

PJ Kids Club & Preschool



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PJ Kids Club Information for Parents

Hollyburn Out of School Care Society (dba PJ Kids Club) provides childcare for children 30 months to 11 years old, including school age children that attend Ecole Pauline Johnson in their out of school hours, school breaks, and Group Child Care. We offer an extended home environment that is fun, safe, and nurturing. Our objective is to support your child's developmental growth. Our program is designed to build each child's self-esteem while fostering independence and a co-operative attitude.

PJ Kids Club operates as a non-profit society. We are directed by a volunteer board of parents who employ qualified staff and experienced childcare professionals. Our board and staff work together to continually enhance and improve the quality of our program and our facility. Parent involvement and input are welcomed and strongly encouraged.

Mission: Our programs are focused on enhancing children's self-esteem, confidence, a sense of belonging and a home away from home. Our goal is to foster in children a sense of wonder and independence, while nurturing self-esteem and a cooperative attitude.

"Free the child's potential and you will transform him into the world."

The hours of operation are 7: 30 a.m. to 6:00 p.m. Monday through Friday, including Professional Days. Within these hours, we are as flexible as possible in meeting your out-of-school care and Preschool needs. Children can participate on a regular basis anywhere from one to five days a week, attending before and/or after school. Drop-in care is also available, space permitting. During Christmas, Spring, and Summer Breaks, PJ Kids Club will remain open if enough children are enrolled (**does not apply for Group Child Care Program**).

Programs: PJ Kids Club offers the following programs:

1. **Group Child Care:** 30 months to school age Group Child Care with a Preschool Curriculum Program, with a maximum of 2 children under 30 months. The hours of operation are from 9:00 am to 2:40 pm, and we are closed on all Statutory

Holidays, School and District based professional days according to the West Vancouver School District calendar, and all school breaks such as Winter, Spring and Summer.

2. **Before and After School Care/ Professional Development Camps:** For children Kindergarten to 11 years old (school age) we offer Before and After School care, School Break Camps and Pro-d Day Camps. Before and After school care operates from 7:30 to 8:45 am and 2:50 to 6:00 pm. The pro- d day camps and school break camps run from 7:30 am to 6:00 pm.
3. **Winter/Spring and Summer Camps:** Our camps operate during all other school breaks. Children attending Kindergarten to Grade 7 are welcome to participate. The hours of the operation are from 7:30 am to 6:00 pm. Monday to Friday.

Enrolment Requirements

Before your child can be officially enrolled in Preschool you must complete and provide the following documents:

- Signed Parent Contract and Rate Agreement
- Completed Child Profile & Copy of Immunization Record (or Signed Waiver)
- Signed Consent Forms (those that are applicable)
- Registration Fee must be paid (\$50) * Note Registration fee is per year and per family.

Payment

Forms of payment currently accepted are post-dated cheques and email money transfer. All fees must be paid at the first of each month. NSF cheques will be subject to a \$25 NSF fee. At the end of each month, you will be invoiced of any additional charges for extra regular services.

Financial assistance programs at PJ Kids Club.

The Board of Directors at PJ Kids Club have had the pleasure to help kids continue attending our programs by providing financial assistance to parents that have experienced an income setback or financial hardship. The objective of creating a childcare financial assistance policy is to provide a bridge for qualifying families that will allow for a reasonable amount of time, including a maximum number of days, to organize their affairs to replace income designated for their childcare expense or in some cases find alternative child-care. Families are required to apply for *Affordable Childcare Benefit through* the Ministry of Children and Family development, prior to applying for financial assistance with PJ Kids Club.

1. For families applying for financial assistance and who have more than 1 child in a program at PJ Kids Club each subsequent child receiving financial assistance will see the subsequent financial assistance decline by half; example: child 1 receiving financial assistance in an amount equal to 55% of the regular program price and child 2 receiving financial assistance in an amount equal to 27.5% of the regular program price.
2. Financial assistance can be received up to a maximum period of 15 weeks in any consecutive 2-year period; for clarity, a year is September 1 through August 31.
3. No child may receive financial assistance in a fiscal year that exceeds 33% of the budgeted annual financial assistance; no one family may receive financial assistance in a fiscal year that exceeds 50% of the total budgeted annual financial assistance.
4. PJ Kids Club reserves the right to request documents supporting the request prior to granting any financial assistance and during the 15-week maximum period.
5. PJ Kids Club will do its best to respond to requests within 3 working days.
6. Changes or amendments to the financial assistance policy will require the proposed change(s) or amendment(s) to be presented in writing to the board and will be voted on in the board meeting following the meeting when the proposed change(s) or amendment(s) have been brought forward. At the following board meeting a recorded vote by the board of directors where an amount equal to or greater than 75% of board members must be in attendance and register their vote and where 67% of the board members vote in favor of the proposed amendment to approve the proposed change(s) or amendment(s). Votes in favor of approving any proposed change(s) or amendment(s) will not be retroactive or have a retroactive effect.
7. The accounting representative of PJ Kids Club will comply with government reporting requirements and issue families receiving financial assistance a T4A slip to report on their personal income tax filing for benefits received being deemed taxable.
8. Financial assistance will be available for the pre-school care program during school days, after-school care program during school days and the pre-school program.
9. Financial assistance will be available for the programs up to a maximum amount equal to 55% of the regular program price.
Financial assistance for professional days, spring-break program, winter-break program, and summer-break program will require a separate application when a child or children are also attending the before school care program during school days, after-school care program during school days and/or the pre-school program. Financial assistance may be available for the programs up to a maximum amount equal to 55% of the regular program price for the first child and declining after.

