7 Fire and Earthquake Drills

The Preschool 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 preschool room has specific instructions for moving the children safely out of the building. Fire drills are practiced once a month to ensure the children are prepared in case of emergency. Earthquake drills are practiced at least annually.

7.8 Emergency Evacuation

Regular emergency evacuation drills are held throughout the year. In 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. Preschool staff will contact the families in the event of an emergency to inform you of the pickup location.

7.9 Major Emergency Response Plan

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 Emergency Services team will take over, register the children and staff and try to contact and connect the families.

Emergency Shelter: Granville Island Hotel
1253 Johnston St
Granville Island
604-844-3800

8.0 Enrolment and Fees

8.1 Age to Register and Priority Registration

A child enrolled in Swamp Willow Outdoor Preschool must be at least three years of age and less than five years of age on September 1st of the year they attend.

All children attending Preschool should be toilet-trained.

Children enrolled in Swamp Willow Outdoor Preschool will receive priority registration into our Out of School Care program. However, a space is not guaranteed. Spaces will be given on an “as available” basis.

8.2 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 post dated cheques dated for September to May and one cheque dated for no later than August 1st, 2019 as your deposit.
- **Parent handbook** – After reading the parent handbook (found online) please sign the agreement form.
- **Custody Agreement** - if applicable

- Some families may have custody agreements or court orders respective to the guardianship of the children. Parents must provide a copy of any custody agreements. Our program will only abide by what is outlined in the custody arrangement. Parents must notify the administration if the legal circumstances change.

-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 both parent/guardian(s) sign a written agreement authorizing pick up and access information about your child.

- **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

8.3 Fees and Payment Information

*(subject to increase in September)

3 - 5 year olds Tues/Thurs 12:45-2:45 pm class \$175.00/month

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

The registration fee of \$25.00 is non-refundable and will be applied to program supplies.

One month's fees are held as a deposit. The deposit will be applied to the June fees or the last month's fees provided the proper notice has been given for withdrawal.

Families may make payments with one of the following -

- Nine cheques dated the 1st of each month, September through May are at the time of registration. Cheques are to be made out to the **City of Vancouver**. There is a **\$30.00 charge for cheques returned N.S.F.**
- Visa or Mastercard by completing the credit card form and authorizing payments. Parents need to ensure the correct credit card information is on your Vancouver Recreation Activenet 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 and your CCV number. Please follow the steps below to update your card information -

If you do not have a login for your account 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.

8.4 Non-sufficient fund 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).

8.5 Receipts

Receipts will be emailed to parents when their payment is processed. All receipts are also accessible from their park board account. Please retain your original receipts as no duplicate receipts will be issued.

8.6 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:

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

All authorizations or renewals are due by the 1st of the month. If the parent pays a portion of their 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 the subsidy change they may amend or reissue their cheques in the revised amount.

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 when 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 Dr'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.

8.7 Late Fees

A late fee of \$10.00 per 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 after Preschool. A late form will be issued by one of the teachers, and the payment must be arranged with the child care manager **before the next daycare session.**

If a child is repeatedly picked up late they may risk losing their spot in the program. Families will be given written notice with a final warning. If they are late again they will be removed from the program.

8.6 Withdrawal

If a 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 the child's space.

Should a family wish to withdraw their child from the program **they 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. (i.e. Dec. 31st notice for Feb. 1st withdrawal)

8.7 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.

9. Feedback, Suggestions and Concerns

We welcome your comments and suggestions. Please feel free to approach the teachers after Preschool class if there is anything you would like to discuss. Your feedback is a great way to let us know how we're doing! If an area of concern arises, please bring it to the attention of the teachers. It is important to us to hear your suggestion and/or concern and every effort will be made to work through your concerns. For any additional communication, questions or concerns please contact the Association Administrator. Contact us at any time.

Preschool Teachers ~ 604-257-6997

Sandy Galpin

Rachel Shedletzky

Association Manager ~ 604-257-6998

Krystal Santor

Swamp Willow Preschool Parental Agreement Form

Child's Name: _____

Please initial "yes" or "no" to the following statements, sign your name and return one copy to the Preschool. Please retain a copy for your records.

	Yes	No
I have received and read the Parent Handbook		
I have been informed of and understand the policies and procedures of the Preschool.		
I am aware that I will be informed of specifics through monthly newsletters, emails and the SeeSaw App.		
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 1st , my notice is due on the 28th of Feb.)		
Throughout the preschool 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 brochure and advertising.		
I agree that it is the responsibility of both the teachers of the Preschool program and I/we as parent(s) to keep an open line of communication between us during the school year.		
I agree to pick up my child on time and understand that a late fee will be charged should I not do so.		
I understand that June's Preschool fees are due at the time of registration. A series of Post-dated cheques or credit card authorization (for September-May) are to be given to the administrator before the first day of class. Failure to pay fees in a timely manner may result in discontinuation of service.		
I will retain my original receipts as duplicate receipts will not be issued.		

Parent Signature _____ Date _____