



PARKGATE CHILD & FAMILY CENTRE

CHILD CARE PROGRAMS

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Phone (604) 983-6350

FAMILY HANDBOOK

operated by

Parkgate Community Services Society
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FAMILY HANDBOOK

PARKGATE CHILD & FAMILY CENTRE'S CHILD CARE PROGRAMS

TABLE OF CONTENTS

LETTER OF WELCOME	4
HOW TO READ THIS HANDBOOK	5
OVERVIEW OF THE SOCIETY	6
MISSION/PHILOSOPHY	7
GENERAL PROGRAM INFORMATION	
General program information	8
Guidance	9
Days and hours of operation	10
Arrival and departure	11
Pick-up	12
Failure to pick up	12
Late pick up	13
Health and safety	13
Immunization	13
Illness	13
Medical emergency	14
Administering medication	15
Allergies	15
Nutrition	16
Clothing and possessions	17
Toileting and diapering	18
Rest time	18
Birthdays	19
Excursions and field trips	19
Photo-taking/filming	19
Videos	19
Transportation	19
Sexual development	19
Visitors at the centre's child care programs	20
Emergency situations	20
Centre closure	21
Withdrawal or change of status by parent(s)/guardian(s)	22
Termination of services by PCSS	22
Fees	23
Subsidy	23
CONFIDENTIALITY	23
STAFF	23
Substitutes	24
Students	24
Volunteers	24

FAMILY HANDBOOK

ENROLMENT	24
Transfer, graduating, moving up	25
Part-time Group Care	25
Children who require extra support	26
Gradual entry/orientation	26
COMMUNICATING WITH FAMILIES	26
Communicating with school staff	26
Communicating with child care program staff	27
Conflict resolution	27
CUSTODY AND ACCESS	27
CHILD ABUSE	28
PROGRAM REVIEW/FEEDBACK	28

**Welcome
to the
Parkgate Child and Family Centre's
CHILD CARE PROGRAMS**

The Board of Directors and staff of Parkgate Community Services Society (PCSS) welcome you to the Parkgate Child and Family Centre's Child Care Programs. We look forward to working with you to provide quality care for your child(ren) in a safe and caring environment.

Please take some time to familiarize yourself with our Programs. The Family Handbook will provide you with an introduction to the Parkgate Community Services Society and basic information about its Child Care Programs.

If you have questions, concerns or suggestions, please do not hesitate to bring them to the attention of the Child Care and Family Programs Manager. Your feedback is important to us as we strive to meet your child care needs.

Once again, we welcome you to the Parkgate Child and Family Centre's Child Care Programs!

HOW TO READ THIS HANDBOOK

The policies and procedures in this Handbook refer to all of the Child Care Programs. Those which are Program specific, will state which Program they refer to.

Note the following terms are used throughout:

Society

Society refers to the Parkgate Community Services Society.

Program

Program refers to the individual Program within the Child and Family Centre, e.g. Infant/Toddler Program or Three-to-Five/Kindercare Program

Group Care

Group Care refers to all programs licensed under the umbrella of Group Day Care including:
Infant/Toddler Program
Three-to-Five Program
School Age Program

Centre

Centre refers to the Child & Family Centre which includes:
Infant/Toddler Program
My First Preschool Program
Three-to-Five/Kindercare Program
School Age Program
Family Resource Centre

You

You shall be understood to mean the parent(s)/guardian(s) of the child(ren). In more formal policies, we specifically refer to parent(s)/guardian(s).

Manager

Manager refers to the Child Care and Family Programs Manager

FAMILY HANDBOOK

OVERVIEW OF THE SOCIETY

PARKGATE COMMUNITY SERVICES SOCIETY (PCSS) was established in 1983, as a result of an expressed desire by the community to provide opportunities for input into the delivery of services and programs for the community.

The Society, under the direction of an elected community Board of Directors, strives for the highest standards of delivery in all of its services with the ongoing support, encouragement and participation of the local community.

PCSS currently offers the following services:

- Youth Outreach Services
- Summer Camps
- Seniors' Services
- Child Care Programs
- Community School Services
- Volunteer Opportunities
- Special Events and Projects
- Family Resource Services

The PARKGATE COMMUNITY CENTRE serves as the hub of the Seymour and Deep Cove communities. The Centre meets the changing community needs of North Vancouver residents by empowering the community and building upon its capacity through the provision of integrated programs and services.

Parkgate Community Centre includes the following features:

- Arts and Crafts Studio
- Climbing Wall
- Seniors' Centre
- Gymnasium
- Meeting Rooms
- North Shore Health Region's Community Health Centre
- Weight Room
- Youth Centre
- Volunteer Opportunities
- Multi-Purpose Rooms
- Community Offices

CHILD & FAMILY CENTRE that includes:

- Infant/Toddler Program (licensed)
- 2 Year Old Preschool Program (licensed)
- Three-to-Five/Kindercare Program (licensed)
- School Age Program (licensed)
- Family Resource Centre

FAMILY HANDBOOK

MISSION/PHILOSOPHY

Mission

THE PARKGATE CHILD & FAMILY CENTRE enhances the lives of children, their families, staff and the community by providing a caring, supportive and vital community service. It is a place of security, adventure, co-operation and playfulness for our children.