Affordable Childcare Benefit.

The Affordable Childcare Benefit is subsidized by the Ministry of Children and Family Development and is a monthly payment that helps eligible British Columbia families with the costs of childcare. Families fill out an application and provide supporting documentation to apply. Once the family is approved and authorization is established, the provider receives an authorization number and billing forms. Childcare cannot start until authorization and billing forms are received unless the parent agrees to pay the regular fee. Providers can only bill for the maximum number of days that the family is qualified for, if the child attends. If the child is booked to attend but does not, the provider can only bill a subsidy for that day if the parent informs the provider that the child or their parent was ill or on holiday. It is up to the parent to ensure that the provider is informed if the child is away because of illness or vacation. If the provider is not informed, the parent will be responsible for the regular fee. The fee for missed days that are not covered by subsidy is to be paid before the end of the month. The parent is responsible for any fees over and above what subsidy pays on behalf of the family. The parent portion is due on the first of the month.

Safety is a priority at PJ Kids Club. Daily, we adhere to established policies and procedures that have been developed with your child's safety in mind. Fire drills are conducted regularly, and earthquake preparedness is a priority. We continually strive to ensure that the children feel their daycare environment is safe.

PJ KIDS CLUB CALENDAR.

THE UPDATED CALENDAR OF CLOSURES FOR THE CALENDAR YEAR IS BASED ON THE WEST VANCOUVER SCHOOL DISTRICT PROFESSIONAL DAYS AND SCHOOL CLOSURES, INCLUDING CLOSURE FOR INCLEMENT WEATHER. YOU CAN FIND OUR CALENDAR AT WWW.PJKIDSCLUB.COM

PROGRAMS DAILY SCHEDULE:**SCHOOL AGE PROGRAMS:**

Kindergarten to Grade 7.

BEFORE SCHOOL CARE: 7:30 AM TO 8:50 AM.

7:30am Arrival.
7:45am Breakfast offered.
7:45/8:40 am Free play.
8:40 am Clean up.
8:50 am Drop off

AFTER SCHOOL CARE: 2:50 PM / 6:00 PM

2:50/3:10 pm Attendance
3:10/3:45pm Snack offered.
3:15/4:00pm Free play, arts, crafts, homework support.
4:00/5:15pm Outdoor time (up to 60 mins)
5:15/6:00pm Clean up, going home

- Pro-d day camps and School Breaks Camps schedules change and will be notified to our families ahead of time. For a full list of Statutory Holidays, School and District Based professional Days and School closures, visit the West Vancouver School District Website.

GROUP CHILD CARE (30 months to school age) 2 OPTIONS:**GROUP CHILDCARE FULL DAY (6 Hours)**

- 8:50 am Arrival
- 9:00 am Circle time
- 9:20 am Free Play, arts, crafts.
- 10:15 am Clean up, wash hands, bathroom, snack
- 10:45 am Circle time
- 11:15 am outside play (40 mins)
- 12:00 lunch
- 12:30 pm rest time - children are provided with mats if they need to have a nap
- 1:15 pm Arts and crafts, free play
- 2:00 pm Clean up
- 2:15 pm outside play (30 mins)
- 2:40 pm Time to go home.

GROUP CHILDCARE HALF DAY (4 Hours)

AM

- 8:50 am Arrival
- 9:00 am Circle time
- 9:20 am Free Play, arts, crafts.
- 10:15 am Clean up, wash hands, bathroom, snack
- 10:45 am Circle time
- 11:15 am outside play (40 mins)
- 12:00 lunch
- 12:30 pm Time to go home

- FOR CHILDREN 30 MONTHS TO 5 YEARS OLD, WE HAVE SLEEPING MATS. PLEASE PROVIDE YOUR OWN PILLOWS, BED SHEETS, BLANKETS, AND ANY OTHER COMFORT OBJECT YOUR CHILD MAY NEED IF THEY NEED TO REST.

Parent Agreement

We urge you to read this manual carefully. It is extremely important that you understand the policies that serve as guidelines in the operation of this center. Our policies and relevant information can also be found on our website: www.pjkidsclub.com

I. Children and family policies.

A. Parent Communication

- We ask you to read all the emails that will be sent to you on a regular basis to keep informed of important notifications and the activities of the Centre. In some circumstances, we will post notes in both our Bulletin Boards available in the Centre. A copy of the weekly program is emailed out every Friday to all parents.
- Anytime you wish to discuss your child at length, it is best to arrange an appointment with the staff and/or Director. This will allow for **privacy** and full attention. You can email us with any concerns about your child at info@pjkidsclub.com
- It is our policy to respect & protect the confidential data of the children and families enrolled at our Centre. Your child's development, medical and personal information will not be discussed with or made available to other parents. Additionally, we do not divulge your contact information to other parents without your consent.
- The staff at PJ Kids Club is not authorized to share any information about your child without your written permission. Parents cannot expect to be given information about any other families without written consent to do so. Any information maintained inside the Centre is considered the property of the Centre and is intended for Centre use only.
- Any breech of this information from any parent will be considered a violation of our policies, and the Board of Directors at PJ Kids Club will determine the consequences of such behavior. A breech of our policies may result in a parent being denied access to the Centre (e.g. child exchange to be done outside on the deck). Parents are expected to behave with respect towards the staff, children, and other parents at the facility. Open communication is always encouraged when any concerns arise. Any lack of respect, yelling, rude, violent, aggressive, or abusive behaviour will not be tolerated and may result in denying the parent, and consequently the child, access to our services.

