



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

3 Corners Child Care Centre Family Handbook

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Updated June 2018



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Dear Families,

Welcome to 3 Corners Child Care Centre,

3 Corners Child Care is a non-profit, licensed child care centre operated by the Mount Pleasant Community Centre Association (MPCCA). Our centre serves families with children who are between 3 months-5 years old.

The MPCCA is dedicated to supporting families in our community. We value the uniqueness of individual families and their backgrounds that enrich our programs. We recognize that each child and their family have different needs, interests and expectations. Our goal is to build partnerships with families and neighborhood organizations to support children to grow to be healthy, caring and competent adults. We support families by providing programs, information and resources to assist them in their role as parents/guardians.

This package has been designed to introduce you to our centre and to provide you with program information and our policies and procedures.

In addition to our Family Handbook this package includes:

- 1. Registration Form*
- 2. Emergency Consent Card*
- 3. Immunization Record*
- 4. Photo Release Form*
- 5. Parent/ Guardian Agreement*
- 6. Face Painting Consent Form*

If you have any questions regarding our programs that may not be covered in this handbook, please feel free to contact at us.

Sincerely,

Kim Hempler
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Mount Pleasant Community Centre Association
3 Corners Child Care Centre
Phone: 604-257-3061 x 1
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THE M.
IT'S YOUR COMMUNITY



MOUNT PLEASANT
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PROGRAM INFORMATION

History

The Mount Pleasant Community Centre Association opened its first **licensed preschool** program in 1978 and has been providing **licensed school age** care for children five through twelve years for over fifteen years. Our Preschool and Out of School Care programs are situated at Our House Child Care Centre located at 123 West 16th Avenue.

3 Corners Child Care Centre opened on November 2nd 2009. We are located at #1 Kingsway, in the Mount Pleasant Community Centre where we provide licensed care for **Infants, Toddlers and 3-5yr olds**.

Our Mission Statement

The MPCCA Child Care's mission is to provide high quality and affordable child care for infants, toddlers, preschoolers and school age children. Our goal is to provide nurturing environments and learning experiences for children to ready them for life-long learning and to offer the opportunity for each child to develop physically, socially and cognitively according to their individual development and learning styles.

Our Child Care Philosophy

We believe that:

Every child deserves a safe, warm and caring environment in which to grow and develop to their full potential. We are committed to fostering each child's self-esteem and feelings of self-worth.

Warm, sensitive and caring relationships with our qualified staff provides children with feelings of belonging, acceptance, and security which support their well-being, emerging abilities and development.

Every child should be given the opportunity to develop personal responsibility and social skills, to learn how to problem-solve and learn about other people's beliefs and cultures. At MPCCA each child is recognized as a unique individual and deserves to be given the encouragement and space to try new things, explore new ideas and develop at their own pace.

We honor and value play. We believe that through play, children learn about relationships between people, living beings, materials, and physical places. We believe that play is essential for children to develop critical thinking skills and creativity. In our centres children are given the opportunity to engage in developmentally appropriate learning activities and spend time exploring their world through play in both indoor and outdoor environments.

Objectives

- To provide high quality early learning and care for families regardless of background or circumstances
- To support the varying developmental needs of all the children enrolled in our programs
- To work in partnerships with families, helping them to prepare their children socially, emotionally and cognitively for school and lifelong learning
- To provide information and resources to families regarding their child's growth and development
- To engage communities to help raise children who are healthy, safe and secure, successful at learning, social engaged and responsible

Curriculum

Our programs are play-based, built around the belief that children learn naturally through play. We offer a diverse and exciting curriculum with a variety of learning centres and open-ended activities for free play and exploration. As educators, we plan according to the different interests and abilities of the children, taking their cues as the starting point of curriculum planning. As we regularly observe and assess play, we are able to arrange the classroom environment, select activities and provide the appropriate props to foster independence, help build children's self-confidence, encourage creativity, promote sharing and problem solving, and guide speech and language development. Our curriculum focuses on the five areas of development: social, emotional, physical, creative and cognitive.

Although adults generally separate "working" and "playing" it is important to remember that playing is the work of young children. As your child plays they connect their play objects to what they are thinking and observing in the world. Play allows them to learn math and spatial concepts, language development, fine and gross motor skills, social skills, and to express themselves emotionally and creatively. Play is how children naturally learn about themselves and the world around them.

Active Play Plan & Screen Time Policy

BC Provincial Child Care Licensing requires child care centres to implement a balance of activities including outdoor physical play experiences which stimulate and develop physical and recreational skills. Current research in the area of physical activity among young children suggests that children are not engaging in enough physical activity and are engaged in more sedentary experiences such as computer use or television viewing.

At the MPCCA Child Care Programs we strive to provide the recommended daily physical activity for children as per Provincial Child Care Licensing Regulation which states that children should participate in:

- at least one hour of structured physical activity
- a minimum of one hour (and up to several hours) free play physical activity each day.

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 or 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, thinking and learning skills and provides opportunities to develop social skills and make friends.

Please refer to our Active Plan & Screen Time Policy posted on our Parent Boards in each of our programs for more information.

Staff

The 3 Corners staff team (along with our substitutes, students and volunteers) come from a variety of child care backgrounds. Our teachers are trained and certified as Early Childhood Educator Assistants, Early Childhood Educators and Early Childhood Infant/Toddler Educators who meet all of the requirements outlined in the Child Care Licensing Act and hold valid First Aid certificates. Some of our staff also have their Special Needs certification. Qualified substitute staff are called in when staff are away due to illness, vacation or for staff to engage in professional development activities.

From time to time you will see Early Childhood Educators in training completing their practicum in our programs as well as special guests visiting the program throughout the year such as public health nurses, vision screening and other consultants.

Criminal Record Searches

All staff at 3 Corners Child Care Centre, along with all substitutes, students and volunteers are required to complete a criminal record check prior to starting in our child care programs.

