

Family Information Package



*"An exciting place to be!"*

2251 Collingwood Street  
Vancouver, B.C.  
V6R 3L1

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## **Welcome to Jericho Kids' Club**

This information booklet is designed to introduce you to Jericho Kids' Club programs and policies. We appreciate your interest and participation in our program and look forward to working with you and your child.

### **Locations:**

#### **Bayview Community School**

2251 Collingwood Street

Vancouver, B.C.

V6R 3L1

Phone: (604) 736-4080

Fax: (604) 736-4043

Email: [jerichokidsclub@telus.net](mailto:jerichokidsclub@telus.net)

**Note: Our office is at this location, please use the above contacts for all general inquiries.**

#### **General Gordon School**

2896 West 6<sup>th</sup> Avenue

Vancouver, B.C.

V6K 1X1

Phone: (604) 736-0566

7:30am to 9:00am and 2:00pm to 6:00pm

#### **Southlands Elementary School**

5351 Camosun St.

Vancouver, B.C.

V6N 2C4

Phone: (604) 263-3422

7:30am to 9:00am & 2:00pm to 6:00pm

### **Mission Statement**

To provide a safe, challenging and exciting environment, inspiring a sense of belonging for the children, families and staff.

### **Program Philosophy**

To:

- provide a safe, comfortable and nurturing environment in which children have the freedom to challenge themselves and develop friendships with other children
- create a friendly environment that welcomes all participants and builds a sense of community with families
- promote positive values including accepting and celebrating the unique diversity and abilities of individuals
- have the flexibility and time to offer children individual attention
- encourage children to develop life skills and individual interests
- help children become responsible for themselves and others through sharing of responsibility for the upkeep of the program
- maintain an environment based on cooperative activities and attitudes which facilitates problem solving between children, families and staff
- provide age and ability appropriate activities and field trips

**and to have fun!**

Our mission includes introducing children to new ideas and challenges and allowing them to develop their creativity and self-expression. We try to provide a wide variety of activities and play to meet each child's individual interests and needs.

We use positive feedback and praise to help children succeed in exploring new activities, experiencing adventure and making new friends. Our creative and caring staff encourage the development of social skills, life skills and responsibility. We build a trusting, open and fair atmosphere in our programs where children can express themselves in comfort and with confidence.

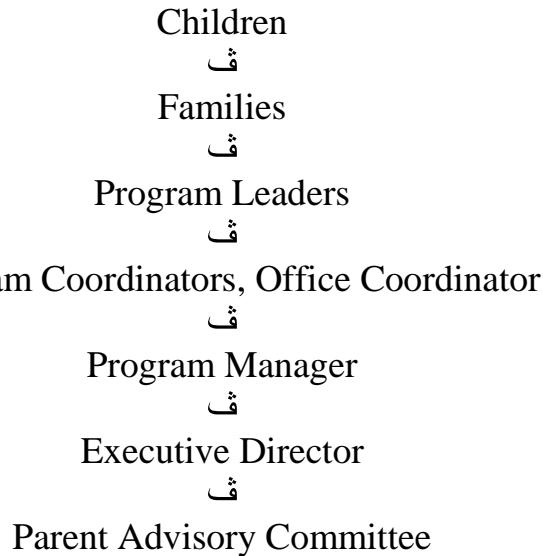
## **History of Jericho Kids' Club**

Jericho Kids' Club began at Bayview School in 1989. Jericho Kids' Club 2, at General Gordon School was opened in 1991, and Jericho Kids' Club 3, at Southlands School in 2002. All centres are licensed under the Community Care Facilities Act to serve children from kindergarten age through twelve years. We are currently licensed for 83 Children at Bayview, 60 children at General Gordon and 40 children at Southlands.

During the holidays we may consolidate programs at the Bayview and General Gordon locations.

Jericho Kids' Club has strong relationships with its host schools. These relationships are integral to the quality of the centres and the well being of the children and families they serve.