B. Gradual entry:

Gradual entry has many benefits resulting in a more positive experience at PJ Kids Club. Some advantages of Gradual entry are:

- Separation between the child and family be gradual and positive;
- Child and day care staff develop a positive relationship before the child is left on his/her own;

- Child and family are gradually introduced to, and become familiar with, the routines, activities and philosophy of the centre;
- Child has a secure start to his/her day care experience with the support of both family and day care staff.

While we understand that gradual entry is not always convenient for families, it is a key component to a positive adjustment to day care. This is applicable to all children joining our Group Childcare 30 months to 5 years old program. During the first week of school, all new children joining our Groups Childcare program are subject to follow our Gradual entry, which consists on the first week attending only from 9:00 am to 11:30 am. For children entering Kindergarten this may apply at the family request.

Each child will be accepted on a probationary basis for a one-month period, at which time the suitability of the centre may be reviewed.

C. Drop-off and Pick-up Policies and Procedures

C.1) CHILDREN DROP-OFF: Parents are required to bring their child inside the Centre in the morning, sign them in and ensure that staff members on duty are aware of the child's arrival. Children should not arrive prior to 7:30 a.m. when the Centre opens.

Parents or their designates must also acknowledge themselves to staff when picking up their children. All children must be signed out.

C.2) CHILDREN PICK UP POLICY.

1. PJ Kids Club staff will be prepared, with walkie talkies, notes, or any other important information before picking up the children. Staff checks if any drop-ins are recorded.
2. Staff will pick up children in Kindergarten and Grade 1 from their classes or their spots assigned by the Ecole Pauline Johnson staff. Grades 2 and up come to PJ Kids Club independently.
3. School finishes at 2:50 pm for kindergarten to Grade 3, and 3:00 pm for children grades 4 and up.
4. One staff member is responsible for taking the attendance at 2:50pm. The staff are also required to fill out the attendance sheet with the time the child arrives at PJ Kids Club and record any absences for the day. Typically, children line up through the door to the deck.
5. After finishing taking attendance, the staff will tally children that still haven't checked in.

6. There is a 10 mins of grace period to allow children to pack their bags, walk to the center, gather their belongings or in some cases when the Teachers are the school dismiss them a little later.
7. For children Grades 2 and 3, the grace period is between 2:55 to 3:05. If at this time children are not yet signed up in PJ Kids Club will contact the school office first, and then we will call the parents. Phone calls home is expected between 3:00 to 3:10 pm.
8. For children Grades 4 and up the grace period is between 3:05 to 3:15. If at this time children are not yet signed up in PJ Kids Club will contact the school office first, and then we will call the parents. Phone calls are expected between 3:10 pm to 3:20 pm.
9. For the safety of the children in the Centre's care, children will only be released to individuals who have been authorized for pickup by their parents, in writing. Under exceptional circumstances, at supervisor's discretion, this authorization may be provided by fax (604) 926-5962 or email info@pjkidsclub.com.

D. Late Pick-Up

PJ Kids Club closes at 6:00 p.m. (12:30 p.m. or 2:50 p.m. for GCC Programs) and late charges will be applied for late pick-up (**\$1/minute**), as detailed in the parent contract, on a per family basis. When pick-up is repeatedly late, the family will be referred to the Board of Directors and a meeting may be called with the parents. If the tardiness continues, the family will be given two weeks' notice to find alternative childcare.

E. Pick-Up Person Appears Unable to Provide Safe Care

Staff may deem that a parent, guardian or other authorized person arriving to pick up a child/children appears unable to provide safe care, whether due to alcohol or drug impairment, emotional upset or physical illness. In such instances, staff will discuss safe options with the pick-up person, such as calling a cab or phoning a friend for a ride home. If a staff member remains concerned about the safety of the child/children and adult following such a discussion, appropriate authorities, such as the West Vancouver Municipal Police and/or Ministry for Children and Families, will be contacted as needed.

F. Unauthorized Person Comes for Child

In the event an unauthorized person comes to pick-up a child, staff will attempt to contact the child's parents by telephone for authorization. If the child's parents cannot

be reached, staff will attempt to contact one of the family's authorized designates and ask them to pick up the child.

G. Child Not Picked-Up

If a child is left at PJ Kids Club after closing time, staff will attempt to contact the child's parents at work and/or home. If they cannot be reached, staff will attempt to reach the family's emergency contact. If a child has not been picked-up by 7:00 p.m., and the emergency contact cannot be reached, staff will contact the Ministry for Education and Child-Care to arrange for pick-up of the child.

H. Vacations and Sick Days :

If your child is not present at daycare due to a vacation or illness, you will not be reimbursed for the number of days he/she is away.

I. Custody and Court Related Orders

If a custody or court order exists within a family, a copy of the order should always be given to the Staff and instructions therein to be followed. Families need to inform the Staff of all custody and court order changes immediately.