Operating Hours

3 Corners Child Care Centre's operating hours are Monday to Friday from 7:30am to 6:00pm.

We are **closed** on the following statutory holidays:

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Labour Day

BC Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

3 Corners Child Care will be closed at 3:00pm on Christmas Eve and New Year's Eve. Notices of closures will be posted in advance.

What to Bring

- Lunch (Ready to eat ex. cut grapes lengthwise, heat up items in a microwavable container)
- Infants: Formulas/ Breast milk
- A comfortable pair of slippers (shoes) for indoor play
- A comfortable pair of shoes for outdoor play
- Appropriate clothing for indoor/outdoor play (for all seasons)
- Extra change of clothing – 2 Shirts, 2 Pants, 3 Underwear & Socks
- Diapers/Pull-ups for children not toilet trained

- Rubber boots & rain gear (muddy buddy)
- A hat & sunscreen
- A blanket and/or special "stuffie" for naptime
- Re-usable laundry bag (please no disposable plastic bags)

Labeling & Children's Personal Items

Please label all items with your child's name.

We would like to stress to families how important it is that you clearly **LABEL** all of your child's belongings. There is a lot of clothing, containers and personal effects that come through the centre so it is impossible for staff to know what items belong to each child. If an item goes missing there is a greater possibility that it can be identified and returned if it is labelled.

Items to Label:

- ✓ Lunch Containers, Lunch Bags, Back Packs, Jackets, Muddy Buddies, Toques, Mitts, Extra clothing, Water, Bottles, etc.

We understand that children sometimes want to bring toys and personal items from home however these items can occasionally get lost in our very active environment. This could be disruptive to the class and upsetting to your child. We would appreciate it if you child could leave these items at home.

What Your Child Should Wear

In order to ensure your child's full participation in the program it is helpful that your child wears washable, comfortable clothing and shoes that will allow for active play in all types of weather.

Outings

From time to time staff will take the children for walks through the community centre, to the library, to a local playground or around the neighborhood.

Orientation and Gradual Entry

Starting in a new setting can be an exciting yet scary experience for a young child. Even children who are looking forward to child care may become apprehensive when they realize that you are not going to be there. Although your child may have had other group experiences, this is a new group and environment with unfamiliar faces. These feelings are normal for children.

The gradual entry process allows time for your child to feel comfortable, to start developing friendships and to become familiar with staff. We recognize that this process can be stressful for parents but by experiencing this process your child will feel more comfortable when it comes time to leave them for the whole day.

We will be happy to help you and your child through your child's orientation period. It may take 2-3 weeks for your child to fully adjust to his/her new routine.

If this process is difficult for you to arrange, we recommend you have a friend or family member help you.

The following are sample gradual entry schedules. Please keep in mind that each child will adapt differently to their new environment and may require a slightly different schedule. Please speak to the staff in your child's program to determine a gradual schedule that best meets your child's needs.

Infant and Toddler Gradual Entry

- Day 1** Child arrives in the morning and stays for one hour with parent/guardian. The child is encouraged to explore the environment.
- Day 2** Child arrives in the morning and stays for one or two hours with parent/guardian. The child is encouraged to explore the environment and begins to form relationships with the staff.
- Day 3** Child arrives in the morning and stays for three or four hours without parent/guardian in the program. The child will have his/her first feeding experience in the program.
- Day 4** Child arrives in the morning and stays for 4 to 6 hours without parent/guardian in the program. The child will have his/her first or second feeding experience and first nap experience in the program.
- Day 5** Child Arrives in the morning and stays the full day without parent/guardian.

3-5 Program Gradual Entry

- Day 1** Child stays 2 hours with parent/guardian.
- Day 2** Child stays for 2 hours without parent/guardian.
- Day 3** Child stays for snack and outdoor play. Pick up at 12:00pm (noon).
- Day 4** Child stays through lunch. Pick up at 1:00pm.
- Day 5** Child stays through nap/quiet time. Pick up at 3:30pm.

Transferring to the Next Age Grouping (Program)

If your child is currently attending one of our programs at 3 Corners he or she will receive priority for a space in the next age grouping at the centre when eligible. Priority for spaces is given to internal families and is based on the child's development, birthdate and their original enrolment date. We will do our best to ensure that your child has a space in the next age grouping however we cannot fully guarantee this. This will be determined closer to the time that your child becomes eligible.

3 Corners Child Care Centre offers 2 programs in 3 spaces:

Infant / Toddler 1 (*licensed for 3 - 36 months*)

Dragonfly (3-18 months) 12 spaces 1 staff: 4 children ratio

Infant / Toddler 2 (*licensed for 3- 36 months*)

Ladybug (18-36 months) 12 spaces 1 staff: 4 children ratio

3-5 years (*30 months to School Age*)

Bumblebee 25 spaces 1 staff: 8 children ratio

Movement between the Dragonfly Room and Ladybug Room; and Ladybug Room to the Bumblebee Room:

1. In order for movement to happen, we first need to have available space.
2. If a space or spaces become available in the next age grouping we look at several factors before determining which child/children will transfer:
 - a. Birth and enrolment date are considered but are not always primary indicators.
 - b. Schedule - naps – is your child consistently having one nap after lunch?
 - c. Language – is your child able to express most wants and needs?
 - d. Comprehension and ability to follow directions – can your child understand and carryout directions with 2 or more steps?
 - e. Has your child started to develop self-help skills?

The Infant/Toddler programs are run as one program, with two rooms. Both of these rooms are run under a joint license, for children 3 months to 36 months. We do our best to move children with their peer group to the next program based on your child's development and available space.

The majority of movement from one program to the next takes place each September. Why? In September, the older children in the centre move onto kindergarten, which creates spaces in the 3-5yr (Bumblebee) Program for toddler children thus creating space in the Toddler (Ladybug) Program for infants to move up.

If you have questions about your child's movement to the next age grouping please direct them to the Program Supervisor.