### **Organizational Chart**



## **Parent/Family Involvement**

### **Parent Advisory Committee**

Jericho Kids' Club has a rich history of parent and family involvement. In 1987-88, a group of parents created Jericho Kids' Club and established a Parent Advisory Committee. This committee helps set goals, influences the philosophy of the centre, and advises and directs future action taken by the centre. In 2006, the Parent Advisory Committee became the licensee for the Jericho Kids' Club Child Care Society and has the legal and fiduciary responsibility for the organization under the Societies Act.

The Parent Advisory Committee is comprised of the Executive Director and parents from Bayview, General Gordon and Southlands schools. Members of the Parent Advisory Committee are elected each year at the Annual General Meeting. All parents are welcome and encouraged to attend.

### **Annual Events**

Each year, Jericho Kids' Club holds a number of social and fund-raising events for parents and families. We welcome this as an opportunity to support the centre, build a sense of community and for families to get to know one another. Annual events may include welcome back BBQ's, Halloween Howl, Winterfest, work parties and end of year picnics. Family participation is essential to the success of these events.

## **Staff**

All staff of Jericho Kids' Club are carefully selected for their attitudes and abilities in relation to their work in the child care field. References from previous employers are checked. All staff members have current first aid training and have completed a Criminal Records Search. Part-time staff have a minimum of 20 hours training in child development, guidance and health and safety. Full-time staff are also required to have or obtain formal education in child care. Jericho Kids' Club supports all staff members to pursue ongoing professional development opportunities.

Jericho Kids' Club is a member of the School Age Child Care Association of B.C.

From time to time we welcome students and volunteers to our program. All students and volunteers complete a Criminal Records Search but are not responsible for the supervision of children, or are counted in staff ratio.

## **Program**

Jericho Kids' Club is committed to providing a quality, value based program that is fun! Staff members work with families to establish programs and routines that meet the needs of all children, families and the centre.

**Staff** do their best to fulfill the mandate of the Mission and Philosophy statements. We try to be excellent role models and have *great attitudes* every day! Programs are planned to ensure that Jericho Kids' Club is a safe, challenging and exciting place to be.

**Children** are encouraged to be responsible for their daily attitudes, actions, efforts and behaviours. They will have opportunities to provide input, feedback and planning of the activities and events.

**Families** are vital to the success of the organization. Please talk to us on a regular basis - let us know how your child is doing and what you think about the program.

## **Guidance**

Our goals are to:

- enhance each child's self-esteem, self-control and safety skills
- demonstrate appropriate behaviour, not to punish misbehavior
- encourage children to understand and follow rules and positive expectations
- supervise children at all times.

Staff will be proactive to effectively manage children's behaviour. Proactive steps include:

- establishing clear and realistic expectations and boundaries with input from children
- establishing natural and logical consequences with input from the children
- creating verbal and written contracts with the children
- seeking out and reinforcing positive behaviour with praise and recognition
- offering activities and events that are age and ability appropriate
- working closely with families, when necessary, to help children develop their own self-control and behaviour management skills.

From time to time, we find it useful to speak with classroom teachers and other personnel from the school attended by your child. With your permission, we will carry out such communication only for the benefit of your child. Any information obtained in the course of this communication will be treated as strictly confidential.

## **Clothing**

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

## **Movies**

We will occasionally show "general" rated movies as part of our program. Notices will be posted prior to the showing of any "P.G." rated movies.

## **Toys**

We ask that children do not bring toys from home. We will occasionally schedule "free play" days where children may be allowed to bring particular items. Unfortunately, we cannot be responsible for items brought from home.

## **Operating Hours**

Jericho Kids' Club is open from Monday to Friday 7:30 a.m. to 6:00 p.m.

We are closed on weekends, statutory holidays and the week between Christmas Eve and New Years' Day.

In the event that Jericho Kids' Club is unable to operate at any of its regular locations due to issues out of our control, attempts will be made to operate a full or modified program at alternate locations.

