



AFTER SCHOOL CARE PROGRAM
GARDERIE "Le Parasol"

FAMILY MANUAL

September 2007

Garderie "Le Parasol"
Association de Parents de l'École Anne-Hébert
7051 Killarney St.
Vancouver, BC V5S 2Y5

Tel : 604 299 1842 (at Le Parasol)

TABLE OF CONTENTS

LETTER TO PARENTS	2
MISSION	3
CHILDREN SERVED	3
LOCATION	3
HOURS OF OPERATION	3
STAFF QUALIFICATIONS	4
PROGRAM FEES	4
PAYMENT PROCEDURE	4
CHILD CARE SUBSIDY	5
ENROLMENT PROCEDURES	5
CHILDREN'S RECORDS	5
DEPARTURE	6
LATE FEE CHARGES	7
CANCELLATION OR WITHDRAWAL	7
FOOD	7
HEALTH, SAFETY, AND EMERGENCY PROCEDURES	8
GUIDANCE, SUPERVISION, AND DISCIPLINE	9
EXPULSION FROM THE PROGRAM	10

LETTER TO PARENTS

Dear Parents/Guardians:

We wish to welcome you and your family to the after-school care program *Le Parasol* at École Anne Hebert.

This information booklet has been designed to introduce you to the policies and procedures of our after-school care program.

This program is designed to provide a safe, stimulating, licensed environment for children ages from Kindergarten to Grade 7, in accordance with the British Columbia Child Care Facilities Licensing Regulation.

We appreciate your interest in our program and look forward to providing your child with safe, quality child care.

If you have any comments or questions regarding this manual please contact the program coordinator or one of the steering committee members.

Garderie Le Parasol
Staff and steering committee

MISSION

The after school program *Garderie Le Parasol* is designed to provide a safe, stimulating, and licensed environment for francophone after-school care at École Anne-Hébert for children from Kindergarten to Grade 7, in accordance with the British Columbia Child Care Facilities Licensing Regulation .

The philosophy of the program reflects those of the school, in particular: the right to a safe environment conducive to personal development, respect and appreciation of others, and enjoyment of francophone culture. The goals of the program are to provide children with an environment that is both relaxing and stimulating, while providing opportunities for social and personal growth in a French-speaking environment.

CHILDREN SERVED

The program serves children ages 5 – 12 who study at École Anne Hebert (grades K to 7). The capacity of the program is 30 children with a staff to child ratio of 1:10 for children in kindergarten and grade 1 and 1:15 for children in grades 2 and up.

LOCATION

École Anne Hebert, 7051 Killarney St., Vancouver, BC V5S 2Y5

The phone number at *Le Parasol* is 604-999-1843

The coordinator's phone is 778-321-0099 (for reservation or cancellation)

The school's telephone is 604-713-4858 and the Fax is 604-713-4860

HOURS OF OPERATION

2:50 PM to 6:00 PM Monday to Friday.

STAFF QUALIFICATIONS

Garderie Le Parasol staff have training and experience in the field of child care. They meet all the requirements outlined in the Child Care Facilities Licensing Regulation, including a current First Aid Certificate and a criminal records check.

PROGRAM FEES

The fee rate for the program is set annually by a steering committee. Due to government cut backs, the daily fee this year has increased to \$15 per day per child. Payment is charged on a per-term basis. The three terms are as follows: from September to December (4 months); from January to March (3 months); and from April to June (3 months). Parents are expected to provide post-dated cheques before the beginning of each of the terms.

A fee schedule can be found in the attached sheet.

The Daily Drop-in rate is now \$18/day. Anyone can join, provided there is space available and with at least 24 hours notice. (Prior registration is required).

On professional development days when *Le Parasol* is open all day, the rate for a full day of child care is \$40. Parents who pick up their children by 3:00pm will be charged a reduced rate of \$30 per day.