Part-Time Care

At 3 Corners we try to meet the needs of every family. In order to facilitate this we offer part-time care when possible. Below are a few important pieces of information about part-time spaces:

- All part-time children must share a full-time space with another child(ren) in order to fill the space on the days that a part-time child doesn't attend. Ex. If your child is coming Monday, Wednesday and Friday another

child(ren) must fill the vacant Tuesday and Thursday spaces in order for you to maintain your 3 day per week space.

- You may have to wait until another family is found to share the space with you before your child can take the part-time space. Please note that there is no guarantee that we will be able to accommodate your request.
- If your child currently attends full time and your switch your child to a part-time space, we cannot guarantee you a full-time space at a later date. While attending part-time, if you request to change to a full-time spot, you will be given priority for a full-time space if one becomes available.
- If the child you are sharing the space with leaves the program it does affect your care. You will have two options:
 - 1 – You will be offered to switch to a full-time space.
 - 2- There will be a designated amount of time to find another child to share the space with your child. If at the end of that time period, another child is not found and you do not want a full-time space, we will offer the full time space to another family. This means that care for your child will be discontinued until another part-time space becomes available.

New Siblings

We have many families within our centre continuing to grow! If you have a child currently enrolled at our centre their sibling(s) will receive priority for a space, after currently enrolled children, when and if one becomes available. If you are expecting a new baby and would like a space for your new child please contact the Administration Assistant to let us know you are expecting. The sooner you let us know the sooner we can add your child to our sibling waitlist.

We would like to stress how important your family is to our centre and will do everything we can to arrange for your new child to attend 3 Corners with their sibling(s) however we cannot guarantee a space for you. We appreciate your understanding and patience in these matters and look forward to meeting your new little one!

Kindergarten Readiness

Kindergarten is the first big step in a long line of formal learning for your child and no one knows your child better than you do. Our program offers kindergarten readiness through a variety of play based activities and learning experiences to support your child's transition to school.

Birthdays

We are excited to celebrate your child's special day in the program! We would appreciate it if you **do not** bring any specialty foods such as cake. We will celebrate your child's special day with a birthday crown, a song and a small gift from our birthday box.

Holiday Celebrations

Our goal is to deliver inclusive and diverse programming activities for the children as we want to honor and acknowledge holidays that best represent the children and families in our program. We will do our best to incorporate a variety of cultural celebrations into our programming. If you would like us to celebrate something meaningful to your family, please let us know at least one month in advance and we will do our best to accommodate your request. If there are celebrations you prefer your child not to be involved in, please discuss this with us prior to the date.

CHILDREN'S SAFETY & SECURITY

Children's Records

It is the responsibility of the enrolling parent/guardian to keep all children's records up to date and inform the program staff of any changes to the following:

- a) Registration Form
- b) Emergency - Consent Card
- c) Immunization Record
- d) Allergy Information
- e) Changes to authorized pick up lists

All confidential information will be stored in a secure place. Information will not be released about a child or family without the written consent of the enrolling parent or legal guardian. (Exceptions include: situations related to child protection or when the information is subpoenaed by the court).

Photograph Consent

With your written permission, staff will take photographs of your child to complete documentations of the children's activities and for archival or promotional purposes. Please address any questions or concerns with any of our staff.

Custody & Access

It is important 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 placed in the child's file. The staff will only follow the access or pick up instructions of the enrolling parent/legal guardian unless otherwise instructed by a court order.

When custody has not been legally determined and a conflict between the parent(s)/guardian(s) is evident, we will be unable to care for your child unless both parent(s)/guardian(s) sign a written agreement outlining authorized pick up and access information for the child.

Emergency Information

In the case of fire, earthquake or other type of evacuation, the program may have to close. Your child will be cared for by the staff until he or she has been picked up. The program may also close due to poor weather conditions. Please call if you are unsure whether the program is open.

In the event of an evacuation, staff in each program will:

- gather the children together at the closest exit
- count the number of children, cross checking with the sign in sheets
- escort the children out of the building by following the evacuation route posted in the program
- gather the sign in sheet, first aid kit, emergency supplies and children's emergency cards
- once outside of the building staff will re-count the number of children to ensure that all children and staff are accounted for
- a staff will do a final sweep of the centre to ensure no one is left behind
- all children and staff will exit the rooftop via the north stairwell and gather at the Koi fish pond behind the Community Centre on 8th Avenue.
- upon arrival staff will re-count the number of children
- the group will remain at this location until further instructions are received from the fire department or Supervisor

* If the south stairwell is not accessible the group will proceed to the north stairwell to exit and gather on the north side of 7th Avenue, in front of the condominium development (235 Est. 7th).

If re-entry to the building is not safe or permitted, staff will walk the children to Kingsgate Mall (370 East Broadway) and will call parents to have their children picked up.

Fire Drills are held once a month as required by Provincial Child Care Licensing. The staff will let the children know that we are conducting a fire drill and have the children line up quickly and quietly to evacuate the building. Staff will gather the first aid kits, attendance sheets and children's emergency information and then take the children to the designated location, listed above, to conduct a head count and take attendance.

Emergency Drills are conducted once a year. During the drill children are taught to stay away from windows and to "duck, cover, and hold" until shaking stops.

Signing Your Children In and Out of the Program

It is important that you sign your child into and out of the program each day on the "Sign/Out" sheet.

