



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

Our House Child Care Centre Out of School Care

Winter / Spring Break & Summer **Family Handbook**

Our House Child Care Centre
123 West 16th Avenue

Ileana Gavrilă

Out of School Care Supervisor

ileana.gavrila@vancouver.ca

Phone: 604-707-0311

Fax: 604-707-0315

123 West 16th Avenue

Vancouver, BC V6J 1M9

Kim Hempler

Childcare Manager

kim.hempler@vancouver.ca

Phone: 604-257-3061 ext 1

Fax: 604-257-3081

1 Kingsway

Vancouver, BC, V5T 3H7

Amy Butler

Administrative Assistant

Amy.butler@vancouver.ca

Phone: 604-257-3061 ext 2

Fax: 604-257-3081

1 Kingsway

Vancouver, BC, V5T 3H7

Welcome

This package has been designed to introduce families to our licensed school age program to ensure that we provide quality service for your child in a safe and caring environment. If you have any questions, suggestions, or concerns regarding the program, please feel free to contact us at any time.

Out of School Care is a non-profit program run by the Mount Pleasant Community Centre Association. We serve children between the ages of 6-12 years who attend Simon Fraser School and/or live in the Mount Pleasant community.

We have included in this package:

- ✓ Family Handbook
- ✓ Parent / Guardian Agreement Contract

You will also receive:

1. Registration and Health Form
2. Emergency/Fieldtrip Consent Card
3. Immunization Record
4. Photo Release Form
5. Local Field Trip & Face Painting Consent Form
6. Parent / Guardian Agreement

Please complete these forms and then return to the Out of School Care Supervisor or the Childcare Coordinator.

Please feel free to share your questions, concerns or suggestions with the Out of School Care staff or the Childcare Coordinator. We value your feedback.

Sincerely,

Ileana Gavrila

Out of School Care Supervisor

ileana.gavrila@vancouver.ca

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PROGRAM INFORMATION

Our Mission Statement

The Mount Pleasant Community Centre Association Child Care Programs exists to provide safe, affordable, high quality child care for infants, toddlers, preschool, and school age children. To create a program that continually meets the developmental needs of each child along with benefiting the child, the family, the staff and the community.

Our Philosophy

Children learn by experience; it is our responsibility to guide them through a variety of child appropriate activities designed to expand feelings of confidence and success. It is also our responsibility to provide a stimulating environment where children develop socially and emotionally, as well as intellectually, physically and creatively. We model positive social values with an emphasis placed on building life skills, which allow children to be responsible for their choices and actions. We treat each child as an individual with his or her own unique needs and abilities. Our program provides a comfortable and supportive setting with a focus on the needs and development of children.

Children are taught through a variety of activities including: play, art, songs, games, outdoor exploration, story time and more. We believe that each day is a learning experience for the child. Our daily schedule consists of both structured and non-structured activities, preparing each child to become confident and ready for entry into the elementary school system. We encourage all children to reach their full potential within an environment that provides opportunities for optimal social, emotional, physical and intellectual development. All of our child care programs promote the inclusion of all people and recognize the diversity of age, culture, religion, socio-economic status, sexual orientation and abilities in our community.

History

The Mount Pleasant Community Centre Association opened its first licensed preschool program in 1978. We also provide licensed school age care for children five through twelve years. Our Preschool and Out of School Care are located at a new facility for MPCCA called the Our House Child Care Centre at 123 West 16th Avenue, which opened its doors on July 1, 2010. 3 Corners Child Care Centre is a new venture for the MPCCA and opened its doors on November 2nd 2009. 3 Corners Child Care provides daycare for Infants, Toddlers, and 3-5yrs, and is located in the Mount Pleasant Community Centre at #1 Kingsway.

Our Program

Out of School Care is in a licensed care facility which provides care up to a maximum of 65 children at a time.

Our Goals

We are committed to providing children with:

- Play environments that are inclusive, cooperative and diverse.
- Opportunities for positive self-development.
- Our staff will provide quality care for each child in a safe and supportive setting.