## **Registration and Enrollment Policies**

Priority is given to:

- returning children currently attending the program
- children who attend Bayview, General Gordon and Southlands schools
- siblings of children previously and currently enrolled in the centre
- children who have previously been enrolled at Jericho Kids' Club
- children who currently attend another school but have previously been enrolled at Jericho Kids' Club
- children with extra support needs as reflected in the Client Service Agreement with Supported Child Development. *To be eligible for enrollment in the program under the Client Service Agreement or a General Service Contract, a child must have Range 2 or 3 needs and have an open Special Needs file with Supported Child Development.*

Registration priority is according to the above policies, with current families having first option during early member sign up each year. If families do not return registration packages during the member sign-up period it will be assumed that they do not require care for the following school year.

## **Fees**

Fees are established as part of the annual budget process and approved by the Parent Advisory Committee. The fee structure is posted in all locations.

- All fees are due on the first of the month. Post-dated cheques or a Pre Authorized Debit Agreement (PAD) are required.
- We are unable to give refunds if your child is absent. Staffing and operational costs are arranged on the basis of enrollment levels and must be met on a continuing basis. For your convenience monthly fees are averaged throughout the 10 months of the school year.
- Additional fees for Spring Break, Winter Break and summer programs are set annually.
- If fees are in arrears beyond 2 months we reserve the right to terminate services.
- There will be a \$15 charge for any cheque returned by the bank.
- A \$10 late fee will be accrued to any late payments.

## **Registration**

Registration for the school year is effective from September through June of each year. Families will be asked to re-register for each year and to secure their registration with a deposit to their September fee and a post dated cheque for the balance.

In order to complete registration, the following signed and completed items are required:

- 3 Emergency Consent Cards
- Child Care Facilities Registration Form
- Jericho Kids' Club Registration Form
- 2 Parent Agreements
- Permission to Share Information Form
- Parent Deposit (\$100 per child or \$50 for drop-in only registration, refundable on termination, if all parent agreement obligations are met)
- Annual Membership Fee (\$15)
- post dated cheques or Pre Authorized Debit Agreement for the first of the month from October through June.
- Families applying for MCFD Child Care Subsidy should notify the office.

Deposits received less than 30 days prior to the child's start date should be paid in cash or by money order.

## **Kindercare**

The availability of new Kindercare spaces each year depends on two key factors: Attrition of previous year's members and am/pm school Kindergarten placement. Offers of space in the Jericho Kids' Club Kindercare program may not be able to be confirmed until school placements are settled. To enroll in our Kindercare program in September your child must be turning 5 years old by the end of December of that year. If space is available in our summer program of that year and you would like your child to attend, we are required to submit a Request for Early Placement application with a letter from the family to Child Care Facilities Licensing for permission to enroll your child.

## **Waitlist**

Waitlist registrations are accepted up to 1 year prior to the required start date. Waitlist applications must be submitted with a \$25 non-refundable administration fee. The application date is effective on the date the fee is received. For families who are offered and accept a space at Jericho Kids' Club, the fee will include the Annual Membership Fee (\$15) for that year. Families who present a Leisure Access Card may have the Waitlist Registration Fee waived. This fee does not guarantee enrolment. Children will be placed on either the "typical" or "extra support" waitlist according to the centre's enrollment policies.

## **Offers of Space**

Following the current member re-registration period, and throughout the year, assessments are made to determine if any additional space is available.

Waitlisted families may be offered spaces depending on the child's age, school and/or the requirements of the Client Service Agreement. Waitlist registration is also prioritized according to the date the waitlist registration fee is received and the above policies.

When a space is offered, the family will be given 3 days to respond. If the family fails to respond or if the offer is declined, the space will be offered to the next appropriate family. In either of

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these situations the first child will be moved to the back of the waitlist. Waitlist registrations will be retained for 2 years from the original date of application.

If the enrollment offer is accepted, the family will have one week to complete registration documents and pay all applicable fees.

Please note: It is impossible for us to predict when spaces may become available. We are governed by Child Care Facilities License capacity at each location and individual capacity in each program. When programs are at capacity, space only becomes available when a child is withdrawn from the program. Due to the complexity of the criteria it may not be possible to give individuals a specific determination of their position on the waitlist. Waitlist positions may fluctuate based on priority factors, the age of the child and the individual program availability.

