



MOUNT PLEASANT  
COMMUNITY CENTRE ASSOC.

# Seasonal Daycamps

(Winter, Spring and Summer)

## Family Handbook

### Located at:

Our House Child Care Centre  
123 West 16<sup>th</sup> Avenue at Manitoba

**Kelly Bodkin**

*Centre Manager*

Our House Child Care Centre  
MPCCA

[Kelly.Bodkin@vancouver.ca](mailto:Kelly.Bodkin@vancouver.ca)

Phone: 604-707-0311

123 West 16<sup>th</sup> Avenue  
Vancouver, BC V5Y 0B3

**Jasmine Grewal**

*OSC Supervisor*

Our House Child Care Centre  
MPCCA

[Jasmine.grewal@vancouver.ca](mailto:Jasmine.grewal@vancouver.ca)

Phone: 604-707-0311

123 West 16<sup>th</sup> Avenue  
Vancouver, BC V5Y 0B3

**Vera Lara**

*Child Care Admin Assistant*

Our House & 3 Corners  
MPCCA

[Vera.Lara@vancouver.ca](mailto:Vera.Lara@vancouver.ca)

Phone: 604-257-3061 ext. 2

1 Kingsway  
Vancouver, BC V5T 3H7

*updated March 2022*

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.

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 Our House Manager.

We value your feedback, and you are welcome to share your questions, concerns or suggestions with the Out of School Care Supervisor, Our House Manager, or the Director of Licensed Childcare.

Sincerely,

**Kelly Bodkin**

*Our House Child Care Centre Manager*

[kelly.bodkin@vancouver.ca](mailto:kelly.bodkin@vancouver.ca)

THE M.  
IT'S YOUR COMMUNITY

## A. PROGRAM INFORMATION

### **Our Mission Statement**

Mount Pleasant Community Centre Association (MPCCA) Child Care Programs exist to provide the families in our community with safe, affordable and high quality child care options for infants, toddlers, preschoolers and school aged children.

### **Philosophy**

We know that children require warm, nurturing care within a safe and supportive environment and believe that children are capable, competent learners. These are some of the many reasons why we follow an Emergent Curriculum, wherein our programming is developed in response to, and in collaboration with, our children and families. Social interactions are essential to children's development, and by providing them with the opportunity for open-ended play amongst their peers and intuitive adults, children are offered many valuable experiences and learning opportunities every day. We know that parents and guardians are the experts when it comes to their children, and open communication with families is an important part of what we do. Our door is always open!

Our Emergent Curriculum supports children in their natural pursuit of play; we are a play based program, and offer the space, time and resources for children to conduct their own investigations, test their hypothesis, and try things out through open-ended, intrinsically motivated activities.

It is rare that you can bring children's play experiences home in a backpack, however you will see some special moments documented on our HiMama app, and around the centre, and we are sure you will hear about them from your child at home, too.

Our philosophy is rooted in respect for all children and the different ways that they experience the world, and this is made visible through our practice, actions and attitude, for example, at MPCCA Child Care we believe a respectful practitioner is:

- Trustworthy
- Engaged with the children and their interests
- An active listener
- Aware of different approaches to learning and communicating
- An advocate for equality
- Able to see perceived challenges, as opportunities.

### **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 partnership with families, helping them to prepare their children socially, emotionally and cognitively for 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, socially engaged and responsible.

### **Inclusion Policy**

**Vision:** Every child and family is unique and should have access to an inclusive and respectful child care experience.

**Policy:** MPCCA child care programs embrace diversity and celebrate environments of acceptance, respect, understanding and inclusion. We commit to learn, understand and appreciate each person's unique attributes,

abilities and cultural history to ensure that each child is recognized, reflected and valued in our programs. Our educators support the unique abilities of each child to ensure they reach their highest potential. MPCCA works with BC Centre for Ability and other community partners to enhance our ability to support children of all abilities through training and consultation.

### **History**

The Mount Pleasant Community Centre Association opened its first licensed preschool program in 1978. We have been providing licensed school age care for children five through twelve years since 1986. 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 16<sup>th</sup> Avenue, which opened its doors on July 1, 2010. 3 Corners Child Care Centre opened its doors on November 2<sup>nd</sup> 2009. 3 Corners Child Care provides child care for Infants, Toddlers, and 3-5yr olds, 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:

- A safe and inclusive environment
- An environment within which all children feel heard and represented
- Opportunities for positive self-development
- An intuitive staff team, that provide quality care for each child in a safe and supportive environment.