Our Staff

The Out of School Care staff team (along with all substitutes, students and volunteers) comes from a variety of childcare backgrounds. Each of our team members meet all the requirements outlined in the Child Care Licensing Act (including a satisfactory criminal record check), and maintain a valid first aid certificates. Qualified substitute staff will be called in when regular staff are away for reasons of illness, vacation, professional development or administrative duties.

Volunteers

Volunteers play a vital role in the program and are provided with opportunities to build a variety of skills in child care. They are trained to participate and assist the staff in preparing activities/special events and accompany the staff and children on field trips.

Play It Fair

We are very excited to be a part of the Equitas – Play It Fair program. The goal of Play It Fair is to develop sustainable strategies to promote inclusion, human rights, anti-discrimination, harmonious intercultural relations, and peaceful conflict resolution in existing education programs for children. The *Play It Fair Toolkit* is user-friendly and includes ideas for games and activities as well as instructions for their use. This *Toolkit* focuses on a rights-based approach to anti-discrimination and equips the staff with the knowledge and skills to promote the values of human rights, inclusion and cultural harmony in the activities they organize with the children aged 5-12 years old.

The Toolkits 7 Values

Cooperation	Cooperation is working together to achieve a common goal. This value encompasses all the other values of the Toolkit
Respect	Respect is recognizing that every person is important and must be treated with dignity. In the context of human rights, respect does not need to be earned; it is the right of every person in all circumstances.
Fairness	Fairness is affording to every person the same importance, the same rights, and the same opportunities
Inclusion	Inclusion is recognizing that every person is a full member of society and of the group
Respect for Diversity	Respect for diversity is recognizing and appreciating individual differences
Responsibility	Responsibility is thinking before we act and being ready to accept the consequences of our actions (or inaction)
Acceptance	Acceptance is acting to ensure the full participation of everyone without exception

Scheduling

During winter, spring break and summer holidays, care will be available from 7:30am to 6:00pm - unless otherwise noted. We have AM Care, OSC Program, and PM Care options. Please sign up for the appropriate care you need.

You are expected to drop off your child by 10:00am to guarantee their participation in the day unless alternative arrangements have been made with the senior staff person. You will be informed of all

excursions in advance except outings that are within walking distance from the Our House Child Care Centre.

On some winter and spring break days, we will remain at the Our House Child Care Centre and plan a special theme day for the children. However from time to time we will also plan outings in the community.

Winter Break

Week #1 – December 27 – 29, 2017	3 Days
Week #2 – January 2 – 5, 2018	4 days

Spring Break

Week #1 – March 19 – 23, 2018	5 days
Week #2 – March 26 – 29, 2018	4 days

We are **closed** during all statutory holidays:

Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day
New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
BC Day

Tips

Sign In - when you drop your child off, please sign in the time your child is dropped off. Please DO NOT fill in the signature section, which is for pick up only.

Early Drop Off / AM Care - Due to Licensing Regulations and staffing requirements, we only accept children who are currently registered in AM Care, **between 7:30-9:00am**. If your child is registered in AM Care, you may drop your child off starting at 7:30am. If your child is not registered in AM Care, you may drop your child off anytime after 9:00am, but by 10:00am to ensure your child's participation in the day and/or out-trip.

Lunch Heat Ups – due to the high number of children we have for lunch, it is very difficult for the staff to accommodate heat ups. Therefore, please send your child with a bag lunch that does not require a heat up. This applies to Winter, Spring, and Summer Break. Thank you for your understanding.

Snow Closures

Please call 604-707-0311 and listen to our voice mail for up to date information.

Photos

With your permission, staff will take photographs of your child for archival or promotional purposes. Please address any questions or concerns with the Out of School Care Supervisor.

Toys / Equipment From Home

It is in the best interest of the child and family to keep all toys, I-Pod's, game consoles, cellphones, etc, at home. We discourage children from bringing items from home as we do NOT permit personal items to be used or brought out during care. These items can become damaged, lost or stolen and we can not take responsibility for the items that each child brings. Sometimes we do have show and tell, and permit items from home on these days. Please refer to the monthly calendar when those dates are.

