



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

Preschool

Family Handbook

Located at:

Our House Child Care Centre
123 West 16th Avenue, Vancouver, BC, V5Y 0B3

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Updated Feb 2021

Welcome to the Mount Pleasant Community Centre Association Preschool



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

Dear Families:

Welcome to Mount Pleasant Community Centre Association, Our House Preschool. We look forward to your child's attendance in the program and to a fun-filled, creative and rewarding school year.

This handbook has been designed to introduce families to our program.

Our House Preschool offers:

- ✓ A fun, friendly, play-based learning atmosphere
- ✓ A team of qualified and experienced Early Childhood Educators with integrity and a passion for their chosen field of work
- ✓ A beautiful purpose-built child care facility
- ✓ An early learning and kindergarten readiness program of activities
- ✓ Daily routines that are flexible and responsive to your child's needs
- ✓ Newsletters to keep you informed about class activities

We have included in this package:

Family Handbook
Forms Package
Enrollment Form
What to Bring to Preschool?
School Calendar

Consent Forms Package

Registration and Health Form
Emergency Consent Card
Photo Release Form
Local Field Trip & Face Painting Consent Form
Parent / Guardian Agreement Contract & Code of Conduct
Sunscreen Form
Immunization Record

Please feel free to share your questions, suggestions or concerns with our Preschool Teachers, Preschool Supervisor, Centre Coordinator or the Child Care Manager. Your feedback is valuable.

Sincerely,

Our House Preschool
Mount Pleasant Community Centre Association

Our Mission Statement

The Mount Pleasant Community Centre Association Child Care Programs exists to provide safe, affordable, high quality child care for infants, toddlers, preschoolers and school age children. Our goal is to provide a nurturing environment and learning experiences for children, to prepare them for life-long learning.

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 16th Avenue, which opened its doors on July 1, 2010. 3 Corners Child Care Centre opened its doors on November 2nd 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.

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 to 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

Our Staff

Our Preschool Teachers are trained and certified as Early Childhood Educators/Assistants and meet all the requirements outlined in the Provincial Child Care Licensing Regulation and maintain a valid First Aid Certificate.

Qualified substitute staff will be called in when one of our preschool teachers are away for reasons of illness, vacation or professional development in order to meet the 1:10 staff/child ratio required by Child Care licensing.

From time to time you will see Early Childhood practicum students in our program as well as special guests visiting the program such as public health nurses for vision screening and entertainers/speakers.

Our Program

Each year we are excited to embark on a journey with the children. In our program at Our House, we offer a variety of play explorations that promote physical activity, coordination, gross motor skills, language, literacies, science discoveries, emotional skills, social skills, leadership and imagination. These explorations take place in the classroom and the outdoor playground. Our classroom environment is thoughtfully designed. Set up with intention and purpose with many materials that encourage deeper learning.

Emergent Curriculum

Emergent Curriculum, also called Responsive Curriculum, is built on the children's interests. The first part of responsive curriculum involves giving children something to respond to, i.e. free play, an engaging, beautiful environment, and varied experiences. Our provocations include water, paint, dirt, rocks, songs, relationships, paper, books, blocks, dramatic props, tiles, nature walks, signs and everyday routines such as snack and clean up.

Once we notice that children are interested in a topic, we scaffold different experiences to support it. Children are natural learners, and will voraciously pursue knowledge about topics they're interested in. When we allow this natural process to flourish alongside long periods of free play, the typical check marks of preschool are naturally and easily accomplished, without worksheets and without forcing children to do things they don't want to do. Emergent curriculum asserts that learning deeply about topics is more enriching and more satisfying than learning about topics broadly.

Teachers engage in play and learning alongside children. You can find them writing down what the children are saying and/or taking pictures of what the children are doing. These **observations** encourage teachers to reflect together on how learning evolves with each group of children. This is where our **curriculum** begins to take shape. These moments are made visible through **documentations**, which the teachers prepare and display in the hallway and in the classroom. We always welcome your thoughts and ideas about what is going on. We welcome you to collaborate with us as we continue to explore the children's interests together!

In our 2 and 3-year-old classes, our preschool program focuses on supporting the development of social-emotional skills. Through play, children become confident in the preschool setting and learn how to share, take turns, negotiate, ask questions, and become independent with the snack and washroom routines and more.