Drop off/Pick up

Some children happily enter into a new classroom without a backward glance. But many others are, understandably, a little more nervous about starting a new program with new friends and new teachers. It's not only children who have a hard time parting ways for the day, the morning drop off can be hard on adults, too. Luckily, our teachers have a lot of experience with supporting children and parents at drop off time. As the teachers get to know your child, they can direct him/her to a favorite activity that will help him/her settle more easily into the classroom and can offer advice if your child needs more support. Here are some positive ways to say good-bye that will help put everyone at ease:

- Some children do best when a parent limits the amount of time spent saying good-bye. Other children want the reassurance of a parent's presence in the classroom until they feel more comfortable. Find what works for you both, and if your child needs more time, arrive early to help him/her to adjust to the transition.
- At drop off, take a little time to focus your attention on your child. Get down at his/her level and be with him/her before saying good-bye. This can help her relax and ease his/her fears.
- Discover the classroom together.
- Commenting with enthusiasm about the children's art work on the wall, the sand table, or greeting teachers and other children warmly, communicates to your child that the centre is a fun and exciting place. If you are curious and positive, it encourages him/her to be too.
- Take a little time to really say good-bye. Slipping away while he/she isn't looking can make him/her more anxious when he/she can't find you. Let your child know you are leaving and that you will be back.
- Acknowledge their feelings. Children show emotion through crying, and it's normal for them to do so. Acknowledging their emotions is an important part of helping them cope with morning transitions. You might say: *I see that you're sad that I'm leaving. I will miss you too. I'll be back after your afternoon nap to pick you up.*
- Talk about the good stuff. Remind your child of the fun things he/she will do. *Wow! You're going to paint at the easel today! What do you think you'll paint?* Talk him/her through the day's schedule. Routines are comforting for young children, and his/her worries will lessen as he/she learns what to expect.

For health and safety reasons we ask that you do not allow siblings, who are not enrolled in the program, into the play area. They are welcome to stay in the cubby while you drop off and pick up. Siblings in slings are ok. Ex) If you have a child in 3-5 room and toddler room please do not let your toddler play in the 3-5 room or vice versa.

Child absence from the program / Unusual drop off time / Drop off after 10:00am

If your child will be absent or you will not be dropping off by 10:00am, we would appreciate if you could give us a call to let us know. This is not mandatory however it makes it easier for staff when they are planning the children's day.

Dragonflies 604-257-3064
Ladybugs 604-257-3063
Bumblebees 604-257-3062

Person(s) Authorized for Pick Up

Please inform the child care staff if a person other than those mentioned on the "Registration" form will be picking your child up. If an emergency arises during the day, alternative arrangements can be made over the phone with a 3 Corners Staff person. A follow up email to the Program Supervisor or Administrative Assistant is required. If the person picking up your child is not known to the staff then the person will be asked to show photo identification and be expected to sign out your child.

The enrolling parent/guardian is also responsible for ensuring that those authorized to pick up their child are informed of the program's hours of operation and room location.

Please note that your child will not be released at pick up time if a child care staff person is concerned for the child's safety.

Late Pick-Up

Please ensure that when picking up your child that you have a few minutes to spare to gather your child and their belongings and check in with staff before the 6:00pm closing time. We understand that life is busy and people run late however we feel that the staff's time should be respected.

- When a parent/guardian is late for the first time, he or she will receive a late charge reminder notice. (The pick up time will be recorded on a "Late Pick Up" form).
- On the second and subsequent occasions, a \$5.00 late charge - per family - will apply to the first 5 minutes past the scheduled pick up time and \$2.00 for each additional minute thereafter.
- The overtime fine must be paid within 24 hours to the Program's Supervisor or the Administrative Assistant or your child's care will be withdrawn until the fee has been paid in full. (IMPORTANT: The child care staff will determine late charges based on the clock time in the program).

If you are in the centre past 6:00pm your key scan card will not allow you to exit the centre. This means that you will be charged the late fee.

The Ministry of Children and Family Development will be contacted for assistance if the staff are unable to reach the person(s) authorized to pick up your child or have not heard from the enrolling parent/guardian within thirty minutes of the program's closing time.

Suspected Child Abuse

The Child, Family and Community Service Act state that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm". The Act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry of Children and Family Development.

If any of our staff witness abuse or suspect that a child has been abused it is their legal obligation to report the information. Once the information is reported decisions related next steps, if any, are that of the Ministry of Children and Family Development. Staff's duty is to report only, not to determine if abuse has or has not occurred.

Key Scan Cards

Considerable measures are taken to ensure the safety of the children and staff at 3 Corners. It is important that each authorized person entering the centre scans themselves in. We realize that it can be very uncomfortable to ask a parent/family member/person to scan themselves in however we ask that you do so for the safety of the children and staff. This is to ensure that no unauthorized person's enter the centre.

You will be issued a security key scan card to give you access to the child care centre. You are required to pay a \$25 deposit per scan key. If you lose your card your deposit will not be refunded. There will be a \$25 deposit charged for additional cards.

If your key scan card has been misplaced, lost, or stolen, please notify the Administrative Assistant. Each card is tracked by your name and the corresponding # on the card. We can immediately de-activate your card and re-issue a new one. This will ensure the safety and privacy of the children and our families.

Please also remember, that it is very important that you come with your key scan card every day when you drop off or pick up your child. It is very difficult for staff to take time off the floor to let you out as it may compromise the supervision of the children.

Parking

The Mount Pleasant Community Centre underground parking has designated drop off and pick parking stalls on level P1. These stalls have posted signs indicating "Pick up/Drop off Exclusive Child Care Use Only". Use of these parking stalls is limited to 15 minutes at a time.

Social Media Policy

For the protection of our staff and families, we ask that there be no social media interaction between 3 Corners children/families and our staff.

Example of Social Media Outlets: Facebook, Twitter, Snap Chat, etc

Babysitting

To ensure that professional relationships are maintained between staff and parents, we have a babysitting policy that prohibits staff from babysitting for currently enrolled families.

FINANCIAL MANAGEMENT

Enrollment Fee

A non-refundable enrollment fee of \$50.00 is required when your child has been accepted into our centre.

Security Deposit

A full month's fee (per child) is required to secure your child's placement at 3 Corners Child Care Centre. The security deposit is held and applied to your child's last month of care.

Your security deposit will be refunded upon one month's written notice of withdrawal or may be put towards your child's last month of care providing your account is up to date.

