



Spare time fun centre

Preschool Parent Manual

February 2025

Preschool Address: 8585 Hudson Street, Vancouver, B.C., V6P 4M3

at Marpole Neighbourhood House, Unit 202

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1. Welcome

We trust that your child will feel safe, supported and excited to learn in our engaging and inclusive environment.

Every child is capable, curious and full of potential. Families are an essential part of this journey, and we work closely with you to support your child's growth and development.

Learning should be joyful, enriching, and meaningful. We are excited to be part of your child's early learning experience and look forward to creating lasting memories together!

Please contact our office if you have any questions or concerns.

2. Key Parent Responsibilities

When your child is enrolled in our preschool, we ask that you keep the following in mind:

- Contact our program manager if you have any questions about this manual.
- Always sign-in and sign out your child according to preschool hours.
- Keep your child's personal records up to date especially your contact and emergency contact information and health details.
- Ensure that fee payments and subsidy information are submitted on time.
- If your child is returning for the next school year complete a renewal form in February.
- Provide one full month's written notice if you plan to withdraw your child from the program.

3. History

Spare Time Fun Centre (STFC) is a non-profit, licensed charity that has provided preschool and school-age children in Marpole since 1974. The preschool program relocated to MNH in 2025. The school-age program has always been located at DLG. We pioneered school-aged child care in September 1974 with dedicated parents and 12 children from 6 to 12 years old.

Some other landmark dates in our history are:

- 1980 – first Kinderclub starts as DLG kindergarten is only a half-day
- 1981 – Happiness Is family child care for 3 to 5 year olds opens in a house across from DLG; operates until house sold in 1994

[History - Continued]

- 1983 – become largest centre in BC with school-age licensed capacity at 75 children
- 1986 – redevelop DLG basement and open the Challenge Room for Kinderclub increasing licensed capacity to 95 children
- 1990 – Hot Lunch program serves DLG; operates until 2019 when children start eating in classrooms instead of the lunchroom making it too challenging to continue
- 1992 – Leader Portable opens on upper field after moving out of a DLG classroom
- 1997 – Challenge Room claimed by school for classroom space so Junior Portable opens on upper field for Kinderclub and Before and After School programs for Juniors and Leaders increasing the centre's licensed capacity to 100 children
- 2001 – office portable opens after space taken by DLG for a support classroom
- 2004 – Preschool opens in Junior Portable; Kinderclub program ends as DLG starts full-day kindergarten
- 2007 - acquire two VSB portables for the Safe Base and Imagination Station programs
- 2010 – our staff supervise the VSB StrongStart (birth to 5 years old) parent and child afternoon program until 2016 when VSB moves the program to another school
- 2019 – Preschool and school-age programs move to shared-space in DLG as the portables are removed from the property for the construction of a new school which opens in November 2023
- 2025 – Preschool moves to Room 202 in MNH

4. Truth and Reconciliation

With deep gratitude and respect, we are honoured to be learning and unlearning on the ancestral and unceded lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish Nation) & səlilwətał (Tsleil-Waututh Nation).

We recognize the importance of the National Day for Truth and Reconciliation (Orange Shirt Day). This day honours Indigenous children affected by the residential school system and reminds us of the need for respect, understanding, and reconciliation.

[4. Truth and Reconciliation - Continued]

We are committed to honouring Indigenous perspectives in our program. By sharing stories, activities and engaging in discussions, and learning about the land we live on, we help children develop respect, empathy, and a sense of belonging. We strive to create a welcoming environment where all children feel valued and supported while fostering awareness of Canada's diverse history.

5. Board of Directors

The Board of Directors is the governing body of the centre. It is composed of parent representatives who meet with management team. The Board approves policies and budgets. It sets the fee rates according to a mandate for a self-sustaining centre that must cover all expenses with the fee incomes. Board members are elected at the Annual General Meeting held in the spring and meet as scheduled from September to June.