In our 4-year-old classes, the preschool program focuses on expanding on the children's physical, intellectual, emotional, social, and creative capacities and skills, such: sharing, reasoning, conflict resolution, more opportunities for academic skills practice, longer circle times, more challenging & lengthy activities.

BC Early Learning Framework

Early learning is the foundation for lifelong learning, and the basis for individual, social, economic, and environmental well-being.

The framework describes in broad terms a vision, principles, and areas of early learning for British Columbia. It views young children as capable and full of potential; as persons with complex identities, grounded in their individual strengths and capacities, and their unique social, linguistic, and cultural heritage. In this image, children are rooted in and take nourishment from a rich, supportive ground. Comprised of relationships with their families and communities, their language and culture, and the surrounding environment. As children grow and learn, they begin to show signs of living inquiries. Living and learning together sets up the foundation to help the process of thinking and learning that happens as children, educators, materials and ideas interconnect.

This framework outlines four areas of early learning that are based on the vision and principles set forth in this document:

Well-being and Belonging
Engagement with others, materials and the world
Communication and Literacies
Identities, Social Responsibility and Diversity

If you would like to learn more about the BC ELF, please visit:

<https://www2.gov.bc.ca/gov/content/education-training/early-learning/teach/early-learning-framework>

Our Facility/Classrooms

We are fortunate to have 3 large, bright classrooms and an outdoor enclosed playground. Our classroom is designed in partnership with the children. We believe in bringing nature in the classroom - color, texture and flavor into our environment. **All indoor and outdoor facilities are strictly supervised and meet all safety criteria from the Ministry of Children and Family Development.**

We believe that the physical environment also has a huge impact on us emotionally; we strive to provide a calm and relaxing atmosphere to meet the needs of all children. Classroom activities include:

- *ART Learning Area*
- *BLOCKS Learning Area*
- *LITERACY- Quiet BOOK Corner/ Creative Writing area*
- *DRAMATIC PLAY Learning Area*
- *SAND AND WATER- Sensory Learning Area*
- *NATURE AND SCIENCE AREA*
- *MATH AND MANIPULATIVE*
- *MUSIC AND MOVEMENT*
- *OUTDOORS*

Internal Registration

Once a year we hold a pre-registration for families already enrolled in our program. Pre-registration takes place at the early spring. Once a class fills, a waitlist will be maintained. Children enrolled during the school year will be given first priority to register for the following school year. Siblings will also be able to pre-register for preschool classes prior to the public registration in the Spring. Please note, that to be eligible to register as a sibling you must have a child currently attending the program.

Program Closures

We are **closed** during Simon Fraser Elementary School's Winter Break and Spring Break closures. We are **closed** during all statutory holidays:

School Year

Thanksgiving Day
Boxing Day
Good Friday

Remembrance Day
New Year's Day
Easter Monday

Christmas Day
Family Day
Victoria Day

In addition to statutory holidays and school breaks, the program will also be **closed** on non-instructional school days per Simon Fraser Elementary School's calendar. On these days the facility will be used by our Out of School Care program. Closures will also occur for any Vancouver School Board Strike days. We will inform you of these days in advance. (see attached calendar)

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.

Alternate Pick-Up Arrangements

If your child is being picked up by someone other than the people listed on the registration form, please write this information on the sign in/out sheet and let the teachers know at the beginning of the class. We will be checking the Photo I.D of the individual upon pickup.

Attendance (see *COVID-19 Manual*)

Please let us know if your child will be away from preschool, especially in case of illness.

What to Bring

In order to ensure your child's full participation please send the following items to preschool class each day:

- * A comfortable pair of indoor shoes for active play
- * Appropriate weather related clothing for indoor/outdoor play
- * An extra change of clothing
- * Water bottle or sealed drink container
- * Snack

Reminder: Please put your child's name on all of your child's belongings.

Toys from Home

Please refrain from bringing ANY items from home.

Gradual Entry (2-year-old and 3-year-old classes)

As starting preschool is an important event, we believe that a carefully planned gradual entry will assist you and your child to:

- Build a trusting relationship with the teachers
- Meet classmates
- Become familiar with the preschool environment

There will be reduced class time for the first two classes. A schedule will be emailed out prior to school starting September.