Program Fees

Program fees are subject to change with a minimum of 2 months' notice.

Infant and Toddlers (3-36 months):	\$1263.00 per month
3-5 Program (36months-5 years):	\$826.00 per month

Payment Procedures

Fees are due and payable on the first of each month. A series of 12 month's post-dated cheques or credit card information (credit card number and expiry date) is required upon registration.

All cheques are payable to the **City of Vancouver**. Please write your child's name and program ('child care') at the bottom of each cheque.

Since our programs are planned well in advance and arrangements are made for your child to participate, we cannot waive, deduct, pro rate or rebate payment for any non-attendance including vacation, sick days or any other temporary absence.

All children pay the full tuition fee; there is no tuition discount for additional children.

If for any unforeseen reason you are unable to make your regular monthly payments due to extenuating circumstances, please contact our Administrative Assistant to try to make alternative payment arrangement. If we have not heard from you by the 5th of the month a \$10.00 late payment charge will be applied. Continued late and/or missed payments may result in withdrawal from the program until the fee has been paid in full within the specified timeframe.

It is your responsibility to inform the Administrative Assistant when you have changed your chequing account or credit card information (including changes in expiry dates) and provide current documentation.

NSF Payments

You will be required to pay a \$35.00 charge per NSF cheque received. An NSF cheque must be paid in full within three business days once you have been notified. We will accept cash, debit or credit card as the only method of payment for returned cheques. This can be paid at the Community Centre front desk located at #1 Kingsway.

Withdrawal from the Program

For Children 3 months – 4 years:

All notices to withdraw your child(ren) from 3 Corners Child Care Centre must be made by giving one month's written notice. You are required to give notice by the first calendar day of the month. For example, if you decide to withdraw your child from the program for September 1st, then you must give one month's notice to the Program Supervisor or Administrative Assistant by August 1st. Written notice can be in the form of an email or written letter.

For Children entering Kindergarten:

If your child is enrolling in kindergarten in the fall, the last day to provide written notice of withdrawal is May 1st.

Examples:

- If your child is enrolling in kindergarten in the fall and will be leaving for summer vacation starting July 15th and not returning to care, notice must be provided by May 1st.
- If your child is staying until August 31st, notice must be provided by May 1st.

Please note: if you fail to give proper withdrawal notice, as noted above, your deposit will not be refunded.

Income Tax Receipts

You will not receive monthly receipts for your child care fees. In February of each year you will receive a tax letter for all payments from January through December of the previous year. Please also note: your security deposit, will apply to your child's last month of care proving that your account is up to date.

If you have an on-line account with the City of Vancouver, you can view all of the programs that your child(ren) is enrolled in. If you click on each program/transaction you can then click to print your receipt(s). If you do not have an on-line account and wish to view your transactions, please go to <https://ca.apm.activecommunities.com/vancouver/> to set an account up.

Provincial Child Care Subsidy

The Province of British Columbia is committed to helping families obtain affordable 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.

For more information 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

Online applications can be found at:

<http://www.mcf.gov.bc.ca/childcare/application.htm>

Families receiving subsidy are responsible for paying the non-refundable registration fee, as well as the security deposit and the difference between the monthly child care fee and subsidy amount received.

It is important that you meet the deadline for filing with the Child Care Subsidy Service Centre as we require confirmation on all amounts you are eligible to receive prior to the first of each month when fees are due. If we do not receive confirmation, you will be required to pay the full monthly fee and will receive reimbursement when we receive the confirmation. Families are responsible for ensuring that their subsidy forms are kept up-to-date.

HEALTH & NUTRITION

Snacks/Lunches

Our centre provides nutritious morning and afternoon snacks, water to drink throughout the day and homogenized milk for lunch. Please pack a healthy and nutritious lunch for your child.

Lunch/Snack Suggestions

DO'S

Fresh veggies
Sandwiches
Fresh or dried fruit
Milk
Yogurt
Cheese and unsalted crackers
Oatmeal
Muffins
Chicken
Nut free Granola Bars

DON'TS

****ALL NUTS – Peanuts, Almonds etc****

Chocolate
Jello
Pop
Potato chips/ cheezies
Popcorn
Donuts
Sweet, rich cakes
Chewing gum
Any type of candy (suckers, jelly beans etc.)



Nut Free/Aware Centre

We are a **Nut Free** program; **nut products should not** be brought into the facility. This includes products that have traces of nut, (for example granola bars). Please check all food labels before sending items in your child's lunch.

The program may be required to restrict certain foods or other products from entering the child care environment when there is a child or staff attending who has a serious, life-threatening allergy. You will be sent a notice of any restrictions.

Division of Responsibility in Feeding

Adults and children each have roles when it comes to food and eating. Allowing children to do their part will help them build healthy eating habits that will last a lifetime and help prevent feeding difficulties.

The Role of a Child Care Provider is to:

- Offer a variety of nutritious and safe foods at regular times
- Offer foods children can feed themselves
- Give children enough time to eat
- Make mealtimes pleasant and supportive which is how young children eat best
- To keep in mind each time a child sees food on the table, or someone eating it, they are learning and will eventually get to the point where they may eat new foods
- At the end of a meal or snack, remove any uneaten food without comment

To Support Children in Developing Self-Regulation by allowing them to:

- Decide whether to eat
- Choose what to eat from what you have offered
- Decide how much to eat

It is important to respect and honor a child's cues related to hunger and fullness. This will help children develop positive feelings about food and eating. Let each child decide how much to eat, even if that means they leave food on their plate, don't eat at all or ask for more. This will help children listen to their bodies and eat the amount that is right for them.

Illnesses

While we are sensitive to a family's needs, we are unable to care for your child if he or she is not well enough to participate in all program activities, including outdoor play. It is also important to protect the other child and staff in the program from illness. You will need to keep your child at home or make alternative arrangements, if your child:

- has a communicable disease
- has a fever of more than 38.0 degrees Celsius or 100 degrees Fahrenheit
- is vomiting or has diarrhea
- has an infection or undiagnosed illness

Please note that if your child has a communicable disease it is important to let us know as we will need to notify other families and the Community Health Department.