6. Licence / Insurance

We have a provincial licence under the authority of the Community Care Facility Act of the ministry of health. The licence regulates the site conditions, staff qualifications, program content and maximum enrolment.

We are a non-profit society and a registered charity. We operate at Marpole Neighbourhood House, Room 202. We are not affiliated with Marpole Neighbourhood House (MNH) but we work together to provide services for children and families in the Marpole community.

We maintain insurance coverage to protect assets, the Board of Directors, Staff and the children who use our services.

7. Philosophy

We believe that every child is unique and full of potential. Our approach supports the whole child, nurturing their social, emotional, cognitive, and physical development. Through play-based and inquiry-driven learning, we encourage curiosity, creativity, and a love for discovery.

We value strong partnerships with families and believe that learning happens best when children feel connected and supported both at home and at school. Our program also helps children build the confidence and skills they need for a smooth transition to elementary school.

8. Mission and Vision

Our mission is to create a safe, nurturing, and inclusive space where children feel seen, heard, and valued. We are committed to fostering a lifelong love of learning while helping children grow into kind, resilient, and responsible individuals who contribute positively to their communities.

Our Preschool program is rooted in play-based and inquiry-driven learning, following the BC Early Learning Framework (BCELF). We encourage children to explore their interests, ask questions, and develop a love for discovery through hands-on experiences and meaningful connections with others.

We envision a community where every child feels respected and empowered to reach their full potential. By encouraging curiosity, collaboration, and an appreciation for diverse perspectives, we strive to inspire a generation of lifelong learners who are thoughtful, engaged, and connected to the world around them.

9. Programming

(1) Curriculum

Our curriculum is designed to engage children's curiosity and creativity through hands-on, play-based learning. We offer a variety of activities that encourage critical thinking, problem-solving, and social development. From creative arts to science experiments, storytelling, and outdoor play, each experience is thoughtfully planned to spark imagination and foster a love for learning.

We recognize that every child learns differently, and our flexible approach allows us to adapt activities based on children's interests and developmental needs. Through exploration and meaningful interactions, we support children in building confidence, independence, and a strong sense of community.

(2) Guidance and Social Responsibility

We believe that children thrive in a positive, respectful, and supportive environment where they feel safe to express themselves and learn from their experiences. Our approach to guidance focuses on teaching self-regulation, empathy, and problem-solving skills, helping children navigate social interactions and build strong relationships.

[9 (2) Guidance and Social Responsibility - Continued]

At the beginning of the year, children and educators work together to create simple and clear centre guidelines that promote kindness, cooperation, and respect. We use positive reinforcement, gentle reminders, and redirection to help children understand expectations and make thoughtful choices. When challenges arise, we focus on guiding children through the situation rather than simply correcting behaviour.

We recognize that changes at home can sometimes affect a child's emotions and behaviour. If there's anything significant happening that might impact your child's day, we encourage open communication so we can provide the best support possible.

Above all, our goal is to help children develop self-discipline, resilience, and confidence in a nurturing and inclusive setting. We emphasize respectful communication and conflict resolution, empowering children to express their needs, listen to others, and contribute to a caring community.

1) Behavioural Guidance

Our Behavioural Guidance Policy is designed to foster a positive and supportive environment while ensuring children's well-being.

- Preventative Strategies: Educators use proactive measures such as setting clear expectations, providing engaging activities, and modelling positive behaviour.
- Intervention Strategies: We use redirection, problem-solving discussions, and natural consequences to guide behaviour.
- Response to Non-Compliance: If a child is not responding to Educators, we will offer choices, reinforce expectations, and work collaboratively to find solutions.
- Permitted Guidance Techniques: Educators may use positive reinforcement, active listening, and structured choices to support behaviour.
- Prohibited Guidance Techniques: Physical punishment, humiliation, and withholding basic needs are strictly prohibited.
- Behaviour Posing Risk: If a child's behaviour poses harm, Educators will intervene immediately, ensure safety, and communicate with parents.
- Non-Participation in Activities: If a child does not want to participate in an activity, Educators will respect their choice while encouraging engagement through alternative options.

