

PJ Kids Club Information for Parents

Hollyburn Out of School Care Society (dba PJ Kids Club) provides childcare for children 2½ to 11 years old, including children attending Kindergarten through Grade 7 at 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:** 2½ 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 8:50 am to 2:50 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 5 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 Child Care 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 will 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 Child Care Benefit.

THE AFFORDABLE CHILD CARE 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 SUBSIDY FOR THAT DAY IF THE PARENT INFORMS THE PROVIDER THAT THE CHILD OR THEIR PARENT WAS ILL OR ON HOLIDAYS. 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. On a daily basis, 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 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

3:10/3:45pmSnack 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) 3 OPTIONS:

GROUP CHILD CARE 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)
- 2:50 pm Time to go home.

GROUP CHILD CARE 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

PM

- 11:30 am outside play (30 mins)
- 12:00 lunch
- 12:30 pm free play, arts, crafts, rest time - children are provided with mats if they need to have a nap
- 1:45 pm Clean up and snack
- 2:15 pm outside play (30 mins)
- 2:50 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 breach 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 breach 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 if and 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. Drop-off and Pick-up Policies and Procedures

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. 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.

C. 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.

D. 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.

E. 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.

F. 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 Children and Family Development to arrange for pick-up of the child.

G. 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.

H. 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.

I. Withdrawal notice:

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.

J. Code of Conduct and Harassment Policy:

At PJ Kids Club, we are committed to provide 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 breach 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 breach 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 conducive to the conflict resolution. On these cases, this resolution may be in a form of written warning, or withdrawal of services if parts do not show respectful attitude towards each other and the conflict transcends to affect the harmony of the operations of the center.

II. Health Policies and Procedures

A. Ill 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 of 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 Child Care 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

Whenever 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 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 on implementing this policy it is especially important for us. We ask that the children are dressed appropriate 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 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 **Child Care 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 *Child Care 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 PJ Kids Club , 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 Child Care 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 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 to a designated safe place, e.g. Ecole Pauline Johnson Gym, or in the 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.