J. Termination of services:

PJ Kids Club reserve the right to terminate and withdraw childcare services for the following reasons:

1. PJ Kids Club reserves the right to request that your child is withdrawn if she/he is unable to adapt or adjust within the first month, or, in the caregiver's opinion has social, emotional, or physical needs that the caregiver feels he/she is unable to provide for. The same right applies to parents. During this period, either the parent or caregiver will require two weeks' notice. The fee will be charged only for the days attended during the probationary period.
2. PJ Kids Club reserves the right to request that a family is withdrawn from our programs if any of the parents do not comply with our policies and procedures listed.
3. If fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon.
4. If the centre is unable to satisfactorily resolve a problem with a family.
5. If a family member harasses, threatens, or commits a violent or unlawful act toward a staff member, child or other family involved in the program.

6. If, in the assessment of the day care staff, a child is unable to manage safely in a group of children within the given adult-to-child ratio. In this case, termination of services will be a measure of last resort.
7. All efforts will be made to accommodate the child's needs. These would include:
 - a. Working with the family to develop consistent strategies.
 - b. Requesting increased staffing through the Supported Child Development Program.
8. A month's notice must be given to the center before you change your original registration or decide you no longer require our services. Re-enrollment after a break is based on availability, and a registration fee will apply.

K. Code of Conduct and Harassment Policy:

At PJ Kids Club, we are committed to providing a safe and respectful work environment for all. All parents and staff are expected to communicate and act towards each other and to the children with respect, acceptance, equality, and dignity. No one may use physical or verbal aggression in our premises. Potential forms of breech of this policy are:

- Offending or humiliating others making unwelcome remarks or jokes about race, religion, sex, age, disability or any other of the grounds of discrimination.
- Threatening or intimidating because of race, religion, sex, age, disability or any other of the grounds of discrimination.
- Making unwelcome physical contact such as touching, patting, or pinching.
- Using inappropriate language, physical aggression, and gestural aggression, that makes the person involved feel threatened.

In case of an incident of Harassment or breech of the Code of Conduct arises at PJ Kids Club:

- The person involved, staff or parent, will first meet with the Center's Manager to inform about the situation. This meeting will be documented and reported to the Board of Directors.
- The parts involved, will try to make a resolution or course of action to resolve the situation and follow the course of action that was agreed by all the parts, in a

supportive environment, following positive communication, under the guidance and mediation of the Center's Manager,

- Establish follow-up meetings to ensure that situation has been resolved.
- If necessary, in the case where the Manager and parties involved have failed to reach a course of action to resolve the situation, the Board of Directors will be contacted to solve the conflict.
- The Board of Directors reserves the right to decide if the conduct of the parties involved is not cooperative or inducive to the conflict resolution. On these cases, this resolution may be in a form or written warning, or withdrawal of services if parts do not show respectful attitude towards each other and the conflict transcend to affect the harmony of the operations of the center.

II. Health Policies and Procedures

A. III Child

No child may attend PJ Kids Club if they are unwell or constitute a source of infection for other children or staff. Parents should keep a child who is sick or developing symptoms of an illness away from the daycare. Children who are not feeling well enough to participate in the center's regular activities, including outside play, also need to stay at home. A child should not attend if they have any of the following symptoms:

- < A fever of 100 degrees F (38.3 degrees C) or higher
- < Consecutive bouts of diarrhea
- < Skin infection, undiagnosed rash, infected eyes or signs or contagious disease
- < Any parasite-related condition (impetigo, scabies, head lice)
- < Acute cold symptoms
- < Vomiting

For the protection of children and staff, the staff person in charge can refuse to accept a child who is deemed too ill to attend. The child may return to the center when their symptoms have subsided. Medical clearance may be required in certain instances (i.e., contagious disease or parasite-related condition).

B. Medication Administration

Parents must complete and sign a request for administration of medication form if they require staff to administer a prescription or non-prescription medication to their child. All medications must be in their original container and dated.

C. Nutrition Policies and Procedures.

At PJKC, our goal is to promote the development of healthy food habits and attitudes towards mealtimes. Eating is a sensory, social and learned behavior. We provide a pleasant and proper atmosphere in which children can enjoy their noon mealtime and snacks. Parents are asked to keep in mind the recommendation of the Canada's Food Guide in choosing their children meals and the importance of a good nutrition when preparing lunches and snacks. PJ Kids Club is a peanut **aware zone, so please send nut and peanut free lunches. Lunches that need to stay warm should be sent in a THERMOS or in a proper microwaveable glass dish. This adheres to Section 48 of the Child Care Licensing Regulation**, and serves to facilitate a safe, calm, and hygienic lunch time. We also encourage parents to supply children with plenty of drinking water.

Our policies are in accordance with the Childcare Licensing regulations in **Section 48:**

48(1) A licensee must

- a) Ensure that each child in the facility has healthy food and drink according to the Canada's Food Guide and
- b) Promote healthy eating and nutritional habits.

(2) In a child's record includes, or the child has a care plan that includes instructions, respecting food, and drink for the child,

- a) The requirements of subsection (1) (a) do not apply to the extent that they are inconsistent with those instructions, and
- b) The licensee must comply with those instructions

(3) A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to

- a) The child's age
- b) The number of hours the child is under the care of the licensee, and
- c) The child's food preferences and cultural background

(4) A licensee must ensure that children are not

- a) Fed by means of a propped bottle.
- b) Forced to consume any food or drink.
- c) Left unsupervised while consuming food or drink.