Philosophy

Parkgate Child & Family Centre will be a place where:

CHILDREN are encouraged to question, to be self-reliant and to be respectful of the rights and differences of others. Children learn through their experiences as they grow in confidence and competence. Child guidance is always positive and nurturing.

FAMILIES are involved in a meaningful way in their child care experience. Families are assured of quality care for their child. Family members and staff support and encourage each other.

STAFF are entitled to a work environment which recognizes and respects their training, skills and commitment to child care. Staff, families and the community work skilfully to meet the needs of the individual child and the group in an environment that is creative, stimulating, flexible and predictable. Inclusion, multiculturalism, interdependence and dignity are valued.

THE COMMUNITY plays a vital role in supporting the development of healthy families. There is recognition of partnerships among staff, family and the community.

FAMILY HANDBOOK

GENERAL PROGRAM INFORMATION

The Infant/Toddler, Three-to-Five, and School Age Programs are licensed as group care and operate under the provincial Child Care Licensing Regulation.

These Child Care Programs are licensed as follows:

Infant/Toddler Program	16 children
Three-to-Five/Kindercare Program	25 children (at any given time, may enrol a max. of two children between ages of 30 and 36 months)
Parkgate School Age Care Program	35 children
Seymour School Age Care Program	20 children
My First Preschool Program	8 children

Each Program provides developmentally appropriate nurturing, safe, stimulating and challenging environments which focus on individual and group needs. This includes:

- creative play
- dramatic play
- manipulative play
- water
- playdough
- gross motor activities
- blocks
- language and literature activities
- sand
- science/plants/animals
- woodworking

Outdoor activities are part of the daily routine which includes walks and field trips in the neighbourhood.

The children have opportunities to develop physical, cognitive, language and social skills. Positive social skills are modelled with an emphasis on ensuring respect for self and others, equal rights and opportunities for group members, and an acceptance of differences.

GUIDANCE

Each child will be encouraged and supported to develop positive adult and peer relationships. Our goal is to provide a safe and healthy learning and living environment in which each child can feel secure, and learn friendship and social skills. Staff will:

- demonstrate appropriate, caring, respectful behaviour at all times
- promote the development of self-esteem, social skills and self-control
- supervise the children at all times
- establish clear, consistent expectations and implement natural and logical consequences
- discourage aggressive play and assist the children to learn and practice resolving conflict in non-violent ways
- acknowledge children's feelings and promote problem solving
- give verbal direction and redirection as the main way of guiding children.

In accordance with Division 2 – Guidance and Treatment of Children Section 51 of the Child Care Licensing Regulations:

- (1) A licensee must
 - a. Ensure that behavioural guidance is appropriate to the age and development of the child who is receiving the guidance, and
 - b. Provide to employees and parents a written statement of the licensee's policy on behavioural guidance.
- (2) If the child has a care plan that includes instructions respecting behavioural guidance, the licensee must ensure that
 - a. Any behavioural guidance given to the child is consistent with those instructions, and
 - b. If the behavioural guidance includes the use of restraints that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

Harmful actions not permitted

- 1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:
 - a) Shoving, hitting or shaking by employee or another child, or confinement or physical restraint by another child;
 - b) Confinement or physical restraint by employee, except as authorized in a child care's plan if the care plan includes instruction respecting behavioural guidance;
 - c) Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or

FAMILY HANDBOOK

- undermine the child's self respect;
- d) Spanking or any other form of corporal punishment;
- e) Separation, without supervision by a responsible adult, from other children;
- 2) As a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.
- 3) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subject to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H.

We encourage you to discuss guidance and discipline approaches with staff.

DAYS AND HOURS OF OPERATION

Monday to Friday:

Infant/Toddler Program:	8:00 a.m. - 5:00 p.m.
Three-to-Five Program:	7:30 a.m. - 5:30 p.m.

Monday/Wednesday, Tuesday/Thursday:

My First Preschool Program	9:30 a.m. - 11:30 a.m.
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On regular school days:

School Age Programs:	7:30 a.m. - 9:00 a.m.
	3:00 p.m. - 6:00 p.m.

On non-instructional days, spring break and winter break, care is provided for School Age children in the form of a daycamp. Families are required to register their children, at a discounted cost, at the Parkgate Front Desk. Families in our program are given advance notice and early registration. You are entitled to Before and After Camp Care at no additional cost for those days on which your child typically attends the centre. Before and After Care can be accessed at an additional cost for those days your child does not typically attend.

