

HIGHLANDS KIDS CLUB

Out of School Care & Group Childcare

3150 Colwood Drive, North Vancouver, BC V7R 2R6 | Phone: (604) 985-6958, Fax: (604) 985-6956 |
highlandskidsclub@shaw.ca | www.highlandskidsclub.ca

Welcome to Kids Club!

We are a fully licensed, not for profit organization where our program provides a safe, caring and nurturing place for children. We are a long running program and have a dedicated team of qualified care givers who are all criminal record checked and first aid certified.

In this package you will find our Current Registration Package and several other pages that need to be returned to us before your child may attend our program.

Elsie Webb
Executive Director of
Highlands Out of School Care Society & Group Childcare

Package Includes:

- | | |
|-----------------------|--|
| • (Page 1) | Introduction, & Table of Contents |
| • (Page 2 - Page 5) | Registration Package |
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| • (Page 7) | Allergy Notice & Request |
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| • (Page 19) | FAQ |

What to Return to HKC:

- | | | |
|------------|------------------------------|-------------------------|
| • Page 1-5 | Registration Package | FULLY filled out |
| • Page 8 | Emergency Card | FULLY filled out |
| • Page 11 | Immunization History Form | FULLY filled out |
| • Page 18 | BLUE Parent Agreement | SIGNED & dated |

(Your child may not attend without these returned)

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Registration Package

Child Information:

Childs Name: _____
 Preferred Gender: _____ Birthdate: _____
 Address: _____ Postal Code: _____
 Home Phone: _____

Parent Information:

Parent/Guardian 1: _____ Email Address: _____
 Address: _____ Postal Code: _____
 Home Phone: _____ Work Phone: _____ Cell Phone: _____
 Parent/Guardian 2: _____ Email Address: _____
 Address: _____ Postal Code: _____
 Home Phone: _____ Work Phone: _____ Cell Phone: _____

Parents Are:

Married: _____ Divorced: _____ Separated: _____
 Child mainly resides with: _____
 Is there a custody agreement: _____ *(If Yes copy must be attached)*
 Details or comments: _____
 Other parents or guardians names: _____

Alternate people to contact in case of emergency:

Name: _____ Phone Number: _____ Relationship: _____
 Name: _____ Phone Number: _____ Relationship: _____
 Name: _____ Phone Number: _____ Relationship: _____

I AUTHORIZE THE FOLLOWING PEOPLE TO REMOVE MY CHILD FROM THE CARE OF HIGHLANDS OUT OF SCHOOL CARE & GROUP CHILDCARE

NAME	RELATIONSHIP	PHONE NUMBER

I do not give consent to anyone other than myself to pick up my child: (Initial) _____

Registration Package Continued...

Childs Health Information:

Care Card Number: _____ ******* VERY IMPORTANT *******

Physician's Name: _____

Physician's Phone Number: _____

Dentists Name: _____

Dentists Phone Number: _____

I give permission for the staff of HOSC to call a physician, ambulance or 911 in case of a serious accident or illness. I will also accept any costs for these services. (Please Initial)

Yes: _____ No: _____

Please provide the most recent immunization dates here & on the VANCOUVER COSTAL HEALTH FORM ATTACHED:

Diphtheria, Pertussia, and Tetanus (DPT): _____

Polio: _____

Measles, Mumps, and Rubella (MMR): _____

Hemophilus Influenza "B" (HIB): _____

Hep B: _____

Other: _____

Is your child subject to any of the following: (Y/N)

Urinary Infections: _____ Bleeding Nose: _____ Ear Infections: _____ Convulsions: _____

Colds: _____ Bronchitis: _____ Hay Fever: _____ Asthma: _____

Any skin conditions: _____

Does your child have any allergies: _____

Does your child have any other medical problems? _____

Is your child on any medication? If Yes state the kind and dosage: _____

Does your child have any:

Vision, hearing or speech concerns? _____

Learning or physical concerns? _____

Emotional or behavior concerns? _____

Special diet concerns? _____

I give my permission for the staff of HOSC to follow the directions from Poison Control if necessary. (Initial)

Facts About My Child:

Siblings or Step Siblings:

Name: _____	Gender: _____	Birthdate: _____
Name: _____	Gender: _____	Birthdate: _____
Name: _____	Gender: _____	Birthdate: _____

Family Pets:

Name: _____	Animal Type: _____
Name: _____	Animal Type: _____
Name: _____	Animal Type: _____

My Childs Favourites:

Foods: _____	Colours: _____
Sports: _____	Others: _____

When disciplining my child, he/she reacts best to: _____

My child reacts to stress and strange situations by: _____

Holidays we celebrate at home are: _____

Our family speaks English and _____

Please give us any further information that will aid the staff in understanding your child:

Registration Package Continued...