(5) A licensee must ensure that safe drinking water is available to children.

(6) A licensee must make available to parents the food and drink given to the children.

(7) A licensee must ensure that food and drink are not used as a form of reward or punishment for the children.

D. Allergies

All allergies (and dietary concerns) will be clearly posted in each room, on the refrigerator and written on the child's emergency info/consent cards. If your child has Life Threatening allergies, we need the Emergency Information of your child, with a picture, treatments, and medications while your child is here, this information must be supported and signed by the child's family Physician. The medication must be labeled, with clear instructions about the administration of such medication. Over the counter medication is not allowed at PJ Kids Club. If medication needs temperature, staff at PJ Kids Club will ensure that it's stored in the fridge in a locked medicine box, used for this purpose only.

E. Active play:

All our programs include Active Play in our daily schedules. The following are minimum requirements of active play according to the length of the programs.

Length of program	Amount of active play (at least)
1-2 hours	20 minutes
2-3 hours	30 minutes
3-4 hours	40 minutes
4 hours to 6 hours	60 minutes

When ever possible, we ensure to meet the minimum requirements below, however, the goal is to extend the Active Play in our programs in cooperation with the parents and caregivers at home, to meet the recommendations of The Canadian Physical Activity Guidelines as follows: **Children 3 to 5 years old should accumulate 180 mins of physical activity per day, and children 5 years and older at least 60 mins per day.**

Our **GCC** and all **School Age programs**, including Before and After School Care, Pro-d days, School Break Camps and Summer Camps; where children are in attendance for 3 hours or less should follow the Standard of Practice for Preschool which states a minimum of 30 minutes of outdoor play per day. Active play may be accumulated through 15-minute portions of time throughout the day, or continuously.

For children that attend more than 3 hours per day, Staff must limit prolonged sitting activities (board games, crafts) and schedule frequent short bursts of activity for one to two minutes. These active play activities may include, but are not limited to adult-directed games, movement skills, physical Literacy, and fundamental Movement Skills. Active Play is important because this physical activity can help build strong bones and muscles, improve balance, coordination, and assists with the development of gross

motor skills. It also helps to promote healthy growth and development and supports body control and movement. Children's confidence, concentration and thinking skills also benefit from regular physical activity. In cases of inclement weather, Staff will promote physical activities indoors.

The role of the parents in implementing this policy it is especially important for us. We ask that the children are dressed appropriately for all weather, and ready for active and outdoor play.

F. Screen Use Policy

Our programs limit screen time (TV, computer, electronic games). Occasionally, we may choose educational videos or movies, based on these guidelines:

- Programs where children are in care for 3 hours or less should not include screen time activities into the daily routine. Occasionally, in special events, we will watch a short movie with our preschoolers, 20 mins or less, and a General Audience movie with school age children.
- Employees must demonstrate appropriate modelling of screen time.

II. Discipline Policies and Procedures

At PJ Kids Club we view discipline as a continuous process of providing positive behavioral guidance. Our goal is to help children learn how to co-operate with others and how to manage their own behavior. Our objective is to ensure a safe and nurturing environment for all the children under our care.

We recognize that each child is unique in their personality, level of development and family and cultural influences. Our day-to-day practices are based on realistic expectations of individual children's needs and abilities. We:

- Establish clear, consistent, and simple limits.
- Offer straight-forward explanations for the limits.
- State the limits in a positive, rather than negative, way.
- Focus on a child's behavior rather than their character.
- Make statements of expectation, rather than pose questions, unless the child is being offered a choice.
- Allow time for children to respond to expectations.
- Reinforce appropriate behavior, both in words and gestures.
- Encourage children to use us as a resource.

We promote behavior that is respectful of other people, personal and public property, and the environment. Violence, physical and verbal aggression, bullying, swearing and

generally disruptive or unsafe behavior are not tolerated at PJ Kids Club from either children, parents, or caregivers.

A. Behavior Management Procedures

When a situation requiring staff intervention arises, we:

- < Gain the child's attention in a respectful way.
- < Use physical closeness and/or touch as needed to help the child re-establish self-control.
- < Reinforce the applicable limits in a positive manner while acknowledging the child's feelings.
- < Where appropriate, divert or distract them from the problem.
- < Demonstrate problem-solving skills that the child can learn to apply in future.
- < Where appropriate, encourage the child to select another activity. (If necessary, activities are placed off limits temporarily.)
- < Give the child an opportunity to make amends, accompanied by the appropriate positive verbal reinforcements.

When a behavior problem continues, the child may be removed from the situation for a "time-away", lasting approximately 5 minutes so that the child can calm down or until he/she feels ready to return to the activity.

a) Incident reports:

Serious incidents¹ are documented in writing by the Staff Supervisor, who is responsible for notifying the child's parents and the Chair of the Board of Directors of the Society. The Board has full discretion to deal with serious incidents on a case-by-case basis. If a serious behavioral incident is repeated, a written warning is issued to the child's parents by the Board together with a recommendation for appropriate action, such as a referral to North Shore Family Services for counseling and assistance. Parents may be required to document in writing the steps they are taking to address their child's behavioral problem. In the absence of demonstrable proof that action is being taken to deal with the problem, or if serious behavioral incidents continue despite the steps taken by parents, the child may be asked to leave PJ Kids Club.