The School Age Care programs close for the months of July and August to accommodate Parkgate's Daycamp programs. Families are *not* given priority for summer daycamps and must register with the Parkgate Front Desk at Summer registration.

Please arrive to pick up your child at least ten minutes prior to the Program's closing time. This allows your child to depart in a relaxed and unhurried manner, and allows staff to pass along any necessary information.

The Child Care Programs will be closed for the holidays listed below:

New Year's Day

Labour Day

FAMILY HANDBOOK

Good Friday
Easter Monday
Victoria Day
Canada Day
B.C. Day

Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

ARRIVAL AND DEPARTURE

Infant/Toddler & Three-to-Five/Kindercare Programs

When you arrive, it is important to sign your child in and take the opportunity to talk to staff about your child's needs for the day. Please take time to settle your child and say goodbye. Please call the Program before 9:30 a.m. if your child will be absent or arriving later than usual.

At pick-up time, please speak to the staff before you sign your child out and read the Individual Daily Chart, which may include information on your child's toileting, naptime, lunchtime and special activities.

School Age Program

Please call the School Age Care Programs (Parkgate 604-983-6381, Seymour 604-506-4206) before 2:00 p.m. on regular school days if your child will be absent. Upon school dismissal, all children will be picked up at the spot predetermined by the School Age Care Supervisor and agreed upon with the school. Children are expected to come immediately to this destination. The children will be greeted by a School Age Program staff person and signed in. Should a child be delayed or absent, the School Age Program staff will:

- have the child paged over the school "PA" if possible
- check attendance with the school office
- check the school office, library and school grounds
- contact the parent/guardian regarding other arrangements that may not have been communicated to the Child Care Program staff

If the child cannot be located, the School Age Program staff will:

- contact the enrolling parent/guardian
- contact the police to report a missing child

IT IS ESSENTIAL THAT FAMILIES TAKE THE TIME TO INFORM STAFF OF THEIR CHILD'S ALTERNATE PLAN TO AVOID UNNECESSARY WORRY.

If on occasion your child wishes to make arrangements (e.g. visiting with a school friend) instead of attending the School Age Program, such

FAMILY HANDBOOK

arrangements *MUST* be made the day before and confirmed by the parent/guardian. Permission will not be given by School Age Program staff for your child to make any alternate arrangements without your prior permission.

Children Arriving or Leaving On Their Own

In some situations you may request permission for your child to “arrive or leave” on their own. Written approval of this request must be given by the Senior Educator (and Manager) in charge of the School Age Program.

Considerations will be made based on:

- age and developmental stage of your child and your family’s needs
- safety issues
- time of day
- an adult at home.

PICK-UP

Please inform Child Care Program staff if you have made arrangements for someone else to pick up your child. This person’s name must be recorded on your child’s pick up form. If an emergency arises during the day, alternate arrangements can be made over the phone with the senior staff person. If the person picking up your child is not known to the Program staff, we will need information from you about the person (their name, address, telephone number and a physical description). The person will be asked to show photo identification to the Program staff and be expected to sign out your child.

Without notice, we will not release your child to unauthorized persons. If an unauthorized person does arrive to pick up your child, we will call you for verbal authorization. If attempts to contact you are not successful, staff will not release your child.

If the parent or person responsible for picking up the child appears incapable of providing safe care at the time of pick up, staff will discuss safe options, offer to call a family member or friend to assist and ensure the safety of the child, or call the appropriate authorities, if deemed necessary.

FAILURE TO PICK UP

If you have not picked up your child or called the Centre by closing time, staff will contact the alternative person/s (on your authorized pick up list) to pick up your child. If that person is unavailable, and you have not contacted the Program within 1/2 hour of closing time, we are required to notify Emergency Services of the Ministry for Children and Families.

Children will not be sent home in taxis, nor will they be driven home by staff.

LATE PICK UP

Late fines will apply to you if your child is picked up after closing time. The fine is equal to \$10 for each 15 minute period past closing time. You are responsible for payment of the late fine to the Society within one week of the incident.

If there are repeated incidences of late pick-up (more than three instances in a twelve month period) the Manager will ask you to evaluate whether our program is appropriate to your needs and child care services may be terminated.

HEALTH AND SAFETY

Our Child Care Programs have been carefully designed to be safe, comfortable and inviting environments.

Our goal is to promote optimum health, safety and nutrition by providing the children with a clean, well-maintained, safe environment and opportunities for:

- learning how to take care of their bodies and developing self help skills
- engaging in active and quiet activities
- engaging in indoor and outdoor activities
- enjoying wholesome snacks
- participating in food preparation.

IMMUNIZATION

As immunizations are one of the most effective ways of preventing the spread of communicable diseases, we recommend that all families have their child's immunizations brought up-to-date prior to starting at the Child Care Program. Once enrolled, please provide updated immunization information as necessary. If you have refused standard immunizations for your child, you will be required to fill out the appropriate form as provided by Vancouver Coastal Health.