If your child becomes ill or injured during the day we will do our best to make your child comfortable while we contact you or your emergency contact/s to pick your child up.

Your child may return to the centre once 24 hours after their last symptom has past (fever, diarrhea, vomiting etc.) or if we receive written permission from a physician indicating that your child is not contagious.

In the event of a declared gastroenteritis (vomiting & diarrhea) outbreak your child may not return to the centre once 48 hours after their last symptom has past.

Immunizations are recommended as one of the most effective ways of preventing the spread of communicable diseases. However, the decision to immunize a child rests with the family. The program has the right to have the child stay at home if the health and well being of the children and staff is being affected. In some situations, the program will request written medical clearance from a physician before a child can return to the program. If children in the centre are exposed to a communicable disease in which your child is not immunized for, you may be asked to keep your child home until after the incubation period is over.

Sneezes and Diseases

Sneezes and Diseases is a resource book, for caregivers and parents, with information about infections and communicable diseases developed by Vancouver Coastal Health that may be helpful when assessing your child's condition.

<http://www.vch.ca/media/SneezesDiseases.pdf>

Medical Emergencies

If your child is injured or becomes ill while at the program, staff will quickly assess the situation to decide what action/attention is required. If your child requires medical attention by a physician or health care professional, as per the signed permission on the "Emergency Consent Card," the staff will:

- Contact the parent/guardian or the emergency contacts if the parent/guardian cannot be reached.
- Call 911 and request an ambulance if the child has a serious injury or illness.

Administering Medication

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

If you would like us to administer Non-Prescription Medication, such as teething medication, diaper and skin creams or allergy medication, we also require you to fill out a form with the information for the specific medication.

We ask that whenever possible you administer medication at home and limit the number of times our staff are required to administer the medication.

Diapering Toileting

3 Corners Child Care Centre recognizes that toileting is an individual and personal experience.

Diapering routines are an important part of the day not only because of babies' and younger toddler's comfort but because it gives opportunities for quality interactions and communication. Staff will involve the child by explaining what is being done and encourage the child to interact/help as much as possible. Our staff follows best practices for diapering as outlined in our 3 Corners Diapering and Toileting policy that is posted in the children's washrooms.

When your child is ready, staff will encourage individual responsibility for dressing and toileting and will assist and support all children to develop these self-help skills. Depending on the age of your child, staff will encourage him/her to clean themselves after a bowel movement and will help those children who require assistance.

It is helpful to have your child fully toilet trained by their entry into the 3-5 (Bumblebee) program. Please let us know of your toileting plans for your child and if they are still being assisted and are in the process of learning how to toilet themselves independently.

Naptime

Naptime is designed to allow children to physically rest and emotionally unwind. Although some children require a nap during the day, naptime is not mandatory for all children. It is designed as a rest or quiet time as some children do not require a nap during the day. Children's nap time schedules may vary depending on age or individual needs.

Sunscreen

Sunscreen is a must! As the days become warmer we ask you to put sunscreen on your child before or upon arrival, with the exception of infants who have a morning nap. We will apply the afternoon application. Please make sure you provide us with sunscreen for your child.

Face Painting

Hygiene and sanitation are important in the application of face paint to prevent any possible allergic reactions and spread of skin infections between individuals.

Staff practices Vancouver Coastal Health Guidelines for face painting which are as follows:

Face Painting Products

- Use of non-toxic face paint cosmetic-grade, and suitable for applying to the face
- Use of hypoallergenic face paints.
- Use of face paints that are easily removable with make-up remover, baby wipes, or with regular soap and water.

Requirements of the face painting artist/Staff

- Artist hands must be clean and free of sores and open cuts.
- Non-latex gloves are worn and changed frequently.
- Use of disposable wipes for wiping tips of pencils in between use.
- Use of a hand washing station with running water, liquid hand soap and paper towels. If this is not possible, staff will use disposable wet towelettes or alcohol based hand sanitizer for hand cleaning between children.
- Staff will check supplies before face painting to ensure we have the proper application tools.

Face Paint Application

- Permission from the parent/guardian will be obtained prior to applying on a child.
- Staff will not apply paint to any person who has visible sores, conjunctivitis (pink eye), open cuts, skin rashes or other skin conditions.
- Staff will clean the area on the skin where the paint will be applied with single use alcohol wipes, baby wipes, or face cleanser (dispensed with a disposable applicator e.g. cotton swab).
- If staff are aware that a child has skin sensitivities they will test for an allergic reaction, paints can be applied to the arm first.
- Creams and paints will be dispensed in small quantities onto a disposable paper/cup/container (left over paint and paper must be discarded after each child).
- Staff will avoid application of paints too close to the eyes or lips.
- Application on the face will be with single use disposable applicators such as:
 - Sponges
 - Swabs
 - Cotton tipped applicators
 - Disposable brushes

- Applicator sticks
- Common use brushes will not be used if the brushes cannot be cleaned and sanitized in-between customer use

BEHAVIOUR MANAGEMENT

Guidance

Each child will be encouraged and supported to develop positive relationships and problem solving skills. Families can expect the staff to:

- model appropriate, respectful behaviour at all times
- promote the development of positive social skills including self-esteem and self-control
- encourage children to understand and follow simple rules

Staff will use the following Guidance Strategies:

- Gain a Child's Attention in a Respectful Way
- Use Proximity and Appropriate Touch
- Respectfully Remind Children
- Acknowledge Feelings Before Setting Limits
- Redirect or Divert When Appropriate
- Model Problem-Solving Skills
- Offer Appropriate Choices
- Use Natural and Logical Consequences
- Limit the Use of Equipment
- Provide Opportunities for Children to Make Amends

From time to time a child may become upset while in the program. When this occurs staff will support an upset child by approaching the children based on their individual temperament any by taking the time to understand why the child is upset.