[9 (2)1) Behavioural Guidance - Continued]

- Care Plan Implementation: For children with care plans, Educators will document compliance and ensure individualized support.
- Addressing Inappropriate Guidance Techniques: Any inappropriate guidance observed will be addressed immediately, following organizational policies.
- Awareness and Accountability: Training and ongoing discussions ensure all Educators, Preschool staff, substitutes, and volunteers adhere to our Behavioural Guidance Policy.
- Family Communication: Parents will be informed about guidance policies and any concerns regarding their child's behaviour.

2) Care and Supervision

Our responsibility for your child begins when you sign them in and acknowledge an Educator. We follow strict staff-to-child ratios to ensure a safe and engaging environment for all children. Educators are responsible for ensuring appropriate supervision throughout the day.

- Indoor Play: Educators engage children in activities while maintaining supervision.
- Transitions: Clear routines with a 5-minute play strategy help children move smoothly between activities.
- Mealtimes: Educators ensure a safe and social mealtime environment
- Educators sit with children during meals/snacks to model healthy eating and positive social interactions.
- A calm and enjoyable environment with light music is encouraged.
 - Educators will encourage children to wash their hands before and after meals and promote the habit of cleaning up their own utensils. Children will be encouraged to "eat first, talk later" to reduce the risk of choking.
 - If a child is not hungry at schedule times, Educators offer flexibility while maintaining routine.
- Toileting: Supervision is provided with respect for privacy. Children are allowed to use the washroom by themselves and are encouraged to notify an Educator. Educators supervise during washroom time and assist if needed.

[9 (2) 2) Care and Supervision - Continued]

- Drop-off and Pick-up: Educators confirm authorized pick-ups for each child's safety. (See Sign-in/Absent & Sign-out/Safe Release Children)
- Outdoor Play: Educators supervise all outdoor activities and ensure safe play. (See Play Policy)
- Off-Site Transportation: Educators follow protocols for outings beyond the facility. STFC has a mini-van and a 24-seat bus for field trips. Educators who drive the bus hold a valid class 4 licence. We may also use public transportation.

3) Missing/Lost Child Policy & Procedures

We are committed to ensuring the safety of all children. If a child goes missing, Educators must act quickly and follow the procedure to locate the child as soon as possible.

❖ Onsite Missing Child Procedure

1. Stay Calm & Alert Other Educators – Immediately inform on site Management, all staff and assign roles.
2. Check the Area – Search all rooms, washrooms, and common areas where the child was last seen.
3. Call the Child's Name – Use a calm but firm voice to call for the child.
4. Secure Other Children – Ensure the rest of the group remains together and supervised.
5. Expand the Search – Check nearby exits, outdoor areas, and any possible hiding spots.
6. Call Emergency Services (911) – If the search of the immediate area is unsuccessful and the child is missing for more than 10 minutes or there is immediate danger, Emergency Services will be called.
7. Contact Parents/Guardians - Management / Staff member will then call to notify the Parents or Guardians of the situation.
8. Continue Searching Until Resolved – Keep searching and updating Management until the child is found and returned to the Parent/Guardian, or the Centre, or is relieved of duty by the Vancouver Police.
9. Document the Incident – Write a report detailing what happened, how long the child was missing, and the outcome.

❖ Offsite (Field Trip) Missing Child Procedure

1. Stay Calm & Alert All Educators – Inform on site Management, staff and volunteers immediately.
2. Secure the Group – Have one Educator/staff member stay with the rest of the children in a safe location.
3. Check the Immediate Area – Search where the child was last seen, calling their name in a calm but firm voice.
4. Ask Nearby People – Check with other groups, park staff, or public workers if they have seen the child.
5. Expand the Search – Look at washrooms, exits, and any attractions nearby.
6. Call Emergency Services (911) - If the search of the immediate areas unsuccessful and the child is missing for more than 10 minutes or there is immediate danger, Emergency Services will be called.
7. Call Parents/Guardians – Management/Staff Member will then call to notify the Parents or Guardians of the situation.
8. Continue Searching Until Resolved – Keep searching and updating Management until the child is found and returned to the Parent/Guardian, or the Centre, or is relieved of duty by the Vancouver Police.
9. Document the Incident – Complete an incident report detailing what happened, how long the child was missing, and the resolution.