First week of Regular Classes

Each child's experience when entering preschool is unique. Some children find it easier than others to adjust to attending preschool without a family member present. The gradual entry process can be easier for children when:

1. Parents/Guardians let their children know that they will return to pick up their child at the end of class.
2. Parents/Guardians allow the Preschool Teachers to work with their child and play an active role in their child's transition to Preschool.

Preparing for Kindergarten

(As outlined in the guide provided by the Vancouver School Board)

<https://www.vsb.bc.ca/School/School-Registration/Documents/ready-for-K-web-brochure.pdf>

Playground (fenced in playground adjacent to our building)

Please note that the playground is for use of the Our House Child Care Centre, Monday to Friday from 7:30am and 6:00pm. Unfortunately, your child/siblings cannot play on the playground during this time

unless their class is in session (only enrolled children). Please feel free to enjoy the playground outside of these hours.

School Playground

The school playground is off limits during school hours. Please enjoy the beautiful park and playground east of the Our House Child Care Centre.

Holiday Celebrations

We acknowledge and celebrate some Canadian holidays and celebrations in our childcare programs. In addition, we encourage families to share their cultures, celebrations and traditions with the teachers and children. If you would like to share something meaningful to your family, please speak to the teachers. 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.

Birthday Party Policy

We are excited to celebrate your child's very special birthday at school. We will not have any specialty foods provided by the family or us; however, we will celebrate your child's birthday with a gift book made from their classmates.

Social Media Policy

For the protection of our Staff and Families, we ask that there be no social media interaction between children/families that attend MPCCA Child Care and the staff. Example of Social Media Outlets are **Facebook, Twitter, Snap Chat, Instagram, 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.

HiMama

We use the HiMama app for sign in/out, correspondence and to document daily activities and learning inquiries. It allows the children's learning and experiences to be visible to families and keeps everyone more connected. This is the information hub for families and staff.

Photos

With your permission, staff will take photographs of your child for the newsletter, archival or promotional purposes. Please address any questions or concerns with the preschool teachers.

Class Photos

A professional photographer will take individual and group photographs of the children. Further information regarding class photos will be distributed to you at picture time.

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 stalls are to be used for a max of 15 minutes. Please do not park your car in the designated stalls while you take your child to the park before or after class. We also ask that for the safety of the children, you park in a designated stall only.

Sunscreen

Please ensure that you put sunscreen on your child before arriving to class when necessary. In the event that your child does not have sunscreen applied, we will apply using sunscreen provided by the program. Please see consent form in the consent forms package.

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 preschool staff of any changes listed on the following forms:

- 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. Preschool staff will only follow the access or pick-up instructions of the enrolling parent/legal guardian unless otherwise instructed by a court order.

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

Emergency

In case of a 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 preschool teachers until he/she have been picked up. The program may also close due to poor weather conditions. Please call Our House Child Care Centre 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 in the Provincial Child Care Licensing Regulation. Staff will sound a bell and have the children line up quickly and quietly. Staffs gathers first aid kits, attendance sheets and emergency cards and take the children to a designated location to conduct a head count and attendance. Drills will be conducted rain or shine.

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

Siblings in the Classroom

To be able to properly for the children in our care, limit the spread of an outbreak and for the health and safety for all of the children in our program we ask that you do not bring siblings into the preschool rooms. Siblings may enter the cubby areas. Please note: siblings in slings are fine, just not "free" roaming children.

Suspected Child Abuse

The Child, Family and Community Service Act state that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm". The Act also states that any "person who

has reason to believe that a child needs protection must promptly report the matter” to the Ministry of Children and Family Development. This means that anyone including our staff have a legal obligation to report any suspected abuse.

Decisions related to if, when, how and where the Ministry of Children and Family Development can apprehend a child, rests with Ministry.

Person(s) Authorized For Pick Up

It is important that you sign your child in and out each day on the "Sign-in/Out" sheet with the time and your signature.

Please inform the preschool teachers if a person other than those listed 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 a preschool staff but needs to be followed up with an email to the program supervisor. If the person picking up your child is not known to the staff 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 preschool teachers will determine late charges based on the clock time in the preschool).

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

Late Pick Up

When a parent/guardian is late for the first time, they will receive a late charge reminder notice. (The pickup time will be recorded on a "Late Pick Up" form). On the second and subsequent occasions, a \$5.00 late charge - per family - will apply to the first 5 minutes past the scheduled pick-up time and \$2.00 for each additional minute thereafter. The overtime fine must be paid within 24 hours to the Our House Child Care Supervisor (cash or cheque only) or the front office at #1 Kingsway otherwise your child's care will be withdrawn until the fee has been paid in full. (IMPORTANT: The preschool teachers will determine late charges based on the clock time in the Preschool room).