Children's Personal Items

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

Labeling

We wanted to stress to families how important it is that you **LABEL** everything that your child brings. We need families to take responsibility for their own items and be sure to **Clearly Label** everything your child brings. The staff cannot be responsible for knowing whose items are whose as there is a lot of clothing, containers and personal effects that come through the Centre. The staff are also not responsible for items that may disappear to another child's home or be responsible to find it. It is expected that if you label your items it will be returned by the family who accidentally took it home.

Items to Label

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

Label Resources

Labeling can be as simple as a permanent marker or if you would like to have labels made up so that you do not have to go through the work; here are some companies that make fun labels for children!

- Walmart
- Mable's Labels - <http://www.mabelslabels.com/> (blank labels available at WalMart)
- Loveable Labels - <http://www.lovablelabels.ca/label.aspx>
- Emily Press - <http://www.emilypress.com/>

Social Media Policy

For the protection of our Staff and Families, we ask that there be no social media interaction between our children/families that attend our child care programs and the staff.

Example of Social Media Outlets:

Facebook, Twitter, etc

We believe this is important to implement because these are personal outlets and are not professionally appropriate forms of communication between our Families and Staff. If you do have information you would like to share please feel free to exchange your email address and communicate that way!

Parking

The parking lot that is located in the park off of 15th is for the use of the school and the Our House Child Care Centre. The stalls are clearly marked, and we ask that you respect those clearly marked signs. There are **5 drop-off and pick-up stalls for the strict use of the Our House Child Care Centre**, these are to be used for a max of 15 minutes. (Please do not park your car in there and then take your child to the park before or after the program). We have 65 families that use our facility, which means busy busy busy.

We also ask that for the safety of the children, you park in a designated stall. We have often seen families make up their own parking stalls and that creates a huge safety hazard.

Playgrounds

Fenced in attached Playground

Please note that the playground is for use of the Our House Child Care Centre on Monday to Friday from 7:30am and 6:00pm. We are sorry, that your child/siblings cannot play on the playground unless their class is in session. Outside of those ours it is for everyone to enjoy!

School Playground

Please also note that the school playground is off limits during school hours.

Please enjoy the beautiful park and playground east of the Our House Child Care Centre.

Holiday Celebrations

We honour and celebrate all Canada's major holidays and celebrations in our child care programs. In addition, we will incorporate other cultural celebrations, as much as we are capable of, out of respect for the children in our program and the diversity of our community. 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 so we can accommodate your preference.

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 Out of School Care Supervisor of any changes.

- a) Registration Form
- b) Emergency - Consent Card
- c) Immunization Record

All written information that is confidential will be stored in a secure place. No information will 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).

Custody & Access

The program expects that all information provided by the enrolling parent/legal guardian is accurate. If a family has a custody agreement or court order, a current copy of the legal document must be

placed in the child's file. The child care 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 parents is evident, we will be unable to care for your child unless the following takes place:

- Both parents are required to sign a written agreement authorizing pick up and access information about your child.

Emergency

In the case of fire, earthquake, or an evacuation due to the safety of the facility, the program may have to close. Your child will be cared for by the Out of School Care staff until he or she have been picked up. The program may also close due to poor weather conditions. Please call the Out of School Care program, at 604-707-0311, if you are unsure whether the program is open.

Siblings in the Classroom

In order to be able to properly care, limit the spread of an outbreak if we have one, and for the health and safety for all of the children in our program we ask that you do not bring siblings into the Out of School Care Rooms, cubby areas are permitted. Please note: siblings in slings are fine, just not "free" roaming children.

Child Absence From The Program Or Change In Pick Up Plans

Please call the Centre before 10:00am if your child will be absent or if there is a change in your pick up plans, at **604-707-0311**. Please **DO NOT**, call or leave a message on the Childcare Manager's voicemail, as the message does not always get relayed in time.

Person(S) Authorized For Pick Up

It is important that you sign your child out each day on the "Sign/Out" sheet and that you ensure a staff person is aware that you are leaving the program with your child.