### **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.

### **Criminal Record Checks**

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

### **Volunteers Social Media Policy**

For the protection of our staff and families, we strongly discourage the use of social media to communicate. Social media is an inappropriate platform for staff and families to interact in a professional capacity, and we prefer that all communication be conducted through professional MPCCA means, such as via the centre phone line, staff's professional email, in-person or using HiMama.

### **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. You can find a pocket guide to the values of the program [here](#).

### **Holiday Celebrations**

We honor all of Canada's major holidays and strive to recognize each in a specific way that is relevant to the children in our care. We are lucky to be a part of a diverse community, and welcome the introduction of any

other meaningful celebrations that your family recognizes. If there are celebrations or events that you would prefer your child not be involved in, please let us know 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** on the following holidays & Statutory Holidays:

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

### **MPCCA Child Care - Emergency Closure Policy**

MPCCA aims for all of its' childcare centres to remain open - when safe to do so - to provide an important and reliable service to the community.

The purpose of this policy is to manage expectations, and to establish a clear method for:

- Administration to make decisions around full or partial closures, changes to operating hours or capacity;
- How these decisions will be communicated;
- Administration to make decisions around fee refunds.

### **Some potential factors for closure, partial closure, changes to operating hours or capacity are:**

- Insufficient number of employees to safely operate the program
- No available, appropriate substitutes to cover staff that are absent
- Severe weather forecast, current weather and road conditions which are dangerous or mean that staff are unable to get to/from the centre safely and/on time
- Power outages
- Local or Government directives
- Disease outbreak (three or more staff/children diagnosed with the same contagious disease within a certain period of time).

### **Weather Closures**

If the Vancouver School Board announces closures due to inclement weather, and/public transit is not in operation, our programs will also close. You can listen to local radio station CKNW AM 980 or access information on the Vancouver School Board Website for closures. We will attempt to communicate any closures with families via HiMama as soon as possible.

Families will be informed via a message in HiMama of any changes to operating hours or full closure by 7:00am that morning at the latest.

If conditions exist that mean the centre needs to close early, parents will be notified first via a message in HiMama, with a follow up by phone, and asked to make arrangements to pick up their child as soon as possible or by a set time.

Depending on the circumstances, it is possible that families and staff could arrive at the Centre and then be informed of a closure without prior knowledge. The Centre recognizes that when all means of communication

are down, that Administration staff have no means to communicate closures other than in person or via a physically posted notice.

### **Fee Reimbursement**

There will be no refund for cancellation of services which occur for three (3) of your days of care or less. For cancellation of services that occur for more than three (3) of your days of care, refunds will be provided based on your usual fee and attendance, pro-rated per days closed.

No compensation is provided if a parent/guardian must leave work due to the closure of the childcare facility.

### **Staff Shortages**

As always, we will do everything that we can to maintain our usual operating hours and capacity, by covering staff absences with good quality substitutes however this is not always achievable, and it is possible that occasionally our centers may face staff shortages due to illness, difficult weather conditions, or other unforeseen circumstances.

In the event that we are unable to maintain the appropriate child to staff ratios as required by BC Childcare Licensing, we have put the following process in place:

- Families will be placed into 2 or 3 groups per class or program
- In the event of a staff shortage, one or two (1/2) group/s per class or program will be contacted and asked to stay home for the day.
- We aim for families to be notified by 12pm on the day at the very latest, via the HiMama app and/email.
- If staff shortages occur over multiple days, groups will be rotated to reduce the overall impact on each family.

We are hopeful that these procedures will not be necessary, but please take note of your group number and familiarise yourself with these steps to ensure that in case of emergency, there is as little confusion as possible.

## **COVID-19 Closures & Modifications to Operations**

### **Background**

Vancouver Coastal Health are no longer undertaking COVID-19 contact tracing with daycares and schools. Whilst this is the case, each individual organisation is expected to have their own policy in place.

