



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

Seasonal Daycamps

(Winter, Spring and Summer)

Family Handbook

Located at:

Our House Child Care Centre
123 West 16th Avenue at Manitoba

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updated July 2020

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.

Our House Child Care Centre - Seasonal Daycamps is a non-profit program run by the Mount Pleasant Community Centre Association. We serve children between the ages of 5-12 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
7. Code of Conduct Form

Please complete these forms and then return to the Centre Coordinator.

Please feel free to share your questions, concerns or suggestions with the Centre Corrdinator or the Childcare Manager. We value your feedback.

Sincerely,

Kelly Bodkin

Centre Coordinator

Our House Child Care Centre

kelly.bodkin@vancouver.ca

A.
B. 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.

Philosophy

We believe that children require warm, nurturing care with a safe and supportive environment. Children are capable, competent learners therefore we develop responsive programs through negotiation and collaboration with children. We know that children learn through interactions with others and that providing them with opportunities to play, both with other children and with our teachers, are essential to their development. We believe that parents are the most important people in a child's life and the importance of listening parents' concerns, desires and hopes for their children. We welcome participation and ideas from parents.

We are a play-based center. Play consists of activities that have behavioral, social, and gross motor rewards. Our activities are child-directed, creative, enjoyable and spontaneous. Play does not always produce a product and is focused on the feelings and results the child is seeking in that moment. Play is the mechanism through which all learning happens. It is also how children investigate, form, and reinforce a self-concept, how they work through things they don't understand (be it cognitive, emotional, or social), and explore the world. Different types of play include risky play, sensory or messy play, dramatic play, and loose parts play. Please feel free to ask more about these types of play and how we support them.

We base our program on a philosophy of respect for the children we care for. We believe that respecting children means that we are:

- Trustworthy
- Available to children
- Listen to children
- Involve children in things that concern them
- Understand that challenges represent learning opportunities
- Support each child's uniqueness
- And support diverse family and cultural backgrounds

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

Our House Child Care Centre - Seasonal Daycamps is 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 Daycamp 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 are Responsible Adults) 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.

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, Instagram, Snapchat, 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!

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

Holiday Celebrations

We honor 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.

Scheduling

We are open Monday to Friday (with the exception of statutory holidays) during the following hours:

7:30-9am	AM Care
9am-4pm	Daycamp
3-6pm	PM Care

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		

Strike

In the result of a school strike / walk out, we will make every effort to provide families with short-term, full-day care. However, in most cases we are only able to accommodate a maximum of 24 children. We encourage parents/guardians who can make alternative care arrangements to do so, to allow those families without other care options to receive care in the program.

Snow Closures

Classes may also be cancelled due to poor weather conditions. Listen to local radio station CKNW AM 980 for further information. Closures are based on the Simon Fraser Elementary School closures and if public transit cannot operate.

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 cannot take responsibility for the items that each child brings.

Labeling

We wanted to stress to families how important it is that you **LABEL** everything that your child brings. 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!

- Wal-Mart – has writeable Mable Labels
- Mable's Labels - <http://www.mabelslabels.com/> (Gift certificates can be purchased at Costco)
- Loveable Labels - <http://www.lovablelabels.ca/label.aspx>
- Emily Press - <http://www.emilypress.com/>

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 class). We have 140 Preschool Families and 65 Out of School Care 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.

C. 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.

Emergency Evacuation Procedures

Fire drills are held once a month as required by Child Care Licensing. The staff will sound a bell and then have the children line up quickly and quietly. We take the first aid kit, attendance sheets, emergency cards, and then take the children to a designated location to conduct a head count and attendance. We record information from the event: the date and time it took place and how long it took to evacuate everyone.

Earthquake drills are also held once a month. During the drill children are taught to stay away from windows and to “duck, cover, and hold” until shaking stops.

Sign In/Out

Please sign your child with your signature and the time your child is dropped off. Please do the same at pick up.

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 any time after 9:00am, but by 10:00am to ensure your child’s participation in the day and/or out-trip. **Please do not leave your child in the lobby. They need to be signed in by a parent/guardian.**

Child Absence from The Program or Change in Pick Up Plans

Please call the Centre before 10am, if your child will be absent or if there is a change in your pick-up plans, at **604-707-0311**.

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.

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.

Walk Home Permission – Release from Care

It is our policy that a child 10 years of age or older may sign themselves out of our program with permission from a parent/guardian. A child 12 years of age may also sign out their sibling 8 years of age or older. A consent form will need to be signed by the parent/guardian and returned to Centre Coordinator.