Tip

It is important that you sign your child out each day on the "Sign/Out" sheet and that you ensure a staff person is aware that you are leaving the program with your child. When signing your child out, please ensure that it is your signature, and **NOT** Dad, Mom, or signed by the child, and you include the time. These Sign/Out sheets can become a legal document and we need to treat them as such.

Please inform an Out of School Care staff if a person other than those mentioned on the "Registration" form will pick up your child. If an emergency arises during the day, alternative arrangements can be made over the phone with the senior staff person. 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 your child are informed of the program's hours of operation and room location. (IMPORTANT: The program staff will determine late charges based on the clock time in the Out of School Care rooms; the clock is synchronized with Simon Fraser School's buzzer).

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

Tip

We love the fact that when the children are picked up they do not want to leave! This makes us as childcare staff feel like we are doing a great job, and we are sure as parents / guardians it makes you feel good as well. Pick up time can be a difficult time for the staff as children do not want to leave, especially if pick up time is still during our activity time. We ask that when you come to pick up your child, you may or may not choose to, but they can stay for an extra **5 minutes**. Please communicate to the staff what your choice is. Children will be made aware of these situations, and we are asking for your support. Having extra people in the room is a disturbance, and children, whose parents/guardians are in the room/playground/gym, tend to forget the program rules and procedures and it is then difficult as staff to enforce. The famous line is *"I'm not in daycare, so I don't have to."* Whether your child is in care or not, we will as childcare staff be consistent with our expectations of the children.

Late Pick Up

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 an Our House staff member or your child's care will be withdrawn until the fee has been paid in full. (IMPORTANT: The program staff will determine late charges based on the clock time in the Out of School Care rooms)

Late Pick Up Emergency

The Ministry of Children and Family Development will be contacted for assistance in the following situation:

- If the staff are unable to reach the person(s) authorized for pick up or have not heard from the enrolling parent/guardian within thirty minutes of the program's closing time.

Ratio

According to Child Care Licensing Regulations, we are required to maintain a 1:12 staff/child ratio for children in grade 1 or lower and a 1:15 ratio for children in grade 2 and up.

Criminal Record Checks

All staff, substitutes and volunteers have completed a criminal record check prior to starting in the program.

Suspected Abuse

The Child, Family and Community Service Act defines when a child is in need of protection. All staff is required to report any suspicions of abuse to the Ministry of Children and Family Development. In the case of apprehension, it is the responsibility of the Ministry to make all reasonable efforts to notify the family. If you have any questions about this area or would like more information, we invite you to talk to the Childcare Coordinator.

FINANCIAL MANAGEMENT

Fees

Fees are due and payable at the time of registration.

Fees rates for the Out of School Care program are set annually by the Mount Pleasant Community Centre Association and are subject to change.

NSF

You will be required to pay a \$35.00 charge per NSF cheque received by the front office. An NSF cheque must be paid in full within three business days once the family has been notified. We will accept cash, debit or credit card as the only form of payment for returned cheques.

Child Care 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

Online applications can be found at:

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

Families on subsidy are still responsible for paying the non-refundable registration fee, as well as the security deposit.

Please make sure that you meet your deadline for filing with the Child Care Subsidy Service Centre, as we require their confirmation on all amounts you are eligible to receive prior to the first of each month that fees are due. If we do not have this confirmation, you will be required to pay the fees in full and receive reimbursement for them with we receive the confirmation. Families are also responsible for ensuring that their subsidy forms are kept up-to-date. The monthly fee will be calculated based on the maximum subsidy received by the family.

Withdraw

For Winter & Spring Break - The deadline for all refunds is THURSDAY closing two weeks prior to the start date. For example, if you are withdrawing your child from the program for Week 1, we require notice by closing Thursday, December 10th, 2015 for Winter Break and Thursday, March 3rd, 2013 for Spring Break.

For Summer Programs - Deadline for all refunds is the THURSDAY closing two weeks prior to the start date of each week. For example, if you are withdrawing your child from the program for Week 7, we require notice by Thursday closing of Week 5.

Income Tax Receipts

Please retain your registration receipt for official income tax purposes for child care fees. A \$2.00 replacement fee will be charged for each misplaced receipt.