Late Pick Up Emergency

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

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

Ratio

According to Provincial Child Care Licensing Regulation, a 1:10 staff/child ratio for children 3-5yrs is required. The toddler (2-year-old program) is required to maintain a 1:4 staff/child ratio. This program is operated with two qualified ECE staff, one of which holds their Infant/Toddler Certificate, and two Responsible Adults.

Criminal Record Checks

The preschool staff, substitutes, students and volunteers are required to complete a criminal record check prior to starting in the preschool program.

Financial Management

Program Fees

Fees for the preschool program are set by the Mount Pleasant Community Centre Association and are subject to change.

Payment Procedures

Fees are due and payable on the first of each month. We require a series of post-dated cheques or credit card information (credit card number and expiry date) and a non-refundable registration fee (\$50.00) at the time of registration.

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

Monthly Payments

If you are unable to make scheduled payment please contact the Administrative Assistant to make alternative written arrangements for the payment of fees.

If payment is not received by the 5th of the month then a \$10.00 late payment charge will be applied to the amount owing. Continued late and/or missed payments without explanation will result in being withdrawn from the program until the fee has been paid in full.

The monthly fee reserves your child's space in the program; therefore, fees must be paid in full during periods when your child is away due to illness, vacation or other reasons. Fees will remain unchanged regardless of the shorter sessions during December and March.

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

Security Deposit

A full month's fee per child is required to secure a placement at MPCCA - Preschool. Your security deposit will be held and applied to your child's last month of care.

Please note that if you fail to give the one month's notice, when withdrawing your child from the program, your deposit will not be refunded.

NSF Payment

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

Withdrawal

All requests to withdraw your child from the program must be made by giving one month's written notice. You are required to give notice by the first calendar day of the month. For example, if you decide to withdraw your child from the program for September 1st, then you must give one month's notice by August 1st. Written notice can be in the form of an email to the Preschool Supervisor or Childcare Admin Assistant.

Please note that if you fail to give the one month's notice, when withdrawing your child from the program, we will be unable to refund your deposit.

Withdrawal notices are **not** permitted for the months of **May and June**. April is the last month to withdrawal, which means your withdrawal notice would have to be in by April 1st.

Income Tax Receipts

You will not receive a receipt each month for payments. A yearly tax letter will be issued to you. In February you will receive a letter for all payments from January through December. Please note that your Security Deposit will apply to the year of your child's last month of care.

Online Receipts

If you have an on-line account with the City of Vancouver, you can view all of the programs etc. that your child(ren) has been enrolled in including preschool. Once you are in the system you can click on each program/transaction and print the receipt if you wish or just view. Please note that yearend tax letters for the previous year will be issued in February. If you do not already have an on-line account and wish to view your transactions, please go to <https://ca.apm.activecommunities.com/vancouver/> to set one up.

Affordable Child Care Benefit

The Province of British Columbia is committed to helping families obtain affordable child care. The Affordable Child Care Benefit is a monthly payment to assist eligible British Columbia families with the cost of child care. Monthly benefit 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:

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

Families receiving the Affordable Child Care Benefit are still responsible for paying the non-refundable registration fee, the security deposit and the difference in fees between the monthly fee and benefit from the Ministry.

Please make sure that you meet your deadline for filing your Affordable Benefit Application as we require the Ministry's written approval on all amounts you are eligible to receive prior to the first of each month that fees is due. If we do not have confirmation, you will be required to pay the fees in full. MPCCA will reimbursement you the benefit amount when approval is received. Families are also responsible for ensuring that their benefit forms are kept up-to-date. The monthly fee will be calculated based on the maximum benefit received by the family.

Heath & Nutrition

Snack

Eating nutritious food is an important part of a child's health. We ask that each child bring a healthy snack to preschool each day. Please inform the preschool staff of any food restrictions/allergies or a change to your child's food intake. A list of snack suggestions is included below:

Snack Suggestions

DO'S

Fresh Veggies and Cheese Spread
Sandwiches
Fresh or dried fruit
Milk
Yogurt
Cheese and crackers (unsalted)
Oatmeal
Muffins
Nut free Granola Bars

DON'TS

ALL NUTS – Peanuts, Almonds etc.**
Chocolate
Jello
Pop
Cheezies/ Potato Chips
Cookies
Donuts
Sweet, rich Cakes
Chewing Gum



Nut Free/Aware Centre

We are **always** a **Nut Free** program therefore, **nut products** are not permitted in the facility. This includes products that have traces of nuts, (for example granola bars). Please check food labels before sending your child to school. Thank you for your cooperation.