As a licensed facility, we comply and fully support the requirements of the **Childcare Licensing Regulation Section 51 and 52**. No child at PJ Kids Club will be subject to:

- < corporal punishment of any form.
- < Humiliation ;
- < Confinement or isolation ;
- < physical restraint as punishment; or
- < deprivation of meals, snacks, rest, or use of toilet.

Our staff members will maintain open communication with parents regarding behavioral issues that involve or affect their children. We are committed to working in cooperation with parents to resolve any discipline problems that arise. Parents are encouraged to speak with the Chair of the Board if they have any questions or concerns about our discipline policy and behavior management procedures.

B. SUPERVISION OF CHILDREN POLICY

The *Childcare Licensing Regulation* requires care providers to ensure that children are always supervised. Supervision, together with thoughtful design and arrangement of children's environments, can prevent or reduce the likelihood of accidents and injury to children. At Lonsdale Preschool, we use active and positive supervision to ensure enjoyable play and to promote learning opportunities. We are continually monitoring what is happening in the classroom to provide instant intervention to protect your child's health and safety. The Childcare Licensing Regulation states:

Section 39 (1) A licensee must ensure that children are always supervised by a person who is an educator, an assistant, or a responsible adult and

Section 39 (2) A licensee must ensure that a second adult is immediately available to supervise children in case the person responsible for supervising children needs replacement because of urgent and unforeseen circumstances. A caregiver provides adequate supervision when they are aware of where the children are always, what are they doing, and can respond to the needs of the children or intervene quickly if necessary.

To maintain adequate standard of care for all children we will follow these procedures:

1. The staff to child ratio will always be maintained
2. A head count will always be done before and after transitions
3. Monitors and other devices will not be used in place of supervision
4. If children who require extra support attend the program, extra staff will be added
5. Limits will be set to the number of children in each activity area to allow positive interactions between children and maximum supervision
6. Extra staff or volunteers will be scheduled during field trips
7. Preschool staff will continually be scanning all areas
8. If aggressive behaviour occurs, the caregiver will be close enough to intervene to promote acceptable behaviour, and protect the other children

In addition, the preschool environment will be continually assessed to ensure that the indoor and outdoor areas are free of hazards. Furniture and equipment will be age appropriate, and caregivers will have a view of all play areas and doors.

IV. Emergency Preparedness Policy and Procedures.

A. Emergency Training and Procedures:

At PJKC, our staff is trained to respond to an emergency, and the building is equipped with emergency exits and a fire drill system approved by the local Fire Department. We also have an emergency plan that sets out procedures to prepare for, mitigate, respond to and recover from any emergency. We keep records of emergency training and equipment, and practice fire drills once each month and earthquake drills twice per year for each one of our programs. These policies are based on the Child Care Licensing Regulations, section 22.

B. Emergency Planning:

At PJKC, we are committed to providing a safe environment for your children by eliminating or at least minimizing any hazards and risks and ensuring First Aid training for all staff. We also always keep first aid and emergency supplies on site.

C. Evacuation or relocation procedures:

In the case of an emergency, the staff will decide whether to relocate or evacuate the children depending on the situation.

If we need to **evacuate or relocate** the children:

1. We collect the children, and the attendance lists. One member of staff will leave the Centre and the second staff will check for any child staying behind.
2. Access the emergency equipment bag and First aid kits and cell phone.
3. Leave the building in a designated safe place, e.g. Ecole Pauline Johnson Gym, or in case of a fire, go outside the building to the soccer field. The staff then will count the children again to determine if any child is missing.
4. If there is only one staff on duty, she must contact emergency assistance first (Fire Department or Police) and then a readily available adult (another staff, manager of care, etc)
5. Provide First aid if necessary.
6. Call emergency contacts for the children.
7. Wait for emergency assistance to arrive.
8. Remain with the children until families have picked them up, or another staff has arrived.
9. Complete a Serious Incident Report for Licensing.

In the case of an **earthquake**, the staff will:

1. Access the emergency equipment and proceed to the nearest safe place in the Centre, collecting as many children as we can.
2. Call the other children or direct them to the nearest safe place, under tables and chairs, and remind them to cover their heads.
3. Count the children to determine if there is anyone not accounted for.
4. If there is a gas leak, evacuate the children as in the steps mentioned before.
5. Provide first aid if necessary.
6. Listen to the radio for instructions.
7. Use the phone only if there is life-threatening injuries.
8. Wait until it is safe to evacuate.

After an emergency, the staff will notify the Board of Members, Licensing Department, families, and the rest of the staff. The staff and the Board of Members will then decide how to proceed in cases of closure and reopening of the Centre and provide emotional support to the families involved in the incident if needed.

V. INCLUSION POLICY.

At PJ Kids Club, our programs are Inclusive. In an inclusive childcare environment children are welcomed, accepted, respected, valued and supported; embracing their individual's needs, ethnicity, religion or origin. Children of all abilities have equal access to quality childcare, resources and experiences, to enhance their Early Learning Development, and create meaningful connections with others, allowing them to fully participate in all aspects of their childcare experience. They have equitable and supportive opportunities to learn through play with the other children in the program. At PJ Kids Club, all our children are supported on their individual strengths and needs. Our childcare providers work together as a team to collectively meet the needs of all the children, including children with support needs in their care, and create action plans when necessary to work cooperatively and help families access early intervention and family services if needed. Our ECE Teachers may offer families contact information of local early childhood intervention services providers such as a North Shore Supported Child Development Centre, Indigenous agency, Aboriginal Supported Child Development and Early Intervention Therapies such as occupational therapy, physiotherapy, and speech-language pathology. These early intervention services may also be provided in the childcare environment to assist childcare providers in supporting children with support needs and their families. Inclusive childcare centers offer many benefits for the communities and societies, contributing to the development of self-esteem, confidence, strong community bonds, understanding of diversity, empathy

and respect, leadership skills and problem solving, along with improved early learning experiences and trust.