Staff will:

- Provide warm and positive interactions
- Be calm and sensitive to how the child is feeling
- Display empathy and caring towards to the child
- Provide positive reinforcement in verbal and non-verbal ways, such as, hugging, smiling, and holding and model simple words or signs to express their needs
- Provide consistency and predictability in expectations, care and routines.

We encourage families to ask about our guidance and conflict resolution strategies.

We ask you to keep us informed of any changes, big or small, in your child's life and/or routine, as this can cause behavioural changes in your child.

Bullying

3 Corners recognizes that one of the key ways to creating a safe space for children is to develop a bully-free environment.

What is bullying?

Generally, bullying involves a person who has a strong need to dominate others and who uses aggression as a means of resolving conflict.

The main types of bullying behaviour are:

Physical - This form of aggression is action-oriented and may involve some of the following behaviours - pushing, shoving, kicking or hitting. Other types of physical bullying involve stealing, use of a weapon, property damage (e.g., breaking a child's favourite toy), or humiliating acts (e.g., pulling down a child's pants).

Verbal - Some examples of verbal bullying are name calling, insults, racial comments, teasing, taunting or any verbal threat of violence.

Social - This type of bullying involves trying to cut the person being bullied off from social connections. Through threats, hurtful gossip, or public humiliation (e.g., revealing personal information), the bully convinces his/her peers to exclude or reject their victim.

Bullying in its most extreme form can lead to violent situations or events.

SAFE SPACES - Bullying Prevention Education for Preschoolers

Safe Spaces is bullying prevention education for preschoolers, a unique program created by Westcoast Child Care Resource Centre to meet the specific needs of preschool-aged children. It is implemented in our child care programs by the staff team. The success of *Safe Spaces* is its developmentally appropriate, integrated approach to teaching young children the pro-social attitudes and skills that are known to reduce the likelihood that bullying behaviours will emerge in later childhood and adolescence.

Safe Spaces gives children life-long skills that serve to protect themselves and others from bias, unfairness and violence. Our child care staff teams were trained in this program in the Spring of 2011.

Safe Spaces is centered on the four following concepts:

Safe / Not Safe

The first module strengthens children's self-identity, group identity, sense of belonging and self-esteem. Children learn the importance of accepting, respecting and valuing similarities and differences. Children learn ways to keep their bodies safe, their feelings safe, their work safe and to respect others' bodies, feelings and work.

Friendly / Not Friendly

Building on the concept of *Safe/Not Safe*, the *Friendly* module aims at children's friend-making skills and development of empathy. Children learn that when their actions are safe, they are often perceived as being friendly. The *Friendly Jar* is introduced, providing group recognition for specific pro-social behaviours that teachers and children observe. Children are encouraged to notice each other's safe and friendly words and actions, record these on slips of paper using pictures or sentences dictated to a teacher, and put them in the jar. Every few days teachers open the *Friendly Jar* and share the observations with the whole group.

Feelings

The *Feelings* module helps children develop emotional literacy so that they can read and identify their own feelings and those of others, with a focus on the four universal feelings: happy, sad, angry and afraid. Teachers demonstrate acceptable behaviour by validating feelings and offering support so that children learn to express their feelings appropriately. A key activity in this module is the *Feelings* poster; where there is a mirror that children can use to see how the face shows different emotions.

Fair/Not Fair

Fair / Not Fair is the final module. All children are included in the activities of this module, but it is most developmentally appropriate for 4 and 5 year olds. Children learn how to take action when they see unfair situations affecting themselves or others.

The *Safe Spaces* concepts are reinforced at all times of the day - at circle time, during transitions, at meal and nap times as well as during indoor and outdoor play times. Staff and children use the *Safe Spaces* vocabulary

and follow the Safe Spaces Rules throughout the day, every day. This is key to the success of the *Safe Spaces* approach.

TERMINATION OF SERVICES

We are committed to providing children and families with a positive experience but understand that from time to time a conflict may arise. If one does, it is our goal to resolve differences in a peaceful way and find solutions that everyone can accept. However, termination of services may be required if:

- The family does not abide by the expectations outlined in this family handbook and a successful resolution of differences cannot be achieved
- The program is unable to satisfactorily resolve problems of late pick up with a family or the family has an overdue payment that cannot be rectified
- A family member harasses, threatens abuse or commits a violent act toward a staff person, child or other participants (e.g., a parent/guardian)
- The child's behaviour is severely disruptive or physically threatening to the well-being and safety of the other children in the program and additional support to accommodate the child are unavailable

If a child is dismissed from the program, fees may be refunded in lieu of notice.

COMMUNICATION

Communication Tools

Our communication tools are designed to ensure that you are aware of what is happening in your child's program.

Our bulletin/white boards located in each room provide up to date information about our program, children's activities, useful resources and other related topics.

Our monthly newsletter is emailed out at the beginning of each month. It is full of children's activities, events, projects, our snack calendar and snack ideas.

If you have a concern we encourage you to talk directly to the staff in your child's program. Very often, situations and problems can be solved quickly at this level.

If a resolution is not found please contact the Program's Supervisor or the Child Care Manager, Kim Hempler, kim.hempler@vancouver.ca, 604-257-3061 x 1, who will immediately look into your concern.

Communicating with Families

Staff will share information with you about the program by:

- (a) Placing information in your child's cubby
- (b) Leaving information for pick-up by the "Sign In/Out" sheets

Who to Address Your Questions To

We encourage open communication between parents and staff and encourage you to ask any questions or discuss any concerns you with the staff team. The Program Supervisor is responsible for ensuring that MPCCA standards are followed and that parent issues and concerns are addressed. If you feel that your concerns are not being addressed or resolved please speak with the Program Supervisor or our Child Care Manager at 604-257-3061 X 2.