4) Extra Support

We are committed to creating an inclusive environment where every child can thrive. Children who require extra support due to physical, developmental, or behavioural needs may be assessed through the BC Centre for Ability or other relevant services. Our staff work closely with families, support workers, and specialists to ensure that each child receives the individualized care and guidance they need.

(2) Safety & Emergency Procedures

We have comprehensive plans for natural disasters and emergencies, including floods, gas leaks, and power outages. In the event of an emergency, Educators will ensure the safety of all children and follow the emergency plan. If evacuations are necessary, Educators will escort children to designated safe areas. Parents will be notified promptly if there is any disruption.

1) Fire Drill

Fire Drills are conducted monthly. Fire extinguishers are placed in rooms and our vehicles.

❖ **Fire Drill Procedure** or in the event of an actual fire the following will occur:

1. Sound the Alarm – The fire alarm will ring loudly. Educators / Preschool staff will remind children to remain calm.
2. Stop What You're Doing – Educators / Preschool staff will tell the children to stop playing and listen to the teacher.
3. Line Up – An Educator/Preschool staff will guide the children to form a quiet line at the door. Another Educator/Preschool staff will gather the attendance/sign in sheet, emergency backpack and kits and then return to assist with the children.
4. Exiting Building – Educators, Preschool staff and children will leave the building per the evacuation plan and the last Preschool staff member will quickly check the bathroom and play area for any children left behind, if possible turning off the lights and closing the doors behind them.
5. Meeting Spot – Educators, Preschool staff and children will walk together to the designated safe meeting area.
6. Take Attendance – An Educator/Preschool staff will take attendance to ensure that all children are present and safe.
7. Wait for Instructions – Stay at the meeting area until told it is safe to return inside.

*If the fire department informs Educators/Preschool staff that it is unsafe to return, then we will remain at the meeting spot.

*An Educator or Preschool staff will begin to call parents or emergency contacts to inform them of the situation and our location where we will remain until all children are picked up.

[9 (3)1) Fire Drill Procedure - Continued]

8. Return to the Classroom – Educators, Preschool staff and children will walk back calmly when given the all-clear to reenter the building.
9. Talk About the Drill – Reassure children and explain why fire drills keep everyone safe.

2) Earthquake Drill

1. Earthquake drills take place once a year. Each child has an emergency kit stored in the classroom.
2. **Earthquake Drill Procedure** or in the event of an actual earthquake, the following will occur
3. Drop, Cover, Hold – The children will be told to do the following:
 - 1) Drop to the ground.
 - 2) Cover their heads and necks under a table, chair or against an inside wall.
 - 3) Hold on to the table legs if under a table.
4. Stay in Position – Stay down and low until shaking stops (count to 60 slowly).
5. Check for Safety – Look around, check for injuries, and keep children calm.
6. Line up to exit – An Educator/Preschool staff will guide the children to form a quiet line at the door. A Preschool staff will gather the attendance/sign in sheet, emergency backpack and kits and then return to assist with the children.
7. Exiting Building – Preschool staff and children will leave the building per the evacuation plan and the last Staff member will quickly check the bathroom and play area for any children left behind, if possible turning off the lights and closing the doors behind them.
8. Meeting Spot – Preschool staff and children will walk together to the designated safe meeting area.
9. Take Attendance – An Educator/Preschool staff will take attendance to ensure that all children are present and safe.
10. Wait for Instructions – Stay at the meeting area until told it is safe to return inside.
 - * If fire and/or police department informs Preschool staff that it is unsafe to return, then we will remain at the meeting spot.