I give my child permission to participate in the following: *(Initial)*

Spontaneous walking trips with the caregivers:

Yes: _____

No: _____

**I understand that my child will go on outings with Highlands Out of School Care & Group Childcare, I agree to make
alternate child care arrangements if I do not wish for them to participate in the outings.**

(Initial) _____

I give the staff of HOSC permission to take pictures of my child for the purpose of:

Record Keeping

(licensing rules require a picture of each child on file):

Yes: _____

No: _____

Publicity Purposes (posted on website etc.):

Yes: _____

No: _____

Have there been any significant changes in your child's life in the past that may still be affecting them emotionally or behaviorally?

Special instructions regarding security items, fears, religious or cultural observations:

****** PLEASE NOTE THAT ALL INFORMATION IS STRICTLY
CONFIDENTIAL ******

I have read the constitution of Highlands Out of School Care & Group Childcare and agree to become a member. As a member I am part owner of the center, I agree to attend center meetings and participate actively in the operation and development of Highlands Out of School Care & Group Childcare. I have read and agree to all the conditions of the parent agreement.

Parent or Guardian Signature: _____ **Date:** _____

HKC Staff Signature: _____ **Date:** _____

SEPTEMBER 2019-2021 FEES

OUT OF SCHOOL CARE (AGES 5-12)

PROGRAM INFO		DAYS & COST						DROP IN		SUMMER	
GRADE 1 - 7	TIME	PROGRAM	5	4	3	2	TOP UP			FEES	
MORNING (AM)	(AM) 7:30am – 8:45am	AM	\$270	\$270	\$235	\$163	\$46	AM	\$22.00	DAY	\$65.00
AFTER SCHOOL (PM)	(PM) 3:00pm – 6:00pm	PM	\$455	\$435	\$360	\$240	\$37	PM	\$32.00	WEEK	\$250.00
MORNING + AFTER SCHOOL	AM & PM (SEE ABOVE)	AM & PM	\$575	\$550	\$406	\$295	\$31	AM & PM	\$47.00	MONTH	\$865.00
KINDERGARTEN	TIME	KINDERGARTEN						KINDERGARTEN		SUMMER INFO	
MORNING (AM)	(AM) 7:30am – 8:45am	KINDER AM	\$290	\$295	\$265	\$190	\$56	KINDER AM	\$37.00	5 days a week 7:30 am - 6 pm. Every day has a new activity or fun outing planned for your child's enjoyment. Science, Swimming, Art, Field trips, Fun Visitors AND MUCH MORE!	
AFTER SCHOOL (PM)	(PM) 3:00pm – 6:00pm	KINDER PM	\$505	\$470	\$400	\$280	\$46	KINDER PM	\$47.00		
MORNING + AFTER SCHOOL	AM & PM (SEE ABOVE)	KINDER AM & PM	\$620	\$595	\$555	\$470	\$36	KINDER AM & PM	\$57.00		
KINDERGARTENS HAS EXTRA COST BECAUSE SMALLER STAFF RATIO 10-1											