Online Receipts - If you have an on-line account with the City of Vancouver, you can go in and view all of the programs etc that your child(ren) have been enrolled in and that includes Out of School Care. You can then click on each program/transaction, and click to print the receipt if you wish or just view. If you do not already have an on-line account and wish to view your transactions, please go to <https://ca.apm.activecommunities.com/vancouver/> to set up.

HEALTH & NUTRITION

Snack

PM Care – children registered in PM Care will receive a small afternoon snack each day.

Children attending the program during the lunch hour need to be provided with a nutritious lunch and drink. **We ask that you refrain from providing your child with:**

- a) Chewing gum
- b) High sugar foods without a balance of healthy foods
- c) Money for purchasing a lunch or treats
- d) Microwaveable food - no heat ups.

If your child has specific dietary restrictions, allergies, or cultural preferences around food, please discuss this with the senior staff person.

The program may be required to restrict certain foods or other products (e.g., nuts, dairy, etc) from entering the Out of School Care environment when there is a child or staff with a serious, life-threatening allergy.

We are a NUT FREE / AWARE Centre



We are **always** a **Nut Free** program; we cannot have any **nut products** in the facility, this includes products that have traces of nut, (for example granola bars). Please check the label before sending your child to school with the snack. Thank you for your cooperation.

The program may be required to restrict certain foods or other products (e.g., latex balloons) from entering the preschool environment when there is a child attending the program with a serious, life-threatening allergy.

Tip

Every afternoon the children are provided with a snack. As you can imagine, we can not please **all** the children, therefore we ask that you please discuss with your child(ren) about the snacks we provide and if they do not like the snacks we provide, please send your child(ren) with an alternative snack.

Illness

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. 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

Your child may return to the child care centre, 24 hours after their last symptom (fever, diarrhea, vomiting etc.), or with permission from a doctor (Dr.'s note is required).

Please note that if your child has a communicable disease, we will need to notify other families (anonymously) and the Community Health Department.

There may be times when your child has a small health issue ie: rashes, cold, just not themselves.

Any info you can share with us regarding your child's health helps us to provide the best care, while also preventing the spread of any symptoms to other children/staff.

If your child becomes ill or injured during the day, we will contact you or your emergency contact/s to have your child taken home.

Please find the link for the [Sneezes & Diseases: A Resource Book for Caregivers & Parents - http://vch.ca/media/SneezesDiseases.pdf](http://vch.ca/media/SneezesDiseases.pdf). It is an amazing resource that provides fact sheets on all of the illnesses listed below.

This is a list of some Sneezes, Communicable Diseases, and Infestations that we need to be notified of:

Sneezes & Diseases

Antibiotic-Resistant Bacteria,
 Chickenpox and Shingles (Varicella)
 Cold Sores
 Common Cold
 Croup
 Ear Infections
 Fifth Disease
 Hand, Foot and Mouth Disease
 Impetigo
 Influenza
 Measles
 Meningitis (Bacterial)
 Meningitis (Viral)
 Methicillin-Resistant *Staphylococcus aureus* (MRSA)
Molluscum contagiosum
 Mononucleosis
 Mumps
 Norovirus
 Pertussis (Whooping Cough)
 Pinkeye
 Pneumonia
 Roseola
 Rotavirus
 Rubella (German Measles)
 Streptococcal Infections
 Thrush and Candida Diaper Rash

Infestations

Bed Bugs
Head Lice
Pinworms
Ringworm
Scabies

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.

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

Please notify an Out of School Care staff person when your child will be absent from the program. We also ask families to make alternative arrangements with the senior staff person if your child will be away from the program for part of the day due to an appointment. We will inform you if we are unable to accommodate your request.

Medical Emergency

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).
- Contact the child's physician or proceed to the nearest medical facility by staff car or taxi, as required.
- Call and request an ambulance if the child has serious injuries and the staff are unable to transport the child by taxi or staff car.

Administering Medication

If you would like the program staff to administer medication to your child, we require the medication is **prescribed** by a physician. We also require the medication is provided in the original container/bottle, clearly showing the child's name, doctor's name and the type of medication, along with a "Consent to Administer Medication" form (available from an Out of School Care staff person) is completed with instructions on administering the medication. All medications will be stored in a locked container.