[9 (3) 2) Earthquake Drill Procedure - Continued]

* An Educator/Preschool staff will begin to call parents or emergency contacts to inform them of the situation and our location where we will remain until all children are picked up.

11. Return to the Classroom – Preschool staff and children will walk back calmly when given the all-clear to reenter the building.
12. Talk About the Drill – Reassure children and explain how the drill keeps everyone safe.

3) Evacuation Plan

The evacuation plan is clearly posted in all key areas for staff reference during an emergency. Evacuation maps will be prominently displayed near classroom doors and in hallways. Regular drills will ensure that both Educators, Preschool staff and children are familiar with evacuation procedures.

If we must evacuate the MNH property, children will be relocated to: the gravel field on David Lloyd George Elementary school property at 1338 W 67th Ave, Vancouver B.C. Canada. Spare Time Fun Centre has storage for Emergency situations. Preschool staff will contact parents from this location.

4) Lockdown Drill

1. Say “Lockdown Drill!” – Stay calm and use a clear voice.
2. Stop and Listen – Tell the children to stop what they are doing and follow instructions.
3. Lock Doors and Turn Off Lights – Lock the classroom door, close blinds, and turn off lights.
4. Go to the Safety Spot – Lead children to the designated safe area in the classroom, away from windows and doors.
5. Stay Quiet and Low – Sit or crouch on the floor. Encourage children to stay quiet.
6. Stay Together and Calm – Reassure children and remind them to stay quiet.
7. Wait for Instructions – Stay in the safe spot until an all-clear signal is given by staff or emergency personnel.
8. End the Drill – When safe, unlock the door and return to normal activities.
9. Talk About the Drill – Reassure children and explain how the drill helps keep everyone safe.

(3) Play Policy

1) Risky Play

Risky play is a natural and important part of childhood that helps children explore their abilities, build confidence, and develop resilience. We encourage children to engage with equipment and activities at their comfort level while gently guiding them to take appropriate, calculated risks in a safe setting.

Through these experiences, children learn to assess challenges, develop problem-solving skills, and strengthen both their physical and emotional well-being. Our goal is to create an environment where children feel empowered to test their limits while knowing they are supported.

2) Active Play

We encourage children to participate in Active Play daily to support their physical health, coordination, and confidence. Active play helps children develop fundamental movement skills, engage socially, and build life healthy habits.

❖ Active Play Time

Children will engage in a mix of free play and structured activities throughout the day. Our program includes both child-led and adult-directed play to ensure children experience a variety of movement-based activities.

Adult-Directed Game Examples:

- Tag games (e.g., freeze tag, animal tag)
- Parachute play (e.g., making waves, running under the parachute)
- Dance and movement activities (e.g., action songs, follow-the-leader)
- Obstacle courses (e.g., balancing, crawling, hopping challenges)

❖ Movement skills & Physical literacy

Through active play, children develop essential movement skills that contribute to their overall physical literacy - the ability, confidence, and motivation to move in various ways. These skills include:

[9 (4) 2) Active Play / Movement skills & Physical literacy - Continued]

- Gross motor skills, such as locomotor skills (e.g., running, jumping, skipping)
- Balance and coordination (e.g., hopping on one foot, balancing on a beam)
- Object control skills (e.g., throwing catching, kicking a ball)
- We support children's physical literacy by providing diverse movement experiences, encouraging exploration, and offering positive reinforcement.

3) Indoor and Outdoor Play

We incorporate a mix of indoor and outdoor activities into our daily routine, providing children with diverse opportunities to explore, create and engage in active play.

- Indoor Play includes creative arts, hands-on science activities, dramatic play, storytelling, and quiet reading time.
- Outdoor Play encourages movement, social interaction, and nature exploration through structured games, free play, and outdoor learning experiences.

Regardless of the setting, we ensure a safe, engaging, and developmentally appropriate play environment that supports children's learning creativity, and physical well-being.