GROUP CHILDCARE (30 MONTHS – SCHOOL AGE)									
PROGRAM INFO		DAYS & COST						DROP IN	
(1/2 DAY) MORNING OR (1/2 DAY) AFTERNOON	9:00 am – 11:45 am	PROGRAM	5	4	3	2	TOP UP		
	12:00 pm – 2:45 pm								
FULL DAY	9:00 am – 2:45 pm	(1/2 DAY)	\$375	\$315	\$260	\$190	\$20	(1/2 DAY)	\$20.00
EXTENDED LUNCH	11:45 am – 12:45 pm	FULL DAY	\$725	\$615	\$500	\$360	-	FULL DAY	\$40.00
EXEMPTIONS	(AM) 7:30am – 8:50am (PM) 3:00pm – 6:00pm	EXTENDED LUNCH	\$75	\$60	\$45	\$30	\$15	EXTENDED LUNCH	\$15.00
		EXEMPTIONS AM	\$140					EXEMPTIONS AM	\$10.00
		EXEMPTIONS AM & PM	\$190					EXEMPTIONS PM	\$28.00
EXEMPTIONS ARE RARE OCCURANCES WHERE CHILDREN WITH SIBLINGS OR SIGNIFICANT REASONS ARE ALLOWED BY LICENSING TO ATTEND OUT OF SCHOOL CARE.		WHAT IS A TOP UP FEE? Childcare during Spring Break, Christmas Break, & Pro-D days require a top up fee that applies to the days your child regularly attends HKC. IF you require care on a day that is NOT on your child's regular schedule, a day drop in fee is due (per child).							

BEFORE & AFTER SCHOOL CARE DAILY SCHEDULE

7:00 am – 8:45 am	Free Play
3:00 pm – 3:30 pm	Quiet Activity & Homework Club
3:45 pm – 4:10 pm	Inside & Outside Free Play
4:10 pm – 4:20 pm	Tidy & Hand Wash
4:00 pm – 4:30 pm	Snack Time
4:30 pm – 5:00 pm	Quiet Reading
5:10 pm – 5:45 pm	Inside & Outside Free Play
5:45 pm – 6:00 pm	Clean up for going home!
6:00 pm	Closed (Late pick up is charged \$1 dollar per minute late.)

GROUP CHILDCARE DAILY SCHEDULE

08:50 am - 09:00 am	Opening & Welcome
09:00 am - 09:30 am	Free Play & Art
09:30 am - 10:00 am	Circle time
10:00 am - 10:30 am	Snack Time
10:30 am - 10:45 am	Bathroom/Prepare for outside
10:45 am - 11:40 am	Outside Play
11:40 am - 11:50 am	Prepare for Lunch (Wash hands)
11:50 am - 12:35 pm	Lunch Time
12:45 pm - 01:50 pm	Quiet (Nap) Time
01:50 pm - 02:40 pm	Music & Movement, Science or Art class once a week
2:45pm	Pick Up Time

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Important & Special Notice Regarding Allergies

Dear Parents and Guardians,

We have several children attending HKC who have serious **ALLERGIES TO PEANUTS**, including all peanut products. Even the slightest trace amount of peanut butter, peanut dust, or peanut oil on a friend's hand could easily be transferred to crayons, books or anything else in the class or playground.

Exposure could cause anaphylactic shock, and without immediate Emergency medical assistance, loss of consciousness and death. To ensure an environment of maximum safety, we request that you do not send your child to school with any nuts or nut products, (i.e. peanut butter, Muffins/cookies, bread with nuts or nut flour, chips made in peanut oil, granola/chocolate bars with nuts). Our goal is to make our center a, **"Nut Free Area"**.

We understand this request may pose some inconvenience, especially as peanut butter snacks are quite popular. However, the potential danger to the student requires our every effort to create a safe, risk-free environment. All students develop health habits of regular hand washing prior to and after snacks and coming in from outside play or field trips. These precautions, combined with the co-operation of parents, students and teachers will help create a worry free, safe environment. Following breakfast/lunch at home (which might include peanut butter), please ensure that your child adds hand washing thoroughly with soap and brushing teeth with toothpaste to their routine before coming to school.

Thank you for your kind understanding and co-operation. Please feel free to contact me if you have any questions regarding this matter.