This policy is in place to guide the decision making of MPCCA Administration when cases of COVID-19 occur in the childcare, and/ we have a staff shortage due to COVID-19, and to outline expectations for families with regard to our operations and information sharing.

### **What is an outbreak?**

Outbreaks occur when infected people of any age attend our centres when contagious and others become infected.

Usually, Vancouver Coastal Health would determine when an outbreak will be declared and issue instructions to the centre, which we would share with you. However, in the current climate, Vancouver Coastal Health are no longer contacting childcare centres to advise as they were at the start of the pandemic. They will continue to provide notice to centres if they are required to close.

### **Our Policy**

Generally in childcare settings, an outbreak of any communicable disease is declared if three (3) or more cases

involving children and/staff occur within a designated period of time, and in a specific class/centre. The designated period that we have established at MPCCA for this particular policy is five (5) business days.

We have strict infection control protocols that are immediately followed when an outbreak of any communicable disease occurs. Our goal is to prevent further spread of infection through:

- Careful monitoring
- Increased housekeeping (e.g; doubling bleach cleaning solution & more regular high touchpoint cleaning)
- Further restricting access to the centre and mixing of staff/children as much as possible.

If three (3) cases or more of COVID-19 occur in a group or centre within a five (5) business-day period and we establish that there is a risk of ongoing transmission in the programs, then we will adjust our operations accordingly.

### **Example**

In the Centre within a five (5)-business day period:

- Staff member worked at centre when contagious on December 6<sup>th</sup>
- Child attended care when contagious on December 7<sup>th</sup>
- Child attended care when contagious on December 9<sup>th</sup>

We will adjust operations, dependent on access to adequate staffing in order to operate in line with BC Child Care Licensing ratio requirements.

If we minimise operations, we will consider the following options:

- Rotating groups of children; inviting one to two groups per day on a rotational basis
- Inviting only Essential Workers for care on given days

### **Communication**

We will inform families that there has been a confirmed case of COVID-19 in the centre and aim to provide relevant information such as the rooms that person had been in and the dates they were in the centre and may have been contagious.\*

**\*Note:** Generally, we are not required to provide notification of COVID-19 exposures that occur in the centres (unless directed to do so by VCH), however we will continue to do this for as long as it is manageable, as we know it is important information for families to have. Please keep in mind that we are not healthcare professionals, nor are we contact tracers, so we will only be able to provide very basic information based on the knowledge that we have. We also have a duty to protect the personal information of all of our families and staff.

### **Refunds**

Our usual refund policy remains in place, please see our 'Emergency Closures – Families' policy for further information.

### **Related Policies & Procedures**

- MPCCA Emergency Closure Policy – Families
- MPCCA Emergency Closure Policy – Staff

- COVID-19 Scenarios
- Sick Policy

## **Photos**

With your permission, as outlined in the Photo Permission Form, staff will take photographs of your child for documentation or promotional purposes. Please address any questions or concerns with the Out of School Care Supervisor.

## **Toys / Equipment from Home**

We do not allow any personal toys or technology from home to be brought in to the program - if a child has something in their bag for whatever reason, it must remain there. These items can be damaged, lost or stolen and we do not take any responsibility for personal items brought from home that a child may bring in to the program.

## **Labeling & Children's Personal Items**

### **Please label all items with your child's name!**

It is very important that every item your child brings to the program, including clothing, is labelled: lunch containers, lunch bags, backpacks, jackets, rain gear, hats, gloves, water bottles, etc. It is very difficult to keep track of every child's personal items, especially if they are not labelled.

You can label items by simply using a permanent marker, or durable labels can be purchased from the following places:

- Walmart - has [writable Mabel's Labels](#)
- Join our ongoing [Mabel's Labels fundraiser](#) (search for *Mount Pleasant Community Centre Association*)
- [Loveable Labels](#)
- [Emily Press Labels](#)

## **Parking**

The parking lot that is located in the park off of 15<sup>th</sup> is for the use of the Simon Fraser Elementary 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 there are many other families that need to use these spaces.

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**

### **Our House**

Our designated playground at Our House is attached to the building and encompassed by a fence, for the safety of the children and staff. This playground is solely for the use of Our House between the hours of 7:30am - 6:00pm Monday - Friday. Your child/siblings may not play on the Our House playground unless they are enrolled in a class that is in session. Outside of these hours, the playground is for everyone to enjoy.