If your child is not immunized and there is an outbreak of a communicable disease, your child will have to be withdrawn immediately. Child care payment throughout this withdrawal period must still be made.

ILLNESS

While we are sensitive to the stress that illness may cause for families, we are not licensed to care for ill children. You will need to keep your child at home, or make alternate arrangements, if your child:

FAMILY HANDBOOK

- has a communicable disease
- has a contagious infection, including pink eye
- has a fever over 38 degrees Celsius within 24 hours
- is vomiting or has diarrhoea within 24 hours
- has a skin infection or an undiagnosed rash
- is not well enough to participate in all program activities including outdoor activities.

Please notify the Child Care Program if your child has a communicable disease so that other families and the Community Health Department can be notified.

If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact/s. We will provide a quiet rest area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation becomes urgent, we will follow the medical emergency procedures as outlined below.

While every effort will be taken to maintain a healthy environment, it is important for you to plan now for alternate arrangements in the event of your child's illness.

MEDICAL EMERGENCY

If your child is injured or becomes ill while at the Child Care Program, staff will quickly assess the situation to decide what action/attention is required. Outlined below are three procedures that will be followed.

If First Aid Treatment is required, staff qualified in First Aid will:

- acknowledge the child's feelings
- provide First Aid treatment
- provide close supervision to ensure that the child does not require further first aid or medical attention
- complete an Incident Report and process according to the Child Care Regulation
- inform you when you pick up your child.

If non-emergency medical attention is required, a staff qualified in First Aid will attend to the needs of the child while another staff person will:

- support the child and family/contact person (when the latter arrives)
- access the child's file for medical information and permission

FAMILY HANDBOOK

- contact the parent/guardian, then the emergency contact(s) if the family/guardian is not available
- contact the child's doctor if the parent/contacts cannot be reached
- if the child's doctor is not available, proceed as if it is an emergency medical situation
- complete the Incident Report and process according to the Child Care Regulation.

If emergency medical attention is required, qualified staff will administer First Aid until emergency health services i.e., fire department and/or ambulance arrive. Staff will:

- support the child and family/contact person (when the latter arrives)
- access medical information
- call and request an ambulance
- contact family and/or emergency contact(s) to meet staff, accompanying the child to the emergency facility
- provide information to the doctor and family
- complete Incident Report and process according to the Child Care Regulation.

Note: Parents/guardians are responsible for the cost of ambulance transportation to the hospital.

ADMINISTERING MEDICATION

If you would like the Child Care Program staff to administer prescription or non-prescription medication to your child, the Child Care Regulation requires that we follow certain procedures. We require that the medication be provided in the original container and a Medication Consent form be completed and signed with instructions on administering the medication. Please ensure that it is given to the staff as all medication must be stored in a locked container.

If emergency medication is required (e.g. Epi-Pen, liquid anti-histamine) you must complete the Emergency Medication Consent form and the Anaphylaxis (Life Threatening Allergy) Information form, as provided by Vancouver Coastal Health, outlining what symptoms your child would have during a reaction and the exact procedure for administering the medication.

ALLERGIES

It is extremely important for you to inform staff of allergies related to food, pets, stings, and the environment. If your child has a reaction to a food, e.g. peanuts or shell fish, our staff will ask parents/guardians to refrain from

FAMILY HANDBOOK

bringing these foods into the building while your child attends the Program.

You will be informed by a memorandum, as well as by a sign, of the current restrictions due to allergies. This sign will be permanently displayed.

NUTRITION

Eating nutritious food is an important part of each child's day. Food provided by the Group Care Programs will be selected in accordance with Canada Food Guide requirements.

Staff will:

- create a relaxing atmosphere to enjoy meal and snack times
- prepare nutritious snacks for the children
- encourage children to eat a variety of foods
- be sensitive to individual food preferences, cultural preferences and any restrictions/allergies
- be educated on proper handling and breast milk procedures
- provide sufficient time to eat
- not force a child to eat.

The Infant/Toddler and 3-5/Kindercare Programs will:

- provide morning and afternoon snacks each full day of care
- provide space in the refrigerator
- welcome mothers to come to the Infant/Toddler Program and provide support and a comfortable area for breastfeeding.

Parent(s)/Guardian(s) will:

- provide nutritious lunches
- inform staff of any food restrictions/allergies or changes to your child's food intake.

In accordance with Section 56 (e) of the Child Care Licensing Regulations, Parkgate Child and Family Centre and Seymour School Age Care Program (herein referred to as "the licensee") will follow the written policies and procedures respecting food and drink to be given to children as listed here:

- 1) The licensee will
 - a) Ensure that each child has healthy food and drink according to the Canada's Food Guide,
 - b) Promote healthy eating and nutritional habits.