Elsie Webb
Head Supervisor/Executive Director



HIGHLANDS KIDS CLUB | EMERGENCY CARD

3150 Colwood Drive, North Vancouver, BC V7R 2R6

Phone: (604) 985-6958

Name: _____

Birthday: _____ Gender: _____

Address: _____ Postal Code: _____

Phone #: _____

Care Card # _____ **** MUST BE FILLED IN ****

Physician: _____ Phone #: _____

Dentist: _____ Phone #: _____

Medical Conditions? _____

Known Allergies? _____

Emergency Contact: _____

Phone #: _____ Relationship? _____

Out of Town Contact: _____

Phone # _____ Relationship? _____

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Phone: (604) 985-6958

Parent/Guardian 1: _____

Home Phone # _____ Work Phone # _____

Cell Phone # _____ Email: _____

Parent/Guardian 2: _____

Home Phone # _____ Work Phone # _____

Cell Phone # _____ Email: _____

Permission to call 911 in the event of an Emergency: Yes: _____ No: _____

Permission to go on spontaneous walking trips: Yes: _____ No: _____

Parent Signature: _____ Date: _____

Staff Signature: _____ Date: _____

PLEASE MAKE SURE THIS IS FULLY FILED OUT

1. Why do we have an emergency card? If at any time we leave the facility (Emergency, walk to the park or field trip) we have to have this card & a picture of your child with us in compliance with Vancouver Coastal Health Licensing Rules.
2. **Out of Town Contact** is someone not in the same province as we are. If for some reason we cannot call within BC but we can call outside of BC we can call this person and let them know where your child is (If we had to evacuate etc.). You could call the same person and get updated information as well.
3. **Emergency Contact** is someone who in the event of an emergency could pick up your child in your stead (If you were injured or the bridges are down and you cannot cross etc.) It should be someone in North Vancouver preferably in walking distance if possible.

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September 2020

Dear Parents;

DUE TO COVID THIS PROGRAM IS SUSPENDED

By way of introduction, my name is Anna Archer and I am the president of the Board members that have volunteered to serve the Highlands Day Care Society. Elsie Webb and the board members believe that parent participation is absolutely vital to ensure that we have a clean, safe, and desirable location for our children to attend. In past years, tracking of parent hours has been sporadic at best, resulting in some parents carrying far more share of the workload. Board members believe that a formal procedure is necessary, and have requested that Elsie include parent hour tracking as part of administrative duties. As you know, parent hours are part of the parent agreement, and we kindly request that you make note of the following.

- Parents are responsibility to pick a job and sign up for it
- Parents must initial the work chart every time they complete work hours
- Parents can choose to pay the \$40.00 instead of participating (but this is the less desirable option)
- At the end of each two month period, hours will be assessed and if necessary parents will be invoiced for the amount owing. The parent work chart has been posted on the bulletin board right by the front door). Please feel free to discuss this with a staff member or the board if you have any questions. The board members and Highlands Day Care staff thank you for your support.

Sincerely,

Anna Archer

Director:	Elsie Webb	604-240-1852
Chair and President:	Anna Archer	
Vice President:	Karyn Magnusson	
Secretary:	Stephanie Miller	
Treasurer:	Chiara Orrigoni	
Member:	Nancy McLachlan	
Member:	MJ Athwal	
Member:	Marta Mintenko	
Member:	Jennifer McNaught	
Member:	Melany Briggs	
Member:	Roz Robinson	

Dear Parents,

We are working on putting together Comfort Kits for each of our kids in case of an emergency! We would like these items on hand just in case to help comfort and aid your child through a difficult situation.

Please cut out and return the items on the check list to the right in a Medium Zip Lock bag labelled with your child's name.

The mini contact card is very important information to have on hand! I have included a second copy of the card in case you have more than one child or make a mistake.



Thank you for your cooperation! Any questions feel free to contact me.

- Elsie

COMFORT KIT CHECK LIST

Mini Contact Card	<input type="checkbox"/>
Family Photo	<input type="checkbox"/>
Granola Bar	<input type="checkbox"/>
Sweet Snack	<input type="checkbox"/>
Comfort Item (Optional)	<input type="checkbox"/>
Comfort Note	<input type="checkbox"/>
Pack of Tissues	<input type="checkbox"/>

Mini Contact Card

Child Name	
Mother & Father	
Address	
Home Phone	
Mom Work	
Mom Cell	
Dad Work	
Dad Cell	
Out of Area Contact	
Out of Area Contact Phone	
Allergies	

Mini Contact Card

Child Name	
Mother & Father	
Address	
Home Phone	
Mom Work	
Mom Cell	
Dad Work	
Dad Cell	
Out of Area Contact	
Out of Area Contact Phone	
Allergies	