CONSTITUTION OF
HOLLYBURN OUT-OF-SCHOOL CARE SOCIETY

1. NAME

The name of this Society is **Hollyburn Out-of-School Care Society**; hereafter called the "Society".

2. PURPOSES

The purpose of the Society is to provide childcare and educational programs for children that will provide for their emotional, social, and physical needs"

3. ORGANIZATION

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 promoting its objectives. This provision shall be unalterable.

4. IN THE EVENT OF DISSOLUTION

In the event of the winding up or dissolution of the Society, any funds or assets remaining, after all debts and obligations have been satisfied, shall be given or transferred to such non-profit organizations having the same purpose of this Society, operating in the Province of British Columbia, as agreed by the members of the Society. This provision shall be unalterable.

Attached, in numbered clauses, are the bylaws providing for the matters referred to in section 6(1) of the Society Act and any other bylaws.

Bylaws of

Hollyburn Out-of-School Care Society

Part 1 - Definitions

1. In these bylaws, unless the context otherwise requires:
 - a. "Directors" means the directors of the Society for the time being.
 - b. A reference to a "member" in these bylaws, unless the context necessarily requires otherwise, refers to the adult parents, or guardians, as applicable, of a child enrolled in the Out of School Care program.
 - c. "*Society Act*" means the *Society Act* of the Province of British Columbia from time to time in force and all amendments to it; and
 - d. "Supervisor" means the individual hired by the Society to oversee the children enrolled, to supervise the staff and who is delegated with the responsibility of running the day-to-day affairs of the Society.

The definitions in the *Society Act* on the date these bylaws become effective apply to these bylaws.

2. As all directors of the society are also Executive officers, the terms "director" and "Executive officer" shall be interchangeable for purposes of these bylaws, and all meetings of the Executive are also deemed to be meetings of the directors.
3. Words importing the singular include the plural and vice versa. Words importing a male person include a female person and a corporation.

Part 2 - Membership

4. The members of the Society are the applicants for incorporation of the Society, and those persons who subsequently have become members, in accordance with these bylaws and, in either case, have not ceased to be members.
5. *Membership in the Society is open to any adult or guardian of a child that is 2 ½ years old and up to Grade 7 in the school, and is registered to participate in any of our programs.*
6. Every member must uphold the Constitution and comply with these bylaws and comply with all supplementary policies of the Society as set out in the Parent Package.

7. The amount of the first annual membership dues shall be determined by the directors and after that the Executive shall determine the annual membership dues. All fees must be paid to the Society in accordance with the Parent Contract.

8. A person ceases to be a member of the Society:

a. By delivering his or her notice of withdrawal to the Supervisor one month in advance, or one month's fees shall be paid in lieu of notice.

b. If, on the advice of the Supervisor, it is necessary for the withdrawal of a child who constitutes a serious management problem, the member may be expelled by a resolution of the Executive. A brief statement of the reasons for the proposed expulsion must accompany the notice of special resolution for expulsion. The person who is the subject of the proposed resolution for expulsion shall be given an opportunity to be heard at an Executive meeting before the resolution is put to a vote.

c. When the member is not up to date in the payment of fees in accordance with the Parent Contract, or has any other debt due to the Society, and the member is not in good standing so long as the debt remains unpaid.

Part 3 - Meetings of Members

9. Every general meeting, other than an Annual General Meeting, is an extraordinary general meeting.

10. The directors may, when they think fit, convene an extraordinary general meeting.

11. General meetings are held as required, for the efficient operation of the Society, as determined by the Executive. At least 14 days' notice of a general meeting shall be given or, if deemed necessary, members entitled to receive notice may reduce the period of notice by unanimous consent in writing.

12. The Annual General Meeting shall be held within 6 months of the fiscal year end of every calendar year. The Annual General Meeting shall receive the year-end financial statements. It shall also review such matters as changes to the Society's constitution and bylaws; and, in general, make plans for the operation of the Society for the following year.

13. Special general meetings may be called at any time with 14 days' notice by the Executive, or by petition of 10% of the membership to the directors. Notice of a general meeting shall specify the place, day, and hour of meeting, and, in case of special business, the general nature of that business.

14. *A notice may be given to a member, either personally, by mail to the member at the*

member's address, delivered to a member's designated mailbox at the school, or through electronic e-mail. A notice sent by mail shall be deemed to have been given on the second day following that on which the notice is posted.

15. Quorums shall be as follows:

- a. For general meetings, the quorum is never less than three (3) voting members; and
- b. For Annual General Meetings, the quorum is never less than six (6) voting members; and
- c. If a quorum is not present by the appointed hour, the Chair may adjourn the meeting and reconvene it within seven days. No business requiring a vote, other than the election of a Chair and the adjournment or termination of the meeting, shall be conducted at a meeting at a time when a quorum is not present.