PAYMENT PROCEDURE

Fees are due and payable on the first of each month. We ask parents to provide post-dated cheques for the length of each trimester (3 or 4 month period). Families who are unable to pay their fees on the first of the month must contact the Program Coordinator to make alternative arrangements in writing.

CHILD CARE SUBSIDY

Some families may qualify for provincial child care subsidies. Information about the Child Care Subsidy program can be found at: www.childcareestimator.gov.bc.ca/ Families are responsible for ensuring that their subsidy authorization is kept up-to-date. Fees are considered owing from the family until a subsidy authorization has been received by the child care program. The amount of a current, valid subsidy authorization will be considered a payment towards fees.

Termination of Services may be required if fees for services are not paid and suitable arrangements cannot be agreed upon.

ENROLMENT PROCEDURES

Enrolment is considered complete when the registration and consent forms are filled out and signed and post-dated cheques until the end of the term have been received.

REGISTRATION

In order to reserve a spot (either regular or drop-in) or to let the service know of changes in your child's schedule, call **778-321-0099** and leave a message.

A minimum of **24 hours** is required for assuring space for drop-ins. Later requests will only be accepted if there is space. Please do not send your child without having received confirmation that there is space at *Le Parasol*.

CHILDREN'S RECORDS

The program has a file for each child containing a registration form, consent forms, an emergency consent card and other pertinent information or documents such as child

CUSTODY AGREEMENT

If applicable, the after school program will request a copy of the current custody agreement and related court order. Staff will follow the written instructions of custody agreements and court orders at all times. Should a parent/guardian come to pick up child on a day or time other than specified, the program will not release the child.

TRIAL PERIOD

The first month of a child's participation in the program is considered to be a trial period. If, at the end of the month, either the child's parents or the staff at Le Parasol decide that the program is not suitable for the child, the child may be withdrawn from the program, either at the parents or at Le Parasol's initiative, without penalty. Support and resources may be provided to families in such a situation, such as referrals to other services. The information regarding the withdrawal should be shared by both parties at least one week before the end of the trial period.

DEPARTURE

Le Parasol closes at 6:00 pm. Parents must pick up their child by this time. If a parent or guardian is late picking up a child, they must call *Le Parasol* so appropriate arrangements can be made. The number to reach our staff is 604-999-1843. If they have not heard from the parents by 6:00 pm, the procedure is as follows:

- 1) Staff will phone at home or place of employment. If there is no answer or parent cannot be contacted:
- 2) The alternate person on the registration form will be called. If no one is available and no alternate arrangements have been made:
- 3) At 6:30 *Le Parasol* will contact the Ministry for Children and Family Development.

LATE FEE CHARGES

For parents who arrive after 6:00 pm there is a charge of \$1.00 per minute. For example: if the parent arrives at 6:20pm the charge will be \$20.00.

In case of an emergency, parents must call their alternate (listed on your registration form) to pick up the child.

Parents who frequently arrive late may be asked to remove their child from the program.

CANCELLATION OR WITHDRAWAL

When cancelling your child's regular or drop-in spot, let the service know the day before, before noon. If not, you will not be reimbursed.

Withdrawal from the program is done by giving **a one month notice in writing** on the first month to the program coordinator. This allows the child care staff to arrange for another child to be enrolled.

Failure to give notice of withdrawal seriously affects the financial operation of the child care program, as well as the opportunity for other children to participate. If one month's notice of withdrawal is not given, one month's fee may be charged.

FOOD

Children in the after school program are provided with one nutritious snack every day. If your child has specific dietary restrictions, allergies, or food preferences or restrictions related to your cultural background, please discuss this with the child care staff so that an appropriate snack can be arranged.

HEALTH, SAFETY, AND EMERGENCY PROCEDURES

Medical Records: Information about immunizations, drug or other allergies must be up to date and provided for program staff to keep in each child's records.

Medication: Medication can only be given to your child by the staff if the appropriate medical forms are filled out and if the medication is prescribed by a doctor. Consent forms available from the child care staff. Please leave over-the-counter medications at home. Medication must be handed over to a staff person in the original container.