IMMUNIZATION (VACCINATION) INFORMATION FOR CHILDCARE

Please complete and return this form to your childcare facility

Dear Parent/ Guardian:

All childcare facilities in BC are required by law under the *Community Care and Assisted Living Act* to keep a record of each child's immunization history. These records are required to be made available to Vancouver Coastal Health Authority (VCH) medical health officers for public health programs. The information you provide on this form will be used to update your child's health record at VCH in order that: medical health officers may respond if a disease outbreak occurs in your childcare facility; public health staff can recommend immunizations which your child may be missing; and VCH is able to provide better care to your child as part of its public health programs.

PART A: CHILD AND FAMILY INFORMATION				***** Please print clearly *****			
Childcare facility _____							
Child's name _____							
		Surname		Given Name		Preferred Name	
Sex	<div style="border: 1px solid black; padding: 2px; display: inline-block; width: 20px; text-align: center;">M</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block; width: 20px; text-align: center;">F</div>	Birthdate		Place of birth		
	circle		dd	mm	yyyy	City	Province
						Country	
Child's personal health number (BC Care Card)			<div style="border: 1px solid black; display: inline-block; width: 100px; height: 20px;"></div>				
Home address _____				Postal code _____		Home phone _____	
Father's name _____				Daytime phone _____			
		Surname		Given Name			
Mother's name _____				Daytime phone _____			
		Surname		Given Name			
Guardian's name _____				Daytime phone _____			
		Surname		Given Name			
Health care provider's name _____				Health care provider phone _____			

PART B: CHILD'S VACCINATION INFORMATION

1. Has your child had chickenpox disease at 12 months of age or older?
✓ check the correct answer ☐ Yes ☐ No
Children who have not had chickenpox disease at 12 months of age or older need chickenpox (Varicella) vaccine.

2. ATTACH A PHOTOCOPY of your child's vaccination record to this form.
For example: BC Child Health Passport OR immunization record. Attach a copy of the original record as it appears in English or any language. Translations not required. Ensure your child's name and date of birth are written on each page.

Please turn over for more information

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SCHEDULE A

Society Act- Constitution of Highlands Out of School Care Society & Group Childcare

1. The name of the Society is Highlands Out of School Care & Group Childcare, and is referred to as Highlands Kids Club.
2. The purpose of the Society is to provide a program for children in their out of school hours that will provide emotional, social, and physical needs through outside and inside play, crafts, games, stories, field trips, and nutritional snacks.
3. The Society shall be carried on without purpose of financial gain for its members, and any profits or other accretions to the Society shall be used for prompting its objectives.
4. In the event of winding up or dissolution of the Society any funds or assets remaining, after all debts and obligations have been satisfied, shall be given to or transferred to non-profit organizations having same purpose of this society operating in the Province of British Columbia, as agreed by the members of the society.

The provisions contained in paragraphs three (3) and four (4) are unalterable in accordance with "Section 22" of the "Societies Act (1979)".

Arrival and Pickup

1. I will establish who will pick up my child(ren) to the centre in the morning and acknowledge this to the staff and will do the same when picking up my child(ren). I will sign my child(ren) in and out each day. No child(ren) will be released to a car in the parking lot.
2. I understand that the centre closes at 6:00pm. A late fine of \$1.00 per minute after 6:00pm will be levied. If the child(ren) has/have not been picked up, the staff will phone first the parents, then the emergency contact person on the list if the parent cannot be reached. If the child(ren) is/are not picked up by 6:30pm and no one on the contact list can be reached, I understand that Emergency Social Services and Housing will be called at 660-4927 to come and pick up the child(ren) and keep him/her/them overnight.
3. I understand that all children are expected to stay in the centre until 8:40am Unless they are going to the library, another activity, or their classroom at Highlands Community School, in which case I will give written permission.
4. I understand that children must be in the centre no later than 3:15pm unless I have given written permission to the supervisor for my child to attend other activities (play date, band, choir, track & field etc....)

Fees

1. I agree to pay my child(ren)'s fees by postdated cheques by the first (1) of each month. A space will not be held if the procedure is not complete.