Face Painting Policy

In the MPCCA Child Care Programs hygiene and sanitation are important in the application of face paint to prevent any possible allergic reactions and spread of skin infections between individuals.

We follow the below Guidelines which are set out by Vancouver Coastal Health:

FACE PAINTING PRODUCTS

- Face paint must be non-toxic, cosmetic-grade, and suitable for applying to the face
- Paints must be hypoallergenic
- All face paints used should be 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 may be worn, but they should be changed frequently.
- We supply disposable wipes for wiping tips of pencils in between use.
- At/near the face painting station, a hand washing station should be available with running water, liquid hand soap and paper towels. If this is not possible, we use disposable wet towelettes or alcohol based hand sanitizer for hand cleaning between clients.
- Check Supplies before face painting event to ensure we have the proper application tools.

FACE PAINT APPLICATION

- Permission from the parent or caregiver will be obtained prior to applying on a child.
- Do not apply paint to any person who has visible sores, conjunctivitis (pink eye), open cuts, skin rashes or other skin conditions.
- Area on the skin where the paint will be applied must be cleaned with single use alcohol wipes, baby wipes, or face cleanser (dispensed with a disposable applicator e.g. cotton swab)
- If we know a child has skin sensitivities we will test for an allergic reaction, paints can be applied to the arm first.
- Creams and paints should be dispensed in small quantities onto a disposable paper/cup/container (left over paint and paper must be discarded after each customer)
- Avoid application of paints too close to the eyes or lips.
- Application on the face must be with single use disposable applicators such as:
 - Sponges
 - Swabs
 - Cotton tipped applicators
 - Disposable brushes*
 - Applicator sticks
- Common use brushes should not be used if the brushes cannot be cleaned and sanitized in-between customer use

BEHAVIOUR MANAGEMENT

Guidance

Your child is participating in a program that is challenging, active and fun. We recognize that a successful program requires everyone's cooperation to ensure positive social interactions.

In order to ensure a safe and fun program for your child, the Out of School Care Staff will carry out a set of guidelines that promote inclusion and respect. The staff is committed to working with your child to ensure both positive play experiences and interactions. A strong emphasis will be placed on promoting safety in an environment free of bullying and violence.

If an issue arises involving a serious violent action or an extreme case of bullying, you will be asked to have your child taken home. In the event the behaviour continues, you will be asked to have your

child stay home the following day or other measures may be taken. Discussions will take place between the family and senior staff person to help the child find more appropriate ways of dealing with challenging situations. The program will remain in close contact with the family until the inappropriate behaviours have been resolved.

Families can expect staff to:

- Supervise children responsibly
- Demonstrate appropriate, respectful behaviours at all times
- Encourage children to understand and follow rules and positive expectations
- Promote the development of positive social skills including self-esteem, self-control and safety skills.

The staff will strive to:

- establish clear, consistent and simple expectations and implement appropriate consequences, if required
- discourage aggressive play and assist children to learn and practice resolving conflict in non-violent ways
- acknowledge children's feelings and seek their input
- offer choices that are developmentally appropriate
- give verbal direction and redirection as the main way of guiding children.

Out of School Care Expectations

The following set of guidelines will be carried out under the direction of the Out of School Care staff to ensure the program is both enjoyable and safe for your child. Please review these expectations with your child.

- Follow the program rules.
- Treat others with respect at all times.
- Always be on your best behaviour.
- Be responsible for your actions and belongings.
- HAVE FUN!

Bullying

Out of School Care 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.

COMMUNICATION

If You Have Concerns

First Step

We encourage you to talk directly to the Out of School Care staff. Very often, situations and problems can be solved quickly at this level.

If There is Still a Problem ...

If this does not work, please contact the Our House Child Care Supervisor, Ileana Gavrilă, 604-707-0311, ileana.gavrila@vancouver.ca, and they will immediately looking into your concern. They may do the following:

- Talk to you on the telephone and/or meet with you in person
- Talk to you, the staff members involved
- Ask for input from the Childcare Coordinator
- Have a team meeting to come up with a suitable solution

When the Problem Still is Not Solved ...