### **Denial of Space Appeal**

If a child is denied space at Jericho Kids' Club, documentation of the rationale used to make this decision will be provided to the family.

If a family wishes to appeal this decision, a written request should be forwarded to the Parent Advisory Committee for consideration.

If a child has an open Special Needs file with the Ministry of Children and Family Development, the centre will inform the Ministry of its decision and provide documentation of the rationale used.

### **Part-Time Registration**

A limited number of spaces are available for part-time registration. Wednesday-only registrations at Bayview and General Gordon (Friday at Southlands) may not be available if programs are expected to be at or near registration capacity. Registration priority is according to the above policies, with current families having first option during early member sign up each year. If space is available, additional P/T (part time) registration may be accepted, with the understanding that if a waitlist for F/T (full time) space occurs subsequently, those families would be given the option of increasing to F/T to secure their registration or changing to another location if space is available there.

### **Drop-In Registration**

If space is available we are able to accept registrations on a drop-in basis. Families wishing to register for drop-in only are required to complete a registration package prior to their first registration. This includes Parent Agreements, a \$50 parent deposit (refundable according to terms outlined in the parent agreement) and a \$15 annual membership fee. Drop-in fees are due at the time of registration. Cancellation of a drop-in must be received 36 hours prior to the intended date in order to receive a refund.

### **Withdrawal/Change of Registration**

Families are required to provide one month's written notice on or before the last calendar day of the month in order to withdraw from the program or to decrease attendance. Failure to give notice of withdrawal seriously affects the sustainability of the program.

If the required notice is not given, one month's fee will be charged in lieu of notice.

### **Termination of Service**

Jericho Kids' Club is committed to providing a caring and supportive environment for all children and families. However, termination of services may be required if:

- fees for service are not paid according to the financial policies in the parent agreement and suitable arrangements cannot be agreed upon
- a family member harasses, threatens abuse or commits a violent act towards staff, children or other families involved in the program
- the centre is unable to satisfactorily resolve problems of late pick-up with the family
- the child's behaviour is severely disruptive or physically threatening to the well being and safety of themselves, other children and/or staff and additional supports to accommodate the child are unavailable.

Termination of services is a last resort measure. Before it is determined that we cannot continue to provide services for the child, steps will be taken to seek appropriate resolution. Depending on the situation such steps may include:

- providing written notice to, and consultation with, the family
- notifying the Parent Advisory Committee
- consultation with professional support services
- requesting additional staff support through Vancouver Supported Child Care or the Ministry of Children and Family Development.

In the event that termination of services is required, Jericho Kids' Club will endeavor to support the family to access other programs and resources.

### **Personal Information**

Jericho Kids' Club is committed to the collection, storage, use and disclosure of personal information in a manner that complies with the Personal Information Protection Act of British Columbia. Personal information is collected on a "need to know" basis solely for the operation of Jericho Kids' Club. Complete copies of our privacy policies and procedures are available at the office.

### **Attendance**

#### **Sign-In/Sign-Out**

In order to ensure the safe arrival and departure of your child, the child must be signed in and out. Parents are responsible for ensuring that their child is signed out each day. Sign-in sheets are prepared weekly and available at each location. Individual magnets should also be moved to the appropriate place on the magnet board at the beginning and the end of the day.

#### **Absences**

Please call and let us know if your child will not be attending the program for the day. Children are expected to arrive at the program within a short time of school dismissal. Should a child be delayed or absent without notice, the following procedures will take place:

Staff will:

1. check with the school office and class teacher
2. page the child over the P.A. system
3. complete a search of the school building and grounds
4. phone the parent/guardian and other named contacts
5. if no information is received, contact the police and report a missing child.

### **Late Pick-Up**

Please pick up your child before we close at 6:00 p.m. Staff are scheduled to work until 6:00 p.m. sharp and it is against licensing regulations to leave a child unattended. If you are not on time, late charges will be applied.

If possible, please phone and advise us if you are running late so that we can reassure your child that you are on your way.