### **Simon Fraser Elementary**

The school playground is also off limits during school hours.

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

## B. 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).

### **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 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**

It is important that we know if your child will not be attending care, or if they will be going on to another activity, to avoid any confusion and potential safety issues.

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**.

### **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.

### **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.

### **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 (30) of the program's closing time.

### **Suspected Child Abuse**

The Child, Family and Community Service Act states 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 to next steps (if any) are that of the Ministry of Children and Family Development. Staff's duty is to report only, not to undertake an investigation or determine if abuse has or has not occurred.

## C. 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.

### **Affordable Child Care Benefit**

We encourage families who may benefit from financial support to apply for the Provincial Affordable Childcare Benefit. Factors such as income, family size and type of care will be considered when determining each individual's funding allowance. Please visit the website for more information and to access the funding estimate calculator: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit> . If you are interested in applying, please reach out to the Child Care Administrative Assistant for further information.

Families who receive a subsidy will still be responsible for paying the non-refundable registration fee and security deposit at the time of registration. The monthly fee will be calculated based on the maximum funding approved. Please ensure that you apply for the Affordable Child Care Benefit as soon as possible, preferably prior to the start of the program year so that we can determine your yearly payment plan and request the funding as needed. Families will be responsible for ensuring that their funding is renewed as necessary and that we are kept up to date with any changes.

### **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 by 9:00pm.

There will be a \$10 charge for all withdrawals, per child, per week.

All refunds are to be processed by the Child Care Administrative Assistant [vera.lara@vancouver.ca](mailto:vera.lara@vancouver.ca) or call 604-257-3061 ex2. Any late withdrawals will also be subject to a late fee.

### **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](http://www.mountpleasantcc.ca) to set one up.

## D. HEALTH & NUTRITION

### **Snack**

The program will provide children attending after school care with a small snack each day. On professional development days, the children will be provided with an afternoon snack.

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.

### **OPEN SNACK and The division of Responsibility in consumption at child care:**

The parent/leader is responsible for WHAT we offer, WHEN AND WHERE we offer it

The child is responsible for HOW MUCH AND WHETHER

Fundamental to our job (and the parent's 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:

**Q: How is the snack schedule built each month?**

A: Children share their suggestions of favorite snacks; the snack calendar is finalized by the OSC team.

**Q: 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.

**Q: 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.

**Q: Who prepares the snack?**

A: Snack is prepared by the OSC leaders daily, who follow specific Health & Safety protocols in relation to food safety.

**Q: My child is hungry, what can I do?**

A: Snack at Our House is designed to be just that, 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 it is available. If your child is still hungry, he or she might be going through a growing stage. At these times, we would kindly ask you to pack a larger lunch or extra snacks in their bags so they have more options.

**Additional information:** [Canada Food Guide](#)

**Illnesses**

**MPCCA Child Care Sickness Policy**

While we are sensitive to a family's needs, we are unable to care for your child if they are not well enough to participate in all program activities, including outdoor play. It is also important to protect the other children 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 100.4 degrees Fahrenheit
- is vomiting or has diarrhea
- has an infection or undiagnosed illness
- has a new and chronic cough\*\*
- has any symptoms of COVID-19\*\*\*

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 them comfortable while we contact you or your emergency contact/s to pick them up.

**If your child is well (able to participate in all activities) and has no symptoms, they may return to the center a minimum of 24 hours after their last symptom has passed. If a**

**healthcare professional advises that your child should not attend care for a longer period of time, please follow their advice.**

**\*Sneezes and Diseases:** Please see the resource we use when dealing with individual communicable diseases here <https://sneezesdiseases.com/resource/sneezes-diseases>

**\*\*Chronic Cough:** If your child is experiencing new and chronic cough symptoms, staff will ask you to keep your child at home to monitor for 24 hours. If symptoms persist throughout this period, you will be asked to seek the advice of a medical professional.

**\*\*COVID-19:** Whilst COVID-19 is present in our community, we will be following guidance from the BC CDC and the BC Government in relation to children and adults that are presenting with any signs of this illness. Please refer to our COVID-19 Scenarios document and the BC CDC for more information.