If you still are not satisfied with the outcome, the Childcare Manager will directly work with you and the involved staff members to resolve the issue. We will work closely with you to solve the problem. You can contact the Childcare Manager – Kim Hempler at 604-257-3061 or kim.hempler@vancouver.ca

If You Are Still Unhappy...

If you are still unsatisfied with the outcome, you have the right to speak with the MPCCA Board of Directors.

Termination of Services

We are committed to providing children and families with a positive program experience. 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:

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

If a child is dismissed from the program, the Childcare Manager will refund fees in lieu of notice.

Communicating With Families

Out of School Care will share information about the program by:

- (a) posting any notices and reminders on the bulletin board or
- (b) leaving information for pick-up by the "Sign In/Out" sheets

It is the parent/guardian's responsibility to keep informed and up to date of any information related to the program. The staff also requests to be informed of any event or changes of routine at home that may affect your child (e.g., a growth spurt).

Thank you for choosing the Out of School Care program. We encourage your ongoing feedback of the service we provide and look forward to working with you and your child.

Confidentiality

All written information that is confidential will be stored in a secure place. No information will be released about a child or family without the written consent from the enrolling parent / legal guardian except in situations of legal responsibility related to child protection and/or when the information is subpoenaed by the court.

If you have any questions, or would like more information, we invite you to make an appointment with:

Out of School Care Supervisor, Ileana Gavrilă - ileana.gavrila@vancouver.ca
 Childcare Manager, Kim Hempler – kim.hempler@vancouver.ca



MPCCA Child Care
Our House Child Care Centre
Parent/Guardian Agreement

1. 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 Our House Supervisor – Ileana Gavrilă at ileana.gavrila@vancouver.ca or Childcare Manager – Kim Hempler at kim.hempler@vancouver.ca

2. Health and Safety

- a. I understand that only medication that has been prescribed by a physician and that is in the original prescription container/bottle will be administered to my child by a staff member.
- b. I am aware that my child must be well enough to participate in all program activities, including outdoor play to attend the program.
- c. I will notify a staff member when my child will be absent from the program. I am also responsible for notifying a staff person when my child has a communicable illness.
- d. I understand that if my child becomes ill or injured during the day, then the program will contact me or my emergency contacts to have the child taken home.

3. Excursions

- a. I give permission for my child to go on excursions off site. I understand that my child may be transported by public transit, rented bus, or by foot.
- b. I will be informed about all excursions in advance except outings that are within walking distance from the community centre.

4. Delivery and Pick-Up

- a. I will contact the program staff if person(s) other than those mentioned on the Emergency-Consent Card will be picking up my child (photo identification will be required).
- b. I understand that if my child has not been picked-up by the scheduled pick-up time, I will be charged a late fee. I will be expected to pay a \$5.00 charge 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 to the front office or my child's care will be withdrawn until the fee has been paid in full.
- c. The Ministry of Children and Family Development will be contacted for assistance if a staff person is unable to reach: the person(s) authorized for pick, or have not heard from the enrolling parent/guardian within thirty minutes of the program's closing time.
- d. I am responsible for the care and transportation of my child to and from the community centre and will deliver my child directly to a program staff member.
- e. I understand that my child will not be released at pick-up time if a staff person is concerned for the child's safety.

5. Termination of Services

- a. I understand that termination of services will occur when:
 - i. I fail to comply with the expectations outlined in the parent/guardian agreement.
 - ii. The program is unable to satisfactorily resolve a conflict with a family.
 - iii. The child's behaviour is severely disruptive or physically threatening to the well-being and safety of the other children or staff.
- b. If a child is dismissed from the program, the Childcare Manager will refund fees in lieu of notice.

Acknowledgment and Assumption of Risk

The participant and parent or legal guardian acknowledges that they are aware of the details of the program, trip, or event, and that there exists an element of personal risk of damage or serious injury in the activities. The participant and parent or legal guardian willingly agrees to assume responsibility for those risks as a condition of registering in the program.