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 facility).

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 (30) 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.

D. FINANCIAL MANAGEMENT

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/Refunds

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 2 (July 13-17), we require notice by Thursday June 9, 2020 at closing.

Income Tax Receipts

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 Daycamps. 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 www.mountpleasantcc.ca to set one up.

E. HEALTH & NUTRITION

Snack

The program will provide children registered in PM Care.

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 STRIVE TO BE a NUT FREE / AWARE Centre

We strive to be 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.

Lunch Heat Ups

Due to the high number of children we have registered, heat-ups are not permitted. Please send your child with a bag lunch. Thank you for your understanding

All about the OPEN SNACK and The division of Responsibility in FEEDING

**THE PARENT/ LEADER IS RESPONSIBLE FOR WHAT, WHEN AND WHERE
THE CHILD IS RESPONSIBLE TO HOW MUCH AND WHETHER**

Fundamental to our job (and the parents job) is TRUSTING children to determine how much and whether to eat from what it is provided.

LEADER'S JOB AT OUR HOUSE:

1. Choose and prepare food
2. Provide regular snack
3. Make eating pleasant
4. Step-by step model table manners
5. Be considerate of children's lack of food experiences without catering to likes and dislikes
6. Have water accessible at all times

CHILDREN'S JOB:

1. Children will eat
2. They will eat the amount they need
3. They will learn to eat the food their parents eat
4. They will grow predictable
5. They will learn to behave well at mealtimes

Snack is an important routine at Our House OSC, and here are a few questions we hope to answer:

How the snack schedule is built each month?

A: Children share their suggestions of favorite snacks, the snack calendar is finalized.

When is snack time at Our House?

A: Snack time is open – this means that the children can have snack from the moment they arrive at Our House until 5:00 pm or until the snack is finished. They decide when and how much to eat. We often observe children eating with their friends, having great conversations and enjoying a longer time at the table.

How does snack work at Our House?

A: Snack is set up in each room at the snack table together with utensils, cold water and cups. Children are invited to serve themselves; they decide how much or how little to eat.

When they are finished, children are asked to empty their plates into the compost and return the dish in the sink.

Who prepares the snack?

A: Snack is prepared by the leaders daily.

My child is hungry, what can I do?

A: Snack at Our House is designed to be a snack. During snack time the children decide how much to eat and at times they will have second servings of their favorite snack. If your child is still hungry after snack, he or she might go through a growing stage. We would kindly ask you to pack a more consistent lunch or extra snacks in their bags.

Additional information on:

* *Eat well and be active*

<https://www.canada.ca/en/health-canada/services/food-nutrition/canada-food-guide/educators-communicators/eat-well-active-educational-toolkit.html>

· The division of responsibility in feeding

<https://www.healthlinkbc.ca/health-topics/ug2200>

· Canada food Guide

https://www.canada.ca/content/dam/hc-sc/migration/hc-sc/fn-an/alt_formats/hpfb-dgpsa/pdf/food-guide-aliment/print_eatwell_bienmang-eng.pdf

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

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

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

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.

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.

Sneezes & Diseases

Sneezes and Diseases is a resource for Child Care Providers and Parents on Communicable Diseases.
<http://www.vch.ca/media/SneezesDiseases.pdf>

There is one binder in the lobby area for parents to use as a resource. Under each tab you will find a resource sheet that you can take for info if you need. If you take the last info sheet please let a staff member know so we can make more copies.

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).
- Call and request an ambulance if the child has serious injuries.

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 a Preschool staff person) is completed with instructions on administering the medication.

If you would like us to administer non-prescription medication we also require that the medication be in the original package and you fill out a form with information of dosage etc. for that specific medication.

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

F. CHILD GUIDANCE

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 Daycamp 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. Each child will be encouraged and supported to develop positive relationships and learn problem solving skills.

Daycamp Staff will:

- Model appropriate, respectful behavior at all times
- Promote the development of positive social skills including self-esteem and self-control
- Encourage children to understand and follow simple rules

Daycamp staff will use the following guidance strategies:

- Gain a child's attention in a respectful way
- Use proximity and touch
- Remind
- 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

We encourage families to ask about our guidance and conflict resolution strategies. We also ask that you keep us informed of any changes, big or small, in your child's life and/or routine, as this can cause behavioral changes in your child at Our House.