FAMILY HANDBOOK

- 2) The licensee will ensure that if a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child,
 - a) The requirements of subsection (1)(a) do not apply to the extent that they are inconsistent with those instructions, and
 - b) The licensee will comply with those instructions.
- 3) The licensee will ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to
- 4) The child's age,
- 5) The number of hours the child is under the care of the licensee, and
- 6) The child's food preferences and cultural background.
- 7) The licensee will ensure that children are not
- 8) Fed by means of a propped bottle (Infant/Toddler program),
- 9) Forced to consume any food or drink, or
- 10) Left unsupervised while consuming food or drink.
- 11) The licensee will ensure that safe drinking water is available to children.
- 12) The licensee will make available to parents information on the food and drink given to children.
- 13) The licensee will ensure that food and drink are not used as a form of reward or punishment for children.

CLOTHING AND POSSESSIONS

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing appropriate for the weather. Please provide:

- an extra shirt, pants, underpants, socks and sweater
- a pair of skid proof, soft, comfortable indoor shoes
- for rainy days - boots and a muddy-buddy or rain suit
- in the winter - a pair of mitts, a toque and warm outdoor clothes
- in the spring and summer - a sun hat and sunscreen
- disposable diapers and wipes for infants and toddlers

While children are toilet training, it is advisable to keep several complete changes of clothing at the Child Care Program.

The children are often involved with wet and/or messy art projects and should be dressed accordingly. While the Program uses washable paints, there is no guarantee that clothing will not become stained. Please leave "good clothes" at home.

We ask that all clothing be labelled clearly with your child's full name. We cannot be responsible for lost clothing.

FAMILY HANDBOOK

If needed, the Program has a supply of extra clothing. If your child wears these home, please return them so we can keep an extra supply available. Also, if your child has outgrown some of her/his clothes, and you would like to donate them, we would be pleased to add them to our collection.

We request that children do not bring toys from home. Toys from home cause difficulties with sharing, and items can become broken or lost. We cannot be responsible for lost or damaged items. Children are welcome to bring a soft, cuddly toy or special blanket from home for use during rest time.

TOILETING AND DIAPERING (as applicable)

As toileting of young children involves close adult-child contact, this is an opportunity for one-to-one time with the child. The staff will involve the child by explaining what is being done and encouraging the child's cooperation.

Upon enrolment you are asked to provide disposable diapers and wipes for infants and toddlers. Infant and toddler diapers are changed at regular intervals. A record of daily diaper changes is posted in the change room.

Frequently, toddlers are offered the opportunity to sit on the toilet. As staff notice longer and more regular intervals between wet or soiled diapers and your child shows an interest in using the toilet, discussions concerning toilet training will take place with you.

Our staff view toilet training as a part of natural development and take the child's lead in determining readiness. When a child feels pressured, a set back may occur, so accidents are treated in a matter-of-fact manner. Staff mentions to the child that the wetness, etc. must be uncomfortable and offer a change of clothing.

Children wash their hands after using the toilet. Our staff follows the Child Care Regulation and practice Universal Precautions when changing diapers, which includes using gloves, washing hands and using bleach solution to disinfect the change table between each change.

REST TIME

Rest time is a healthy part of a child's development. Infants have individualized rest schedules. Toddlers and the children in the Three-to-Five/Kindercare Program have a rest time each day after lunch. Older children who do not need sleep will rest on their mats for a short period of time, followed by quiet activity.

FAMILY HANDBOOK

Children in the School Age Care Programs and 2 Year Old Preschool Program do not have a formal rest time.

BIRTHDAYS

Each child's birthday will be acknowledged by our staff in a special way which includes an afternoon snack (as provided by the family) in honour of the birthday child. You are welcome to bring healthy and allergy free snacks to celebrate your child's birthday.

EXCURSIONS AND FIELD TRIPS

It is part of each Program to go on walking excursions within the immediate neighbourhood of the Child Care Program. Field trips, by bus and away from the neighbourhood, are carefully pre-planned and supervised. You are informed prior to the trip and permission will be requested.

PHOTO-TAKING/FILMING

We will request permission to use photos of, or film, your child for specific purposes (other than for use within the Program).

VIDEOS

As a program activity, we may on occasion show a video. The selected video title will be posted and information regarding the content will be available upon request. All videos shown will be rated 'General'. Should you or your child not wish to participate, other activities will be available.

TRANSPORTATION (SCHOOL AGE PROGRAM)

In the School Age Program, it is necessary to transport the children to and from the Child Care Program and school. All vehicles used for transportation are insured for transporting children, are government inspected, and are driven by qualified, licensed class four drivers. Children use seat belts and the driver follows safety procedures each trip. In accordance with changes to British Columbia law, as of July 1, 2008 strengthened Infant and Child Passenger Regulations will be observed. This law requires that children be secured in a booster seat until they reach 145cm (4'9) or reach nine years of age.