Please direct your questions to the appropriate below:

Who to address	Topics
Child Care Staff	Information regarding your child's day to day care: routines, eating habits, naps, toileting, illness, questions about programming
Program Supervisor	Concerns about your child's development, concerns about programming or snack, withdrawal notices, requests for changes in care schedule, concerns with staff
Administrative Assistant	Fees/Payment information
Child Care Manager	Concerns with staff, overall operations, policies, any concerns that are not related to your child's day to day routines.

Confidentiality

All staff, volunteers and students at MPCCA Child Care Programs enter into a signed Confidentiality Agreement to ensure:

- Information about your child and family is held in strict confidence.
- Information about your child and your family is not released without your written consent.
- That information is released appropriately when parents are separated or divorced (the program requires proof e.g. a legal document such as a custody agreement)
- That your child's program file will be reviewed only by:
 - MPCCA Child Care personnel that are responsible for the care of your child
 - MPCCA Program Supervisor, Administrative Assistant, Child Care Manager
 - Provincial Child Care Licensing Officer

Commitment to Privacy

The MPCCA is committed to protecting personal information by following responsible information handling practices, in keeping with privacy laws. We collect, use and disclose personal data in order to better meet your needs, ensure the safety of children in our care, collect statistical data, satisfy government and regulatory obligations, and inform you about the program in which your child is registered in.

We Welcome Your Feedback

Our goal is to provide helpful and clear information to families. If you have any suggestions that will help us to improve this Handbook, please let us know by contacting the Child Care office at 604-257-3061.



Mount Pleasant Community Centre Association 3 Corners Child Care Centre Parent/Guardian Agreement

3 Corners Child Care Centre is a non-profit program run by the Mount Pleasant Community Centre Association. This agreement will outline the family's responsibilities necessary to providing quality service to all children in our child care program.

I have read the 3 Corners Child Care Centre Family Handbook and agree to the following conditions of enrollment:

REGISTRATION

Registration is not a guarantee that the program will be able to accommodate my child. It is important for each child to be successful and that the program can meet the needs of the entire group. Should we require more information for your child to successfully participate in our program please contact the Program Supervisor or Child Care Manager.

FINANCES:

1. I will be required to pay a \$35 charge per NSF cheque received. An NSF cheque must be paid in full within 3 business days once the family has been notified. We will accept cash, certified cheque or credit card as the only form of payment for returned cheques.
2. I understand that it is my responsibility to notify the Child Care Assistant when I have changed chequing accounts or credit cards and provide current documentation.
3. I understand that my fee reserves my child's space in the program and fees must be paid in full during periods when my child is away from the program (illness, vacation or other).
4. I understand that if my child has not been picked up by the program's closing time (6:00pm), I will be charged a late fee. I will be expected to pay a \$5.00 late charge - per family – for the first 5 minutes past the scheduled pick up time and \$2.00 for each additional minute thereafter. The overtime fine must be paid within 24 hours or my child's care will be withdrawn until the fee has been paid in full.
5. I will give one month's written notice to the Program Supervisor or Administrative Assistant when withdrawing my child from 3 Corners Child Care Centre. In order to withdraw my child from the program, I am required to give my notice by the first calendar day of the month. For example, if I decide to withdraw my child from the program for September 1st, then I must give one month's notice to the office by August 1st.

If your child is enrolling in kindergarten in the fall, the last day to provide written notice of withdrawal is May 1st.

Examples:

- If your child is enrolling in kindergarten in the fall and will be leaving for summer vacation starting July 15th and not returning to care, notice must be provided by May 1st.
- If your child is staying until August 31st, notice must be provided by May 1st.

Please note that if you fail to give proper withdrawal notice, as noted above, your deposit will not be refunded.

CHILDREN'S RECORDS:

1. It is my responsibility to keep my child(ren)'s records up to date and inform the child care staff of any changes (address, phone number, legal documentation, etc.).
2. I accept that photos or video recordings may be taken of my child throughout the year.

HEALTH AND SAFETY:

1. I understand that the child care staff will notify me to have my child taken home if the health and well being of all children is being affected.
2. I will also notify the daycare staff when my child will be absent from the program.
3. I will notify the child care staff in writing or by phone if someone other than persons listed on the authorized pick up list is picking up my child. The person will be asked to show photo identification and be expected to sign my child out.
4. If, after a half an hour of the program's closing time, the child care staff has been unable to reach the parent or alternate persons on the authorized pick up list, the Ministry of Children and Family Development will be notified. The Ministry Child Emergency number is 604-310-1234.
5. I understand that there is a \$50.00 enrollment fee that I agree to pay when enrolling my child.
6. I understand that there is a \$25.00 deposit that I am required to pay to obtain a security scan card to access the facility and if lost will forfeit my deposit.

TERMINATION OF SERVICES

If a conflict arises, it is our goal to resolve differences in a peaceful way and find solutions that everyone can accept. However, termination of services may be required if:

1. The family does not abide by the expectations in the family handbook and successful resolution of differences is not achieved.
2. The program is unable to satisfactorily resolve problems of late pick up with a family or the family has an overdue payment.
3. A family member harasses, threatens abuse or commits a violent act toward a staff person, child or other participants (e.g., parent).
4. The child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff, and additional avenues of support to accommodate the child are unavailable.

If a child is dismissed from the program, fees may be refunded in lieu of notice.



1 Kingsway at Main St, Vancouver, British Columbia V5T 3H7
T 604.257.3080 | F 604.257.3081 | www.mountpleasantcc.ca

Certificate of Receipt

I have received a copy of the **MPCCA 3 CORNERS FAMILY HANDBOOK**, and I understand that it is solely for the purpose of summarizing the centre's current policies and procedures. I acknowledge that I have read and understand the contents of the handbook and that certain portions may need to be amended or eliminated from time to time without advance notice.

Signature

Date

Witness

Date