Daycamp Expectations

The following set of guidelines will be carried out under the direction of the Daycamp Leaders 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 behavior.
- Be responsible for your actions and belongings.
- HAVE FUN!

Bullying

Our House Child Care Centre 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.

G. COMMUNICATION

Division of Communication

We understand that families want to discuss situations that come up with their child and/or family with staff. Please direct your questions to the following:

Who to address	Topics
Daycamp Leaders	Issues regarding your child's day to day care: routines, eating habits, illness. Concerns about your child's development, questions about programming, questions about snack.
Centre Coordinator	Fees, concerns with staff, changes in care, withdrawal, overall operations, policies, any concern not to do with your child's day to day routines at Our House.
Administrative Assistant	Fees, payments, withdrawal, registration
Childcare Manager	Concerns that cannot be resolved through the above contacts
MPCCA Board of Directors	Concerns that cannot be resolved by the Childcare Manager

The Right to 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 strictest confidence.
- Information about your child and your family is not released without your written consent.
- Information is released appropriately when parents are separated or divorced (the program requires proof e.g. a legal document such as a custody agreement)
- Your child's program file will be reviewed only by the MPCCA Child Care staff that are working with your child and family.

If You Have Concerns:

We encourage you to talk directly to the Daycamp Leaders. Most often, situations and problems can be solved quickly at this level.

If a resolution cannot be found please contact the Centre Coordinator at 604-707-0311 or Child Care Manager 604-257-3083 so your concern can be addressed.

Termination of Services

We are committed to providing children and families with a positive experience. If a conflict arises, it is our goal to resolve any differences in a peaceful way constructive way with solutions that everyone can accept.

In the unfortunate event that a solution cannot be found, termination of services may be required for the following reasons:

- By the family, for any reason, by giving one month's written notice
- If the family does not abide by the expectations in the family handbook and a resolution is not achieved

- If the program is unable to satisfactorily resolve problems of late pick up with a family or the family has an outstanding account/overdue payment
- If 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 other children or staff additional avenues of support to accommodate the child are unavailable.

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

Communicating with Families

Staff will share information about the program by:

- Leaving information for pick-up by the "Sign In/Out" sheets
- Communicate by email
- Phone us at 604-707-0311

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 our Daycamp program. We encourage your ongoing feedback of the service we provide and look forward to working with you and your child.



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

MPCCA Child Care – Seasonal Daycamps **Parent/Guardian Agreement**

Our House Child Care Centre – Seasonal Daycamps is a non-profit program run by the Mount Pleasant Community Centre Association. This agreement is an outline of the parental responsibilities necessary to providing quality service to all children in the out of school care program.

I have read the MPCCA Seasonal Daycamp 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 Centre Coordinator – Kelly Bodkin at kelly.bodkin@vancouver.ca

FINANCES

1. I will be required to pay a \$35 charge per NSF cheque. 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 administration office when I have changed chequing accounts or credit cards to 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 class dismissal time, I will be charged a late fee. I will be expected to pay a \$5.00 late charge - per family which 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 front office or your child's care will be withdrawn until the fee has been paid in full.

CHILDREN'S RECORDS

1. It is my responsibility to keep all my children's records up to date and inform the 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 school year.

HEALTH AND SAFETY

1. I understand that the staff will notify me to have my child taken home if the health and wellbeing of all children is being affected.
2. I am aware that it is my responsibility to arrange the drop-off and pick-up of my child to the classroom each day of attendance. I will also notify the staff when my child will be absent from the program.
3. I will notify the staff in writing or by phone if someone other than persons listed on the consent form are 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 staff has been unable to reach the parent or alternate persons on the pickup list, the Ministry of Children and Family Development will be notified. The Ministry Child Emergency number is 604-310-1234.

TERMINATION OF SERVICES

We are committed to providing children and families with a positive experience. If a conflict arises, it is our goal to resolve any differences in a peaceful way constructive way with solutions that everyone can accept.

In the unfortunate event that a solution cannot be found, termination of services may be required for the following reasons:

1. By the family, for any reason, by giving one month's written notice
2. If the family does not abide by the expectations in the family handbook and a resolution is not achieved
3. If the program is unable to satisfactorily resolve problems of late pick up with a family or the family has an outstanding account/overdue payment
4. If a family member harasses, threatens abuse or commits a violent act toward a staff person, child or other participants (e.g., a parent/guardian)
5. The child's behavior 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 will be refunded in lieu of notice.