PLEASE NOTE TO KEEP YOUR CHILD(REN)'S PLACE YOU WILL BE CHARGED FOR HOLIDAYS & SICKNESS

2. If my child(ren) is/are unable to attend the centre due to illness or holiday's I will pay the fee as the space is being kept for him/her/them
3. If it becomes necessary to withdraw my child(ren) from the centre or reduce his/her/their attendance, I agree to give one calendar months' notice in writing to the supervisor OR pay the one month's fees in lieu of written notice. Example: If you would like your child to finish using HKC services by February 1 you will need to give notice on or before January 1.
4. Fees that are past due after the second of the month are subject to a \$10.00 late fee. NSF cheques are subject to a \$20.00 fee.
5. Fees that are paid late three or more times in a year can constitute removal of childcare services.
6. Full and part time fees include, community interaction days, Parent/Teacher interviews, and early school dismissal if the child(ren) regularly attends the centre on those days. Otherwise drop in rates apply.
7. I understand HKC offers an out of school service for all instructional days, community interaction days, parent/teacher interviews, early dismissal. I also understand that HKC offers a full day service for non-instructional days (Professional Days), which includes profession days, spring break, and **part of winter break**. (Closures over winter break will be announced at the beginning of November). Attendance on non-instructional days is optional, however regular monthly fees still apply if your child does not attend on that day. Top up fees apply for attendance during these non-instructional days if your child(ren) regularly attends the centre on those days. Otherwise drop in rates apply.
 - Winter Break is generally Christmas Eve to New Year's Day (inclusive), but may change at the discretion of the board. Regular monthly fees apply during the winter break closure.
8. I understand that HKC offers a full day service for summer holidays (excluding Statutory Holidays). Summer Rates apply.
9. An extra fee may be charged for some field trips and transportation. Payment is due before the said trip.
10. A ten percent discount applies to siblings with the lesser fee.
11. Summer program fees are billed on a daily, weekly or monthly basis and are payable in advance.
12. When your child is scheduled to attend the centre, fees are payable whether your child(ren) attend(s) or not.
13. I understand that to register with HKC the following must be paid:
 - a) A lifetime Society fee of \$25.00 per family. This is payable for full and part time care as well as regular drop in care.
 - b) A \$5.00 annual fee per child is payable every September or upon registration.

1. I will not send my children to the centre ill and accept the centre's right not to accept a child who is ill and that the centre may ask that my child be taken from the centre if she/he becomes ill or contagious.
2. I authorize the caregiver to consult with the Public Health nurse if necessary and in the case of emergency to call a qualified physician, family doctor, or ambulance
3. I will accept the discretionary power of the supervisor to have my child picked up and taken home anytime.
4. If my child is absent from school, I will notify the centre at 985-6958.
5. I will notify the centre if my child contracts anything contagious to ensure the safety and wellbeing of all the families and staff at Highlands Kids Club.

General

1. I give permission for my child to take part in local outings. I understand that I will be notified if any outings include transportation, and shall give written permission for my child to participate in such outings, or find alternate care if I do not want my child to participate in the outings.
2. I agree to notify the supervisor in writing of any change of address, phone number, employment number, emergency contact person or number, medical number or doctor.
3. I will keep the supervisor informed of any event or change of routine at home which may affect my child's behavior.
4. In case of injury to my child while in the care, custody, or control of the centre, I hereby waive all claims against the centre in excess of the public liability insurance carried by the centre.
5. I understand that I may be asked to withdraw my child(ren) if his/her/their behavior is disruptive to the program after reasonable efforts have been made to integrate the child into Highlands Out of School Care & Group Childcare. The supervisor and a majority of the board of directors must support this recommendation. Prior to withdrawal of services, a meeting will be set with the child(ren)'s parents and the supervisor to work out a plan of action. If the inappropriate behavior continues, a suspension will be set. The length of the suspension will depend on the seriousness of the incident. Generally, the child would be suspended for the next centre day. If the behavior persists removal of services will ensue.
6. I understand that I must attend the Annual General Meeting, and I agree to attend as many parent meetings as possible during the school year. I also understand that a fee of \$20.00 will apply if I do not attend the AGM.
7. I understand that HKC will try and hold two (2) work parties per school year and I agree to participate for a minimum of four hours between these two work parties to ensure a clean, well-run centre for all. If I am unable to attend or if a work party is unnecessary, I agree to complete monthly jobs or pay a fee decided upon by the board in lieu of my attendance. **SUSPENDED DUE TO COVID-19**
8. The signing of the registration form indicates agreement and acceptance of this Parent Agreement; no child(ren) will be accepted into the program without the registration from being completed in full and one month's fee being paid.