16. Passage of resolutions at general meetings require most of the votes cast, other than in the case of amendments to the constitution and bylaws of the society when not less than 75% of the votes cast must be in favor.

17. The Supervisor shall have a voice in all general and Executive meetings. If it is deemed necessary to hold a meeting without the Supervisor, the Supervisor shall be advised of the purpose of the meeting and given an opportunity to present their views on the matter.

18. The President of the Society, or failing the President, the Vice President or in the absence of both, one of the members of the Executive present, is entitled to preside as Chair of a general meeting. Such an officer is otherwise entitled to appoint another party to act as Chair.

19. If at a general meeting:

- a. There is no President, Vice President, or other Executive member present within 15 minutes after the time appointed for holding the meeting; or
- b. The President and all the other Executive members present are unwilling to act as Chair, the members present shall choose one of their number to be Chair.

20. A general meeting may be adjourned from time to time and from place to place, but no business shall be transacted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place. When a meeting is

adjourned for 15 days or more, notice of the adjourned meeting shall be given as in the case of the original meeting. Except as provided in this bylaw, it is not necessary to give notice of an adjournment or of the business to be transacted at an adjourned general meeting.

21. No resolution proposed at a meeting need be seconded and the Chair of a meeting may move or propose a resolution.

22. A voting member in good standing present at a meeting of members is entitled to one vote, regardless of how many of their children are enrolled in the Society. Voting is by show of hands unless the Chair determines that a ballot is necessary. No proxy voting is allowed.

Part 4 – Directors and Officers

23. The directors may exercise all the powers and do all the acts and things that the Society may exercise and do, and which are not by these bylaws, rules adopted in general meetings, or by statute, prohibited.

24. *The President, Vice-President, Treasurer and Secretary, are considered the Board Executive Directors, and must be members of the Society. Any other members at large are considered Directors. The number of Directors must be 5 or a greater number determined from time to time at a General Meeting.*

25. The duties of the officers are as follows:

- a. The President shall be the chief executive officer of the Society and must supervise the other officers in the execution of their duties. The President shall also preside over all meetings of the Society.
- b. The Vice-President shall act in the absence of the President.
- c. The Secretary must record the minutes of all meetings of the Society and directors and shall be responsible for the custody of all records and documents of the Society except those required to be kept by the Treasurer.
- d. The Treasurer must keep the financial records, including books of account, necessary to comply with the *Society Act* and render financial statements to the directors, members and others when required.

26. *A director is entitled to stand for re-election; however, no member shall be eligible to serve more than five consecutive terms in the same role.*

27. Separate elections must be held for each office to be filled. An election may be by acclamation; otherwise, it must be by ballot.

28. If a successor is not elected, the directors may at any time and from time to time appoint a member as a director to fill a vacancy in the directors.

29. If a director resigns his or her office or otherwise ceases to hold office, the remaining directors may appoint a member to take the place of the former director.

30. An act or proceeding of the directors is not invalid merely because there is less than the prescribed number of directors in the office.

31. The members may, by special resolution, remove a director, before the expiration of his or her term of office, and may elect a successor to complete the term of the office.

32. A director must not be remunerated for being or acting as a director, but a director must be reimbursed for all expenses necessarily and reasonably incurred by the director while engaged in the affairs of the Society.

33. The directors must retire from office at each General Meeting when their successors are elected.

Part 5 – Proceedings of Directors

34. The directors may meet at the places they think fit to conduct business, adjourn, and otherwise regulate their meetings and proceedings, as they see fit.

35. The directors may from time to time set the quorum necessary to conduct business, and unless so set the quorum is most of the directors then in office.

36. The President is the chair of all meetings of the directors, but if at a meeting the President is not present within 30 minutes after the time appointed for holding the meeting, the Vice President must act as chair, but if neither is present the directors present may choose one of their number to be the chair at that meeting.

37. A resolution proposed at a meeting of directors need not be seconded, and the chair of a meeting may move or propose a resolution.

38. In any situation requiring it, the Chair shall cast the deciding vote at directors and Executive meetings.

39. The responsibilities of the Executive are as follows:

- a. The Executive is responsible to the membership for the general management of the Society.
- b. The Executive shall accumulate a contingency fund allowing for three months' operating expenses to be deposited in a separate deposit vehicle. The members must approve any withdrawals from the contingency fund by special resolution at a general meeting.
- c. The Society may exercise borrowing powers in accordance with the *Society Act*. Any borrowing of funds by the society of more than \$500 at any one time must be approved by the members by special resolution.
- d. Within the framework of the Constitution and these Bylaws and of policy decision made by the general membership, the Executive shall have power to deal with the day-to-day administration of the Society, including any complaints or queries about Society policy.
- e. The Executive shall be responsible for annual negotiation of the staff contracts. The contract may only be terminated if the action has been approved at an Executive meeting by a two-thirds majority of Executive members present.
- f. The Treasurer, President, and Vice President shall have signing authority. A fourth person may be delegated as required. One signature is required for writing cheques \$1000.00 and under, and two signatures are required for any cheque writing more than \$1000.00.

Part 6 – Bylaws

40. On being admitted to membership, each member is entitled to, and the society must give the member without charge, a copy of the constitution and bylaws of the Society.

41. These bylaws must not be altered or added to except by special resolution.