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

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 request for a child to stay at home if the health and well being of the children and staff is 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 which your child is not immunized for, you may be asked to keep your child home until after the incubation period is over.

## **MPCCA Child Care - COVID-19 VCH Guidance & Scenarios**

### **Guidance from Vancouver Coastal Health (VCH)**

As an operator of child care facilities, we are sometimes made aware of one or more cases of COVID-19 among our staff or children. VCH Medical Health Officers are providing the following direction for symptomatic and confirmed cases of COVID-19 among staff or children and their contacts.

#### **Symptomatic staff or children**

Staff or children that are exhibiting COVID symptoms should stay home until they feel well enough to return to regular activity, and have been symptom free for a minimum of 24 hours. According to newly released testing guidelines many staff and children will not be eligible for COVID-19 testing.

#### **Confirmed Case(s) of COVID-19 in staff or children**

Staff or children testing positive for COVID-19 by PCR or rapid antigen test should isolate for a minimum of 5 days, regardless of vaccination status.

#### **Household/close contacts of symptomatic staff or children, OR confirmed case(s) of COVID-19**

Staff or children who are contacts may continue to attend the facility, regardless of vaccination status, unless they develop symptoms and/or test positive for COVID-19.

If any of our facilities experience illness amongst staff, we may need to adjust our operations or close if we are unable to maintain staff to child ratios as required under the Child Care Licensing Regulation. See our Emergency Closure policy & COVID-19 closure policy for more information.

### **COVID-19 Scenarios**

**Child exhibits [COVID-19 symptoms](#) while at home.**

- Children that are exhibiting COVID-19 symptoms should stay home until they feel well enough to return to regular activity.
- Contact 811, your family doctor, or utilise the COVID-19 symptom checker for advice [bc.thrive.health/covid19/en](https://bc.thrive.health/covid19/en)
- Children are able to return to care when symptom-free for at least 24 hours, and able to fully participate in all activities as per our regular Sick Policy.

**Child exhibits [COVID-19 symptoms](#) while at Child Care.**

- Parents will be called and asked to pick up the child immediately.
- The child should not return to care until they have been symptom free for at least 24 hours, and they are able to fully participate in all activities as per our regular Sick Policy.
- Staff will perform a deep-clean and sanitize the rooms (focusing on high-touch surfaces).

**Child is a close contact of a COVID-19 case but does not have symptoms.**

- Staff or children who are contacts may continue to attend the facility, regardless of vaccination status, unless they develop symptoms and/or test positive for COVID-19.

**Child lives in the same household as someone who has a confirmed case of COVID-19.**

- Staff or children who are contacts may continue to attend the facility, regardless of vaccination status, unless they develop symptoms and/or test positive for COVID-19.

**A Child Care staff member or child receives a positive COVID-19 test result.**

- Those 18 years and older that have tested positive for COVID-19 by PCR or rapid antigen test and are not fully vaccinated, should isolate for 10 days,
- Those 18 years and older that have tested positive for COVID-19 by PCR or rapid antigen test and are fully vaccinated, should isolate for 5 days.
- Those less than 18 years of age and have tested positive for COVID-19 by PCR or rapid antigen test, should isolate for 5 days regardless of vaccination status
- The child should not return to care until they have been symptom free for at least 24 hours, after the isolation period, and they are able to fully participate in all activities as per our regular Sick Policy.
- The staff should not return to work until they have been symptom free for at least 24 hours after the isolation period
- Staff will perform a deep-clean and sanitize the rooms (focusing on high-touch surfaces).
- We will inform families that there has been a confirmed case of COVID-19 in the centre and aim to provide relevant information such as the rooms that person had been in and the dates they were in the centre and may have been contagious.\*

**\*Note:** Generally, we are not required to provide notification of COVID-19 exposures that occur in the centres (unless directed to do so by VCH), however we will continue to do this for as long as it is manageable, as we know it is important information for families to have. Please keep in mind that we are not healthcare professionals, nor are we contact tracers, so we will only be able to provide very basic information based on the knowledge that we have. We also have a duty to protect the personal information of all of our families and staff.

**Child travels outside of Canada**

The Public Health Agency of Canada is advising travellers, regardless of their vaccination status, to avoid non-essential travel internationally. Please follow advice found here [Travel health notices](#).