9. Children must have appropriate clothing for outside play, **rain or shine**. A change of clothes should be kept at the centre, especially socks, and pants in wet weather. Clothes should be clearly marked so there are no mix-ups.
10. I understand that the usual hours of operation are 7:30 AM to 6:00 PM, the centre is closed on all statutory holidays, winter break, Easter Monday and Friday and Boxing Day. I understand that HKC reserves the right to close the centre subject to Board approval with two months written notice.
11. I will accept discretionary power of the supervisor to have my child picked up and taken home anytime to ensure everyone's safety.
12. I agree to familiarize my child(ren) with the centre rules.

Highlands Out of School Care & Group Childcare Centre Rules

General Rules

- Be safe
- Be kind
- Be respectful of others and the environment.
- Treat others like you want to be treated
- Use appropriate language and behavior

Inside Rules

- Sand stays in the sand table, and water stays in the water table.
- Walking feet inside.
- Quiet voices inside.
- One person in the bathroom at one time.
- Children need a staff member present to be in the kitchen.
- Clean up after ones self before starting a new activity.
- Wear a smock while painting.

Outside Rules

- Climbing only on objects above the wood chips.
- Rocks and sticks stay on the ground
- Children must stay within the boundaries outlined by the centre staff.
- Equipment must be returned right after the child(ren) is/are finished with it.

Guidance and Treatment of Children

Their overall development, their environment, and the adults who care for them influence children's behavior. When a behavior occurs the staff will first identify the problem. The staff will ask themselves the following questions: was the environment conducive to the action? Are the adults nurturing and guiding? Is the play space encouraging desired behavior? Are there good schedules, routines, and transitions making the program run smoothly? Are there enough toys and materials that are age appropriate?

Once the problem has been identified then guidance strategies can be set up. The staff will choose a single or combination of methods to help prevent the disruptive behavior or an intervention help guide the child(ren) through their problem.

Prevention Techniques

How to have a positive atmosphere that will minimize undesirable behavior:

- Establish clear, consistent, and simple limits.
- Offer explanations for limits.
- State limits in a positive way.
- Focus on the behavior rather than the child.
- Make statements of expectations, rather than pose questions.
- Allow time for children to respond to expectations.
- Reinforce appropriate behaviors with words and gestures.
- Ignore minor incidents.
- Encourage children to use you as a resource.
- Scan and circulate the room or area to help gain total awareness of what is happening and to foresee troubles

Intervention Techniques

How to ensure guidance is supportive:

- Approach a child and her/his attention in respectful way.
- Physically get down to their level.
- Use proximity and touch.
- Use *simple* reminders.
- ACKNOWLEDGE FEELINGS before setting limits.
- Redirect, distract, or divert when appropriate.
- Model problem-solving skills.
- Provide them with words to problem solve when needed.
- Encourage children to solve their own problems by talking it out.
- Use natural and logical consequences.
- Limit the use of equipment.
- Have children sit out and come up with a plan to fix the problem or make amends, and a plan to prevent it from reoccurring in the future.
- As a last resort “time out” (maximum of one minute per year of child’s life).
- Holding techniques (used for everyone’s safety, only when a child has lost all control and the ability to reason).
- Provide opportunities for the children to make amends.
- Evaluate the solution with the child(ren).

Guidance and Treatment of Children: *CONT*

When a child continually has difficulties with her/his behavior the parent(s) will be notified and together with the staff will set up a plan of strategy to solve the problem. The staff will continue to work with the child(ren) and parent(s) for a certain period of time, which will be established during the initial conference time. If a child's behavior continues without improvement the parents will be asked to withdraw their child from the program. This must be supported by a majority of the board and the head supervisor.