Late fees: \$10 for the first 15 minutes and \$1 for every minute thereafter.

In the event that a child is not picked up by closing time, the following procedures will take place:

1. Staff will attempt to phone the parents
2. If the parent cannot be reached, staff will attempt to contact other persons named on the registration card
3. If no one has been contacted and the child has not been picked up by 6:30 p.m. staff will contact Emergency Services of the Ministry of Children and Family Development. A note will be left on the door explaining the whereabouts of the child.

### **Suspensions**

As suspension from school is regarded as suspension from the school premises, children who are suspended from school will not be able to attend Jericho Kids' Club for the duration of the suspension.

## **Health, Safety and Emergency Procedures**

While in our care, every child's safety and well being is our primary focus. Our goal is to promote good health, safety and nutrition by providing the children with a clean, well-maintained and safe environment.

First aid kits, emergency contact information and allergy and medical alerts are kept at the centre, as well as the office and taken on all field trips.

Please ensure that we are kept up to date with all your information including current phone numbers and addresses.

Jericho Kids' Club ensures that all staff members are familiar with its comprehensive Emergency Procedures Manual. Emergency procedures related to fire and earthquake evacuation are scheduled and practiced on a regular basis.

### **Medication**

Jericho Kids' Club staff can only administer medication (prescription or non-prescription) when a Permission to Administer Medication form has been completed and signed by the parent or guardian. All medications must be in their original containers clearly outlining dosage information. Forms are available at each centre. All medications will be kept in a secure location.

### **Illness**

Children who are too ill to participate in the regular activities of the program should not attend. If your child becomes ill during the program, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contacts. If the situation becomes urgent, staff will follow appropriate emergency procedures.

Please notify us and keep your child at home, or make alternate arrangements if they:

- have a communicable disease
- have a contagious infection, including pink eye
- have a fever over 38' degrees Celsius
- are vomiting or have diarrhea
- have a skin infection or an undiagnosed rash
- are not well enough to participate in all program activities including outdoor play.

### **Safe Pick-Up**

Please inform staff if you have made arrangements for someone else to pick up your child, even if that person is named on the registration card.

If the person picking up is not listed on the registration card and not known to staff, we require personal information and a physical description. The person will be required to provide photo identification.

Children 8 years and under are not permitted to leave Jericho Kids' Club unescorted.

Older children may be permitted to leave on their own if requested by the enrolling parent/guardian. A letter of agreement must be signed by the enrolling parent/guardian, signed and dated by the program manager or executive director and kept in the child's file. Permission, once granted, may be withdrawn if concerns arise.

### **Custody Arrangements**

If a family has a custody agreement or court order, a copy must be provided and kept in the child's file. If parents/guardians live separately, Jericho Kids' Club expects that the information given by the enrolling parent/guardian is accurate. Without a custody agreement or court order on file, staff cannot deny access to the non-enrolling parent/guardian.

A copy of pick-up and access schedules should be authorized and signed by the custodial parent and kept in the child's file.

### **Suspected Child Abuse**

In compliance with The Child, Family and Community Service Act, all staff are legally bound to report suspected child abuse and neglect to the Ministry of Children and Family Development.

### **Nutrition**

The centre will provide healthy, nutritious morning and afternoon snacks on all regular days. Lunch is provided for Kindercare throughout the year and for all children on professional days, Spring and Winter Breaks and during the summer program.

Families are welcome to provide their own food for children who have specific dietary restrictions, allergies, individual or cultural preferences.

### **Concerns**

Families are encouraged to discuss questions or concerns regarding any aspect of our program or service as soon as possible. Your comments are valuable to us. We strive to reach appropriate and amicable solutions in a timely manner.

We suggest that you take the following steps in order to address questions or concerns:

1. Speak to the Program Coordinator, Program Manager or Office Coordinator
2. Speak directly to the Executive Director
3. If you are unable to reach a successful conclusion, the issue may be taken to the Parent Advisory Committee for discussion.

**Welcome to Jericho Kids' Club!**