The program may be required to restrict certain foods or other products (e.g., latex balloons) from entering the preschool environment when there is a child attending the program with a serious, life-threatening allergy. You will be informed of what not to send with you child if a child attending has a life-threatening allergy.

Illness (see COVID-19 Procedures)

While we are sensitive to families' 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 please inform the centre as we will need to notify other families and the Community Health Department.

Your child may return to the centre 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 wellbeing 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.

Sneezes & Diseases

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

There is a binder in the lobby area for parents to use as a resource. There is also a short information sheet attached to your package.

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" staff 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 that the medication be **prescribed** by a physician. 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) completed with instructions on administering the medication.

If you would like us to administer Non-Prescription Medication, we also require that you fill out a form with information of dosage etc. for that specific medication. A doctor's note is also required.

Toileting

The preschool program recognizes that toileting for a child is an individual and personal experience; therefore, there is no scheduled washroom time during preschool hours. Each child is encouraged to communicate with a preschool teacher when they need to go to the washroom so the preschool staff is aware of the whereabouts of the child.

****Junior Explorers Class:** Children must be fully potty-trained for this class as washrooms may not be readily available.

Child Guidance

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

Preschool 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 behavioural changes in your child at preschool.

Communication

Our **monthly newsletter** is emailed out at the beginning of each month. It is full of past, present, and future monthly activities, events, projects, tips, and much more.

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
Preschool Teachers	Issues regarding your child's day-to-day care: routines, eating habits, toileting, illness. Concerns about your child's development, questions about programming, questions about snack.
Preschool Supervisor	Concerns with staff, changes in care, overall operations, policies, any concern to do with your child's day-to-day routines at Preschool, health and safety.
Centre Supervisor	Concerns that cannot be resolved through the above contacts
Child Care Manager	Concerns that cannot be resolved through the above contacts
Administrative Assistant	Fees, payments, withdrawal, registration

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:

First Step

We encourage you to talk directly to the preschool teachers or preschool supervisor. Most often, situations and problems can be solved quickly at this level.

If a resolution cannot be found please contact the Centre Supervisor 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)

We Welcome Your Feedback

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



MOUNT PLEASANT
COMMUNITY CENTRE ASSOC.

Parent/Guardian Agreement

The Mount Pleasant Community Centre Preschool 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 preschool program.

I have read the Mount Pleasant Preschool 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 Preschool Supervisor - Jo (Jasleen Chahal) at jasleen.chahal@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 my fees will remain unchanged regardless of shorter sessions during March and December. The fees are calculated over the 10-month period and then divided evenly by 10 months.
5. 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.
6. I will give one month's written notice to the Preschool Supervisor or Childcare Admin Assistant withdrawing my child from the Preschool program. In order to withdraw my child from the program, I am required to give my notice by the first calendar day of the month. For example, if I decide to withdraw my child from the program for September 1st, then I must give one month's notice to the office **on or before** August 1st. Withdrawal notices are **not** permitted for the months of **May and June**. April can be the last month to withdrawal, which means your withdrawal notice would have to be in by April 1st.

I also understand if I fail to give one month's written notice, I will lose my June deposit.

CHILDREN'S RECORDS:

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

HEALTH AND SAFETY

1. I understand that the preschool 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 preschool staff when my child will be absent from the program.
3. I will notify the preschool 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:

- 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 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.

I will give **one month's written notice** to the Preschool Supervisor or the Childcare Admin Assistant when withdrawing my child from the Preschool program. In order to withdraw my child from the program, I am required to give my notice by the first calendar day of the month. For example, if I decide to withdraw my child from the program for September 1st, then I must give one month's notice to the office **on or before** August 1st.

Withdrawal notices are **not** permitted for the months of **May and June**. April can be the last month to withdrawal, which means your withdrawal notice would have to be in by April 1st.

I also understand if I fail to give one month's written notice, I will lose my June security deposit.