For further information on guidance and discipline, please refer to the handbook published by the Province of BC entitled **Guidance and Treatment of Children.**

Prohibited Discipline Measures by Staff as stated in the Community Care and Assisted Living Act, Child Care Regulations Sec. **DIVISION 2 Section 51 & 52.**

http://www.qp.gov.bc.ca/statreg/reg/C/CommuCareAssisted/536_80.htm

- Staff will not use corporal punishment.
- Staff will not use harsh words or actions that will undermine a child's self-respect.
- Staff will not, as a form of punishment, confine, physically restrain, or keep the child(ren) without adult supervision apart from the other children.
- Staff will not, as a form of punishment deprive a child of meals, snack, rest, or necessary use of a toilet.

Parent Agreement-Parents Copy

I have read the constitution of Highlands Out of School Care & Group Childcare and agree to become a member. As a member, I am part owner of the Centre. I will attend meetings and participate actively in the operation and development of Highlands Out of School Care & Group Childcare. I have read and agree to all the conditions of the Parent Agreement.

Signature of Parent or Guardian: _____ **Date:** _____

Signature of HKC Staff: _____ **Date:** _____

Parent Agreement-Signature Page Highlands Kids Club Copy

I have read the constitution of Highlands Out of School Care & Group Childcare and agree to become a member. As a member, I am part owner of the Centre. I will attend meetings and participate actively in the operation and development of Highlands Out of School Care & Group Childcare. I have read and agree to all the conditions of the Parent Agreement.

Signature of Parent or Guardian: _____ **Date:** _____

Signature of HKC staff: _____ **Date:** _____

Please remove this page and return to HKC

HIGHLANDS KIDS CLUB

Out of School Care & Group Childcare

3150 Colwood Drive, North Vancouver, BC V7R 2R6 | Phone: (604) 985-6958, Fax: (604) 985-6956 |
highlandskidsclub@shaw.ca | www.highlandskidsclub.ca

Frequently Asked Questions

1. **If we pay a regular monthly fee and my child misses a day do we still have to pay?**
 - a. Yes. See fee's **NOTE 2 (Page 12)**. (Remember you are securing your child's place. Policy in all daycares.)
2. **If my child attends Wednesday but we are ill can I change the day to a Friday and not pay a drop in fee?**
 - a. No. Your child may still attend if we have space that day but a drop in fee would be required.
3. **If my child is ill can my child still attend Kids Club?**
 - a. No. If your child is too ill to attend school they may not attend Kids Club.
4. **Are you open if the School is closed for a Snow Day?**
 - a. No. We must follow the same safety standards as the school. If they are closed due to power outage, snow day or any unsafe reason so is Kids Club.
5. **What are your staffing ratios?**
 - a. We staff according to licensing regulation in all School Age Child Care facilities. Group Childcare is an 8:1 staff ratio. Kindergarten & Grade Ones is a 10:1 staff ratio. Grade Two – Seven is a 15:1 staff ratio. However we staff at a 10:1 for all ages and only used the 15:1 ratio in case of emergency like staff illness.
6. **How old is Kids Club?**
 - a. HKC was founded in 1981.
7. **What are Parent Pockets?**
 - a. Parent Pockets is a hanging pocket system we have in the centre that allows us to communicate with parents. Inside you will usually find your invoice and notices about current events.
8. **What is a Junior and a Leader?**
 - a. We have two cubby areas in Kids Club. The cubby area by the main door is our Junior cubby area for kids 5-8 years old.
 - b. The cubby area in the back of Kids Club with the couch and table is called the Leaders Area. This space is for kids 8/9+ years old the younger children are not allowed in. We use this area as a quiet place for Homework Club and it is the responsibility for the older kids to take care of this area.
9. **Can my child bring toys to Kids Club?**
 - a. Yes they may but there are a few general guidelines for all kids:
 - i. We are not responsible for lost or broken toys.
 - ii. Anything your child brings they are required to share with the other kids.
 - iii. It must fit in their cubby. We have very limited storage
10. **Can my child bring a bike/scooter to Kids Club?**
 - a. Yes they may (**with helmet**) however it must be chained up outside, we cannot store them inside Kids Club or guarantee safety.