SEXUAL DEVELOPMENT (SCHOOL AGE PROGRAM)

Many school age children are beginning to talk and ask about sex and sexual development. As you are aware, the pace of developmental changes varies for individual children. In order to respect the beliefs and values of each family, we will approach such questions discretely and simply. Staff will

FAMILY HANDBOOK

assess the children's "need to know" and with your consultation we will provide information that is appropriate to the developmental stage of the child.

VISITORS AT THE CENTRE'S CHILD CARE PROGRAMS

As the safety and security of children, families and staff is critical, visitors need permission from the Manager prior to visiting the Centre's Child Care Programs.

EMERGENCY SITUATIONS

Safety is an ongoing part of the Centre's Child Care Programs and staff have received earthquake preparedness training. Earthquake and fire drill/evacuation procedures (approved by the Fire Marshall) are posted in the Child Care Program and are practiced once a month.

Emergency Planning

Parkgate Child and Family Centre and Seymour School Age Care Program are committed to providing a safe and healthy environment for all children by:

- minimizing and, where possible, eliminating any hazards/risks
- ensuring First-Aid training for all staff
- orienting and training all staff in emergency procedures
- orienting and training children in emergency procedures
- being prepared for all types of emergencies, including fire, earthquakes, floods, ice storms, power failure, and lack of heat or water
- providing the necessary resources for all types of emergencies

Evacuation/Relocation Procedures

In the case of evacuation or relocation, Parkgate Child and Family Centre and Seymour School Age Care Program staff, will:

- collect all children and the daily sign in sheet
- access the emergency equipment bag. This will include emergency consent cards, a first aid kit, quarters for a public telephone, a cell phone, a battery operated radio, and other emergency supplies.
- proceed to the nearest designated safe place, or meeting spot according to the building evacuation plan
- count the number of children to determine if anyone is missing and keep the children together
- the designated building supervisor for that day will contact emergency assistance
- provide first aid if necessary
- wait for emergency assistance
- contact families

FAMILY HANDBOOK

- remain with the children until families have picked them up or staff has been relieved of duties by a Supervisor, the Manager of Care or an alternate.
- complete a Serious Incident Report for Licensing

Earthquake Procedures

In the case of an Earthquake, Parkgate Child and Family Centre and Seymour School Age Care Program staff will:

- access the emergency equipment bag and proceed to the nearest safe place
- direct children to the closest safe place
- count the number of children to determine if anyone is unaccounted for
- if there is a gas leak, evacuate the children
- provide First-Aid, if necessary
- listen to the radio for directions
- use the telephone only if there is a life threatening injuries
- wait until it is safe to evacuate
- follow the evacuation procedures

Follow Up Guidelines

When an emergency occurs at the Parkgate Child and Family Centre or Seymour School Age Care Program, this follow-up will occur:

The Manager of Care or an alternate will:

- report to Licensing, the Board, the families and emergency personnel
- debrief with staff and make counseling available for staff if necessary
- connect with families to assess the effects of the emergency on their children
- make support and counseling available to families and children if necessary

Each Program Supervisor will:

- debrief with the children to answer their questions and provide support appropriate to their age and developmental abilities

The Executive Director or an alternate will:

- notify the insurance company, legal advisors, and the District of North Vancouver
- deal with the media

If your child is enrolled in Group Care, please provide an emergency comfort kit for your child (as per Emergency Comfort Kit Info Sheet in your Enrolment Package). It will be returned to you upon your child's departure.

CENTRE CLOSURE

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, the Centre's Child Care

FAMILY HANDBOOK

Programs may have to close. The staff will care for children until families/emergency contacts have picked them up. Evacuation Procedures as posted at the exits will be followed.

Should a non-emergency closure be anticipated (e.g. heavy snowing in the morning or predicted through the day) staff will advise you of the possibility of closure as children are dropped off. Staff will record a message on the Child Care Program's answering machine with closure details.

WITHDRAWAL OR CHANGE OF STATUS BY PARENT(S)/GUARDIAN(S)

You are required to provide 45 days notice in writing to the Manager directly. If you plan to discontinue using the Centre's Child Care Programs or pay 45 days in fees in lieu of notice. ***Notice must be received prior to the fifteenth of the month (i.e. for withdrawal on March 31, notice must be received by January 15, no later).***

If your child is withdrawn for any period of time, his/her name may be placed on the waiting list for re-admission, however, spaces cannot be saved or reserved for returning children. If you wish to maintain a space for any absence, you will be required to pay for that space.

For Group Care, if an increase or decrease in the number of days (e.g. decrease to part-time) your child attends is desired, or if the days of attendance need to be changed, please contact the Manager. **If the request is a decrease in days, a month's notice is required.** Changes will be accommodated whenever possible.

TERMINATION OF SERVICES BY PCSS

At the Parkgate Child and Family Centre, staff is committed to providing a caring and supportive environment for all families. However, termination of services may be required if:

- fees for services are not paid and suitable arrangements cannot be agreed upon, or
- the Centre is unable to satisfactorily resolve an issue with the enrolling parent/guardian using the conflict resolution steps.