4) Screen Time Use

In our preschool program, we prioritize hands-on, interactive experiences and active play. Screen time is kept to a minimum, but short educational videos (20 minutes or less) may occasionally be used to enrich learning experiences. These videos will be projected onto a screen rather than played on small devices.

- If the video exceeds 20 minutes, it will be divided into two shorter sessions to ensure that children remain engaged while keeping screen time balanced.
- On special occasions, we may organize a "Movie Day", featuring age-appropriate short films. Screen time is limited to 30 minutes; if a film exceeds this, it will be split into two parts.
- Parents will be informed in advance about screen use. The details of the content will be shared with families for transparency.
- For children who prefer not to participate, alternative activities will be provided.

We ensure that screen time remains balanced with physical, creative, and social activities to nurture children's overall development.

10. Program

(1) Staff

Our Preschool is led by a qualified Educator with an Early Childhood Education (ECE) license. Some Preschool staff members may also hold ECE Assistant certification.

All employees have:

- criminal record check
- First Aid certification
- meet all health and safety requirements

Preschool staff may need to know certain family details to support your child effectively. All shared information is kept strictly confidential. The On-site Program Manager is responsible for staff conduct during regular preschool hours.

(2) Days & Hours

Preschool program operates from September to June and serves children aged 2 1/2 to 5 years old.

1) Day options are:

- Five days: Monday to Friday
- Three days: Monday, Wednesday, Friday
- Two days: Tuesday and Thursday

2) Hour options are:

- 9:00 am to 1:00 pm / includes snack and lunch time (see Food & Nutrition)

3) Please adhere to preschool hours:

- Do not sign-in your child early as staff needs time to prepare the classroom.
- Do not sign-out your child late as MNH uses Room 202 after our program.

4) Children who are scheduled to enter kindergarten in September may have an opportunity to attend Spare Time summer program at DLG in July and August. Availability is posted in April.

[10. Program - Continued]

(3) Closed

- Our preschool follows the DLG elementary school calendar. We are closed for DLG professional development days, winter break, and spring break.
- The preschool is also closed on the following holidays:
New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.
- In the event of severe weather or unexpected closures affecting the MNH building, the preschool will also be closed.
- Your monthly calendar and our website provide up-to-date schedule details.

(4) Sign-In & Sign-Out Procedures

1) Sign-In / Absent

You are required to record the time on the daily attendance sheet that your child arrives.

- Please call or send a note if your child will be absent.
- If your child is away for multiple days, a single notification is sufficient. However, please inform us when they are ready to return.
- If your child arrives late for a field trip, we may not be able to accommodate them, and we may not have staff available to supervise them at the centre.

2) Sign-Out & Safe Release of Children

You are required to record on the daily attendance sheet the time you sign your child out and initial it.

- If you are running late, please call the preschool.
- If we have not heard from you by 1:00 PM, we will:
 1. Call you at home and work.
 2. Call an alternate contact from your child's file.

[10 (4) 2) Sign-Out & Safe Release of Children - Continued]

- Only authorized individuals may pick up your child. Authorized individuals must be:
 - Listed on your child's registration form.
 - Noted in a signed letter from you.
 - Confirmed in-person or via a phone call.
 - Photo ID may be required for alternate pick-ups.
- Anyone impaired and unable to provide safe care is considered to be an unauthorized person. In such cases, staff will call an authorized contact. If the impaired individual insists on driving, Staff will contact the police.

(5) Health

There is no smoking or vaping anywhere inside or outside on the MNH property.

1) When to Keep Your Child at Home

- For the well-being of all children, please do not bring your child if they have:
 - a communicable disease
 - a contagious infection, including pink eye
 - cold symptoms (severe sore throat, watery eyes, persistent sneezing/coughing, runny nose).
 - a fever over 38 degrees Celsius or has not been free from fever for a minimum of 24 hours without the use of fever suppressant medication
 - vomiting or has diarrhea
 - an undiagnosed rash
 - Any condition that prevents them from participate in program activities
- You should report communicable diseases promptly to the centre in consideration for the health of other children and staff.
- If your child becomes ill or has a minor injury while here you will be called and they may rest in the office until you arrive. In the event of an emergency requiring medical or dental attention, we will take your child to the hospital, call an ambulance or call their doctor or dentist. We will contact you or a designated alternate.