NO-NON PRESCRIPTION DRUGS WILL BE ADMINISTERED TO ANY CHILD UNLESS ACCOMPANIED BY A DOCTOR'S NOTE AND THE APPROPRIATE CONSENT FORMS ARE FILLED OUT, AS THIS IS A REQUIREMENT OF LICENSING REGULATIONS.

Illness: Children with the following symptoms should not attend the program to ensure maximum comfort for the child, and to protect other children from communicable illness.

- Fever over 38.3 °C, accompanied by general symptoms such as lack of energy.
- Diarrhea.
- Vomiting.

A child can return to the after school program 12 hours after these symptoms have subsided without the aid of medication.

It is advised that children with the following symptoms remain at home:

- Sore throat or trouble swallowing
- Undiagnosed rash or other skin conditions.
- Severe itching of body
- Severe headache.
- Abdominal cramps.
- Infected eyes, i.e.: pink eye.
- Difficulty in breathing – wheezing or persistent cough.
- An acute cold with fever, runny nose and eyes, coughing and sore throat.
- Pain – any complaints of unexplained or undiagnosed pain.
- Lice – until proper treatment is administered by the parent

time of diagnosis. The Public Health Nurse and Program Coordinator are available to answer general questions about childhood diseases.

Should a child be injured or become ill while attending the after school program the parent will be contacted as soon as possible and requested to pick up the child or, in the event of an emergency requiring hospital care, to meet the child care staff at the nearest emergency hospital; facility. If we are unable to contact you the staff will contact the people listed on your emergency consent cards.

GUIDANCE, SUPERVISION, AND DISCIPLINE

Our program provides a child-centred environment that reflects comfort and security, as well as physical and psychological safety for each child.

Limits are expressed to children positively rather than negatively, i.e., "Turn the pages gently" rather than "Don't be rough with the book." Focus is placed on the child's behaviour rather than on the child. I.e. "You might hurt yourself by climbing so high" rather than "You bad girl." Appropriate behaviour is reinforced. i.e. "It was kind of you to share with Kathy" rather than "Good boy." Child care staff would also like to receive suggestions or ideas from families about guidance strategies that are currently working at home. In the same way, child care staff may share information regarding successful interactions with your child at the after-school program.

Staff do raise their voices on occasion with the children. The following are examples of when staff may raise their voices:

- as a warning in an unsafe situation
- to call a child who is a distance away
- to get the attention of an un-cooperative child or group.

Staff will actively encourage all children to participate in a wide variety of activities without labelling each as a "boy's activity" or a "girl's activity". As well, staff will address any language used by children that is sexist or racist or otherwise hurtful, and attempt to explain to the children involved why the language is undesirable.

telephone or at the latest when you or your alternate (listed on your registration form) pick your child up.

EXPULSION FROM THE PROGRAM

Every effort will be made by the staff to meet the individual child's needs. However, when staff have determined that a particular child's behaviour is so consistently and severely disruptive that the welfare of children and staff in the program is seriously jeopardized, the parents may be requested to withdraw the child from the after school program. Support and resources may be provided to families in such situation: i.e. referrals to other services. Lack of consistent fee payment or frequent lateness in picking up the child may also result in expulsion from the program.

CONCERNS OR COMPLAINTS FROM PARENTS

If a parent has a concern regarding their child or any part of the child care program, they are asked to first speak with program coordinator.

If the parent is not satisfied after speaking with the program coordinator they are invited to bring their concerns to a member of the steering committee.

FAMILY PARTICIPATION

Parents are requested to participate in the program to keep *Le Parasol* a strong and vibrant place. To that end, parents will find in their Registration Package a form called Family Participation. Parents are requested to fill out this form by choosing a date and time where they can help out for about an hour per month. An extensive list of opportunities is offered to accommodate each and everyone. Parents are also strongly encouraged to become involved in the program Steering Committee. This involvement is