If the Centre plans to terminate service, the Manager will give one month's written notice to the enrolling parent/guardian. Staff will provide assistance with finding alternate care.

FEES

Monthly fees are due on the first of the month and collected from families through the process of Direct Withdrawal.

FAMILY HANDBOOK

A \$75.00 administration fee for each child is required and payable upon placement in program.

N.S.F. cheques must be repaid within one week, including a \$25 bank service charge.

An official receipt for child care fees will be issued annually. Please retain this receipt for your income tax purposes.

SUBSIDY

To be considered for child care subsidy contact the Ministry of Children and Family Development (MCFD) at 1-888-338-6622.

If your family is eligible for the income tested subsidy you will receive an authorization form from MCFD which needs to be shared with the Manager to complete the process. You will be expected to pay the parent portion of the fee.

CONFIDENTIALITY

Confidentiality at PCSS refers to all verbal and written information about potential, enrolling and former children, families and staff. It also includes minutes/discussions of all 'in camera' board/advisory committee meetings.

STAFF

Infant/Toddler, 2 Year Old Preschool, and Three-to-Five/Kindercare Program child care staff is trained and certified as early childhood educators and are experienced in providing child care. Many staff also has special needs and/or infant/toddler training. They maintain valid First Aid Certificates and are encouraged to be members of their professional association, the Early Childhood Educators of B.C. (ECEBC), and adhere to the ECEBC Code of Ethics.

The Senior Educators in the School Age Program have a School Age Child Care Certificate or post secondary training in a related field, as well as experience working with school age children. The School Age Educators maintain valid First Aid Certificates and are encouraged to be members of the School Age Child Care Association of B.C.

In addition to our regular staff, we will work with substitutes, students, and volunteers. You will have an opportunity to meet them as they participate in the Program. All staff, substitutes, students and volunteers will complete the Criminal Record Search process prior to starting at the Child Care Programs,

FAMILY HANDBOOK

in accordance with the Child Care Regulation.

SUBSTITUTES

Qualified substitute child care staff is called in when regular staff is away in order to maintain the staff/child ratio required by Child Care Regulation.

STUDENTS

We also welcome the opportunity to participate in the practicum portion of publicly funded training programs for early childhood education students. The Senior Educator coordinates the placement, orientation, and supervision of practicum students in the Centre's Child Care Programs.

VOLUNTEERS

From time to time, the Child Care Programs welcome volunteers who will participate in activities that will enhance the Program. This may include baking and preparing snacks with the children, accompanying a group on field trips, assisting with cleaning/preparation work for special events/activities, or reading to children. Volunteers will not be responsible for supervision of the children.

ENROLMENT

For the Licensed Child Care Programs (Infant/Toddler Program, the 3-5 Group Care/Kindercare Program and the School Age Care Programs) only:

When there are vacancies and the setting is suitable for the child, children will be accepted as follows:

1. Children currently enrolled in the Parkgate Community Centre's Licensed Child Care Programs (Infant/Toddler, 3-5 Group Care/Kindercare or School Age Care programs) and moving to the next age group
2. Children currently enrolled in part-time care in the Parkgate Community Centre's Licensed Child Care Programs (Infant/Toddler, 3-5 Group Care/Kindercare and School Age Care programs) wishing to increase to full-time care and vice versa
3. Siblings of children currently enrolled in the Parkgate Community Centre's Licensed Child Care Programs (Infant/Toddler, 3-5 Group Care/Kindercare and School Age Care programs)
4. Families applying for admission for the first time, based on date of application, age of the child, school that the child attends or will attend, and desired entry date.

Vacancies, in the Licensed Child Care Programs (Infant/Toddler, 3-5 Group Care/Kindercare and School Age Care programs) only, will be assessed and be defined based on a range of eligible waitlist criteria (e.g. age of child, school child

FAMILY HANDBOOK

does/will attend, ratio of part to full-time spaces within the child care setting, ability of staff to plan for continued delivery of service from one program to the next, and the ages of other children in the child care program). Parkgate Community Services will maintain a waiting list. Families who wish to be on the waiting list are required to complete and submit a waiting list form. Children's names will remain on the waiting list until (1) the family requests that their child's name be removed or (2) the family does not return our phone calls or emails when offered a spot or when asked to update information.

For the Two Year Old Program for Preschoolers (My First Preschool) only:

When there are vacancies and the setting is suitable for the child, children will be accepted as follows:

- Families applying for admission for the first time, based on date of application.

Waiting list forms can be handed in after 8:30 am on the Tuesday following the Victoria Day long weekend. Enrolment for the following September will be conducted on a first-come basis. Waiting List forms must be handed in to the Parkgate Reception where they will be time and date stamped.