2) Prescription Medicine

- Prescription medication must be in its original container, clearly indicate your child's name, doctor's name, medication name, dosage required and frequency of medication.
- Parents must also sign our prescription medicine chart.

(6) Reporting Child Abuse

If Preschool staff has reason to suspect child abuse or neglect it will be reported to the Ministry of Children and Families as required by law. The Board of Directors will be informed if a report is filed.

(7) Apprehension by the Ministry for Children and Families

The child, Family and Community service Act defines when a child is in need of protection. Decisions related to when, how and where the Ministry of Children and Families can apprehend a child rest with the Ministry. If and when a social worker from the Ministry intends to apprehend a child at the centre, a supervisor will be responsible for responding to the situation. Prior to the child being removed, the

staff will verify with a Ministry supervisor that the social worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of the apprehension.

(8) Custody and Access

- If parents live separately, we expect that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file at the centre, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, 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, we may not be able to care for the child unless both parents and / or other family members sign a written agreement confirming details regarding authorization for pick up and access to information about the child.
- If a family has a custody agreement or court order, a copy must be provided and placed in your child's file.

(9) Food & Nutrition

We use the kitchen inside the Room 202 to store and prepare food and to clean dishes. All of the appliances in the kitchen are owned and maintained by MNH. The fridge, utensils, supplies and items in the dry storage locker are owned and maintained by Spare Time.

- 1) **Snack Time:** we provide a nutritious snack daily from 10:00 to 10:20 am.
- 2) **Lunch time** is from 11:40 am to 12:10 pm
 - You are required to provide lunch for your child, which should be packed in a lunchbox with an ice pad to ensure it stays cool. Please ensure the lunch follows Canada's Food Guide to provide healthy portions and balanced meals.
 - The school will store the lunchboxes in a refrigerator with a temperature of 4°C or lower. Before lunchtime, a staff member with a FoodSafe certificate will prepare the food, reheating it in the microwave to at least 74°C if necessary. After eating, children will be encouraged to clean up their lunch and place any leftovers and used utensils back into their lunchbox. The school will not reheat or refrigerate leftover food.
- 3) A **hot lunch** will be provided when we receive approval from Vancouver Coastal Health. We follow Canada's Food Guide to ensure healthy portions and balanced meals.
 - Each meal will include milk and water.
 - Certified staff will prepare meals based on a menu that meets Vancouver Coastal Health (VCH) guidelines. The menu will be posted on a bulletin board and updated every two weeks.
 - Meals are prepared by a qualified cook and staff with valid FoodSafe certification.
- 4) **Water and Juice:** The school encourages children to drink plenty of water. We do not recommend parents send juice unless it is for a specific occasion, which will be communicated in advance.

5) Allergies and Treats

- Our Preschool is a nut-free environment. We take all allergies seriously to ensure the safety and well-being of all children. If your child has any food allergies or dietary restrictions, please inform us when you register and update us as necessary. We will work with you to accommodate your child's needs and maintain a safe environment for everyone.
- For special occasions, such as birthdays, Valentine's Day, Halloween, and Christmas, families may bring treats to share with the class. However, all treats must be store-bought, in their original packaging and clearly labeled with ingredients to ensure food safety. We encourage healthier options and non-food treats, such as handmade cards, stickers, or small toys.
- If you plan to bring treats for a special occasion, please check with the Preschool staff in advance to ensure that they meet our food safety guidelines and are suitable for children with allergies.

(10) Clean-up Responsibilities

- All children and staff work together to keep the preschool room tidy.
- We appreciate your patience while your child helps clean up before leaving for the day.