- At MPCCA programs, unless double vaccinated, children may return to care after 14 days (on the 15<sup>th</sup> day after arrival), as long as they are not exhibiting any symptoms.

- More information on travelling internationally with children during COVID can be found here [COVID-19 vaccinated travellers entering Canada - Travel restrictions in Canada – Travel.gc.ca](https://www.travel.gc.ca/COVID-19/vaccinated-travellers-entering-canada)

### **How do I get my child tested?**

- If you think your child may require a COVID test, please contact 811, use the COVID-19 symptom checker, or seek advice from a doctor.

### **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 at the centre) with instructions for administering the medication.

If you would like us to administer Non-Prescription Medication, such as those for teething, diaper and skin ailments or allergies, 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.

### **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 between use.

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

OSC 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

OSC 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 recognizes that one of the key ways to creating a safe space for young people is to develop a bully-free environment.

### **What is bullying?**

Often, bullying involves a person who does not have the tools to manage conflict or emotions effectively, and in turn uses aggression as a means of communicating or acting out their frustration or feelings.

### **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 Prevention Education for Children**

Our approach to bullying prevention is a developmentally appropriate, integrated approach to teaching children the pro-social attitudes and skills that are known to reduce the likelihood that bullying behaviours will emerge in childhood and adolescence. We aim to facilitate the development of life-long skills that serve to protect children from bias, unfairness and violence. Such as; emotional intelligence, empathy and problem solving.

## F. COMMUNICATION

### **Division of Communication**

We encourage open communication between parents and staff and encourage you to ask any questions or discuss any concerns with the staff team. The Program Supervisor is responsible for ensuring that MPCCA standards are followed in their room, and that parent issues and concerns are addressed. If you feel that your concerns are not being addressed or resolved please speak with the Centre Manager or the Child Care Director.

Please direct your questions as 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, gradual entry, concerns with staff. Basic questions relating to policies and procedures.
Administrative Assistant	Anything relating to registration, Fees, Payments and funding.
Centre Manager	Concerns with staff, facility operations and/or policies and procedures.
Child Care Director	Organizational operations, board relations, association level concerns and any other concerns not addressed by the above.

### **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 family is not released without your written consent.
- That information is released appropriately when parents are separated or divorced (the program requires proof of this, 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
  - Program Supervisor, Centre Manager, Administrative Assistant, Child Care Director
  - 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.

### **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 Manager at 604-707-0311 or Child Care Director 604-257-3083 so your concern can be addressed.

### **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

### **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.

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.

## **MPCCA – Code of Conduct**

In order to provide and maintain a peaceful and safe environment, Mount Pleasant Community Centre Association (MPCCA) Child Care has established clear standards of behavior which apply to all MPCCA parents, guardians, children, teachers, employees and volunteers. The following protocols have been set forth as expectations of these individuals:

**Respect:** MPCCA Child Care practices a culture of respect and dignity regardless of race, colour, ancestry, nationality, place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief or disability. Discrimination against any person or group may be subject to disciplinary action and may result in immediate termination/expulsion.

**Bullying/Harassment:** MPCCA Child Care will not tolerate any acts of harassment or bullying (physical, verbal, emotional, social or cyber-bullying) perpetrated against or by parents, guardians, children, teachers, employees or volunteers for any reason. An individual that subjects another person to harassment or otherwise violates this policy may be subject to disciplinary action which may include immediate termination/expulsion.

**Privacy and Confidentiality:** MPCCA Child Care recognizes an individual's right to privacy and is committed to maintaining the accuracy, confidentiality and security of any personal information in its custody. In the event of a suspected breach, the Child Care Manager should be contacted immediately.

By signing this handbook, you acknowledge and agree to the terms as stated above. Failure to comply with the responsibilities outlined in this contract may result in a termination of services. If a child is dismissed from the program, the Child Care Admin Assistant will refund fees in lieu of notice.

## 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](mailto: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.

## Certificate of Receipt

I have received a copy of the **MPCCA OSC – SEASONAL DAYCAMPS FAMILY HANDBOOK** dated **March 2022**, 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

Parent Name: \_\_\_\_\_

Witness Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Child’s Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_