- Children registered in the Two Year Program for Preschoolers (My First Preschool) do not have priority enrolment into Parkgate Community Centre's Infant/Toddler, 3-5 Group Care/Kindercare or School Age Care programs.

The Licensed Child Care programs and the Two Year Old Program for Preschoolers (My First Preschool) are *separate* programs and maintain *separate* waitlists. Families who want to have their child's name on both lists must fill out both waiting list forms.

TRANSFER, GRADUATING, MOVING UP IN GROUP CARE...

When your child has reached the age upon which it is necessary for her or him to move up to the next age appropriate Program, the program supervisors will make this arrangement and provide you with a gradual entry schedule.

It is important to note that once a child is enrolled in one Program, space in another Program is not automatic or guaranteed.

PART-TIME GROUP CARE

PCSS aims to meet family needs for part-time group care by offering a limited number of part-time spaces per Program. Where appropriate "matching" in terms of scheduling and ages of children can be made, you may be able to register for either 2 days/week or 3 days/week. Please note that part-time days of care do not change because of children's illnesses, family holidays, statutory holidays, etc.

CHILDREN WHO REQUIRE EXTRA SUPPORT

Children who require extra support are welcome in our Child Care Programs as per the enrolment policies. In addition to the orientation with the family, an orientation will be arranged with any professionals providing support on-site in the Child Care Program.

GRADUAL ENTRY/ORIENTATION

Starting at a new Child Care Program is an important event in a child's life. For some children this will be their first large group experience. It is natural for children to have concerns, though they may not have the language to express their feelings. New situations can be a challenge even for those who have had some large group experience already.

In order to assist families with the transition to a new Program, gradual entry will be arranged by staff on a family by family basis. Gradual entry is a common child care practice where during the child's first week, he/she attends the Program for an increasing number of hours each visit.

Please be prepared to spend some time with your child during the first few days of gradual entry until your child has established a comfortable trusting relationship with the staff. This is an important experience for you as well as your child to become better acquainted with staff and the program.

Steps for transition (a gradual entry plan) will be developed based on the needs of your child when your child is moving from one Program to another within the Centre.

COMMUNICATING WITH FAMILIES

Our staff will at all times demonstrate respect for, and recognition of families' traditions, languages, communication styles and cultural diversity. We will aim to provide as much written and verbal information as possible in the home language (dependant upon availability of resources).

For sharing information about the Society and its Programs, we have both a bulletin board and regular newsletters. We look forward to communicating frequently, setting goals and if needed, solving problems together with each family in the best interests of the children. If you have any questions, concerns or suggestions, please speak with Program staff.

COMMUNICATING WITH SCHOOL STAFF (SCHOOL AGE PROGRAM)

When appropriate, you will be asked to indicate, in the "School Communication Consent Form", your agreement for sharing information between the school and the Senior Educator. Information that is private and personal will only be shared between the Child Care Program and the school

FAMILY HANDBOOK

on a “need to know basis” and with prior consent from you.

COMMUNICATING WITH CHILD CARE PROGRAM STAFF

PCSS promotes open, trusting relationships between parents/guardians and staff. Please call and if the appropriate staff person is unavailable, she/he will call back as soon as possible.

CONFLICT RESOLUTION

You are encouraged to discuss questions or concerns regarding any aspect of the Child Care Program with the Program staff or Manager. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful, respectful way and find solutions that everyone can accept. The steps outlined will be followed:

Step 1

The enrolling parent/guardian and Program staff will meet to define the issues and state their point of view.

Step 2

Solutions and/or appropriate resources will be identified, whenever appropriate.

Step 3

A plan will be agreed upon by the enrolling parent/guardian and the Senior Educator or Child Care and Family Programs Manager.

Step 4

If a plan cannot be agreed upon by all parties, other arrangements may be required.

CUSTODY AND ACCESS

If parents live separately, the Child Care Programs expect that the information provided by the enrolling parent is accurate. If a family has a custody agreement or court order, a copy must be provided and placed in the child’s file. Without a custody agreement or court order on file, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized to pick up the child, the policy on unauthorized persons will be followed.

If custody has not been legally determined and conflict between the parents and/or their family members is evident, the PCSS may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details re: authorization for pick up and access to

information about the child.

CHILD ABUSE

The Child, Family and Community Service Act states that all children in the Province of B.C. “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 for Children and Family Development (MCFD). If you have any questions, or would like more information, we invite you to talk to the Manager.

PROGRAM REVIEW/FEEDBACK

As part of PCSS's on-going commitment to strive for quality care in its Child Care Programs, each Program will be reviewed annually by parents/guardians and staff. We view this as a dynamic and positive opportunity to implement your recommendations into our annual work plan for the Child Care Programs. Summaries of your feedback will be compiled by the Executive Director or a designate and will be shared with staff, Advisory Committee, Board members and parents/guardians.

We want to hear from you!