(11) For Home

- Most notices are sent to parents via e-mail or posted on our website. For paper notice, your child will either bring them home in their backpack or receive them directly.
- Our website has a newsletter section with photographs and stories told by children and recorded by staff.
- Our office staff can assist you searching online for child care resource materials that can be either printed out or emailed.

(12) From Home

- Bring a water bottle daily with your child's name on it.
- Bring a change of clothes and a pair of indoor shoes labelled with your child's name.
- Your child should not bring: candy, gum, money or toys / games.
- On show-and-tell days, items from home will be stored after being shown during circle time.

[10. Program - continued]

(13) For Parents

1) Fees

- Our current fee information is available in the office, posted on the information board and listed on our website. We accept cash, cheques (payable to Spare Time Fun Centre Preschool) and bank e-transfers. NSF fees will be charged for any bounced cheques.
- To register your child in the program, payment is required.
 - A non-refundable administration fee: \$25 per school year.
 - A non-refundable deposit (half of the program fee) is required to hold a space from June to the following September. This deposit will be credited to your child's final month's preschool fee.
- All fees are due and payable by the fifth of each month.
- Any outstanding child care fees must be paid no later than the 20th of the following month. If not paid and no payment plan is in effect, that will invoke a 10 day notice that child care will be terminated at the end of the month.
- If fees are not paid according to our financial policy and suitable arrangements cannot be agreed upon then termination of our services may be required. Outstanding fees with a 10% surcharge will be forwarded to a collection agency.

2) Late Pick-up Fee

Preschool programs end at 1:00 PM. If you are late picking up your child, we reserve the right to charge a late pick-up fee. The rates are:

- \$10 for 1-15 minutes late.
- \$5 for each additional 5-minute increment.

The late fee will be added to your next monthly payment.

3) Repayment Agreement

- The provincial government provides subsidy for families who qualify. Information is available in our office and there is a subsidy link on our website.

[10 (13) 3) Repayment Agreement - Continued]

- Child care costs are income tax deductible. Your tax receipt will be ready in mid-February.
- Fees are required even if your child absence due to sickness or vacation. No refund will be issued if you withdraw your child. (See Withdrawal section for more details.)
- If the Preschool is closed due to the MNH building closure, we may:
 - extend the preschool year by adding extra days in June (or)
 - offer a fee credit or a refund

4) Withdrawal

- One full month's written notice must be given if you want to withdraw your child from the program.
- One full month's fee will be charged if you do not give proper notice. Failure to give notice seriously affects the program and delays other children from being able to enroll.

5) Termination of Services

Termination of services may be required if:

- Fees are not paid according to our financial policies (see Fees).
- You do not abide by the expectations in this manual and successful resolution of the differences is not achieved.
- You or a family member harasses, threatens abuse or commits a violent act toward a Preschool staff, child or a family member in our program.
- You are consistently late at sing-out time.
- Your child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children, staff or the environment, and additional support for your child is not available.

Your child will be allowed to complete their final month if it is possible but we reserve the right to serve an immediate termination of services if necessary. If the service is terminated immediately, no refunds will be issued for the monthly fee, and any fee-related matters will be handled in accordance with the Fees section.

11. Home - Centre Communication

(1) Questions / Concerns

- If you have any questions or concerns regarding your child, the program or staff, please speak directly to our program manager.
- If you are not satisfied with the program manager's resolution you may contact our license manager.
- If you are not satisfied with the license manager's resolution you may reach out to a parent representative from the board of directors.
- If the problem cannot be immediately resolved you may request a meeting with the Board of Director's.

(2) Evaluation

We value your thoughts on our policies, programs and staff. Please feel free to leave a note at the centre or send us an e-mail.

12. Acknowledgment

We value our partnership with Marpole Neighbourhood House (MNH) staff and look forward to continuing to work together to create opportunities for children in our community.

THANK YOU FOR CHOOSING US

We look forward to working together with you to create wonderful experiences for the growth and development of children!

If you have any questions or concerns, please don't hesitate to contact us.