



**“An exciting place to be!”**

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Updated August 2015

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

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

### **Locations:**

#### **Bayview Community School**

2251 Collingwood Street

Vancouver, B.C.

V6R 3L1

Phone: (604) 736-4080

Fax: (604) 736-4043

Email: [info@jerichokidsclub.com](mailto:info@jerichokidsclub.com)

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

#### **General Gordon School**

2268 Bayswater Street

Vancouver, B.C.

V6K 4P5

Phone: (604) 736-0566

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

#### **Southlands Elementary School**

5351 Camosun St.

Vancouver, B.C.

V6N 2C4

Phone: (604) 263-3422

7:30am to 9:00am & 2:00pm to 5:45pm

### **Mission Statement**

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

### **Program Philosophy**

To:

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

**AND TO HAVE FUN!**

Our mission is to build meaningful relationships with children in our programs to encourage and support the development of a sense of well-being and belonging, language(s) and literacy, creativity, social responsibility and diversity. We do this by ensuring our staff are educated in current child care best practice and procedures, in creating an environment that responds to the unique needs and interests of each individual in our program, and by honouring each child as being competent and full of potential.

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

Jericho Kids' Club began at Bayview School in 1989. Jericho Kids' Club 2, at General Gordon School was opened in 1991, and Jericho Kids' Club 3, at Southlands School in 2002. All centres are licensed under the Community Care Facilities Act to serve children from kindergarten age through twelve years. We are currently licensed for 78 Children at Bayview, 65 children at General Gordon and 30 children at Southlands.

We are pleased to meet or exceed license standards for child/staff ratios.

When children in kindergarten or grade 1 are present: 1/12

When all children are grade 2 or above: 1/15

During the holidays we may consolidate programs at the Bayview location.

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

### **Organizational Chart**

Children

\*

Families

\*

Program Leaders

\*

Program Coordinators, Administrative Coordinator

\*

Program Manager

\*

Executive Director

\*

Parent Advisory Committee

## **Parent/Family Involvement**

Jericho Kids' Club has a rich history of parent and family involvement. Parents and family members are welcome and encouraged to visit their children at any time.

### **Parent Advisory Committee**

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

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

### **Annual Events**

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

## **Staff**

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

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

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

### **Staff Contact with Children Outside of Program Hours**

Because of equality issues and the potential for conflict, staff must not contact or associate with children or families registered with Jericho Kids Club, outside of program hours. This includes attending birthday parties, babysitting or other employment, volunteering or social networking.

## **Program**

Jericho Kids' Club is committed to providing a quality program, based on social emotional learning that is fun!

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

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

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

## **Guidance**

Our goals are to:

- recognize each child as competent and full of potential
- model appropriate behavior
- encourage children to understand and develop guiding principles foundational to a positive group environment
- supervise children at all times.

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

- establishing clear and realistic expectations and boundaries with input from children
- establishing natural and logical consequences with input from the children
- offering activities and events that are age and ability appropriate
- working closely with families, when necessary, to help children develop their own critical thinking skills.

In accordance with child care licensing regulations, no child will be subjected to emotional, physical or sexual abuse, or to physical or emotional neglect while under the care or supervision of the program.

## **Children at the facility will not be subjected to:**

- shoving, hitting, shaking or any form of corporal punishment;
- harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the person in care or undermine the person in care's self respect;
- confinement, physical restraint or separation, without adult supervision, from any other persons in care; or
- deprivation of meals, snacks, rest or necessary use of a toilet.

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

### **Clothing**

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

### **Movies**

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

### **Screen Time**

At JKC and in accordance with the Occupational Standards for School Age Care, we recognize that the benefits and risks associated with digital media in a child care setting rest heavily on the strong relationships built with the children and families in our programs. We work directly with children and families to develop responsive programming that provides space for digital literacy through the lens of:

- critical thinking
- self-regulation
- healthy social development
- development of a strong understanding of the risks associated with in the rapidly evolving domain of digital media.

### **Operating Hours**

Jericho Kids’ Club is open from Monday to Friday 7:30a.m. - 6:00p.m. (5:45p.m. at Southlands). We are closed on weekends, statutory holidays and from Christmas Eve through New Years’ Day.

In the event that Jericho Kids’ Club is not able to operate at any of its regular locations due to issues out of its control (labour disruption, natural disaster, safety concerns etc.), attempts will be made to operate a full or modified program at alternate locations.

If alternate programming is available, fees for additional hours of care may be charged. If Jericho Kids’ Club is unable to operate, the following refund policies will be in effect:

1. There will be no refunds if the closure is limited to 2 days.
2. Thereafter, refunds of the parent portion of the fee will be given for non-operational days, based on the actual daily rate for the level of registration (daily rates will be calculated based on 20 days per month for full -time).



## **Registration and Enrollment Policies**

Priority is given to:

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

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

### **Part-Time Registration**

A limited number of spaces are available for part-time registration of 3 regular days per week. Registration priority is according to the above policies, with current families with F/T or 3days per week, having first option during early member sign up each year. If space is available during the school year, additional P/T (part time) registration may be accepted with no expectation of availability for the next school year. If a waitlist for F/T (full time) space occurs subsequently, families may be given the option of increasing to a minimum of 3 days per week to secure their registration or changing to another location if space is available there.

### **Drop-In Registration**

If space is available we are able to accept registrations on a drop-in basis. In order to complete a drop-in registration, the following signed and completed items are required:

- 3 Emergency Consent Cards
- Child Care Facilities Registration Form
- Jericho Kids' Club Registration Form
- 2 signed copies of the Parent/Guardian Agreement
- Permission to Share Information Form
- Parent Deposit (\$50 per child, refundable on termination, if all parent agreement obligations are met)
- Annual Membership Fee (\$25 per child). Members are entitled to vote at the JKC Annual General Meeting. Members who do not have a current regular registration but have paid the Annual Membership Fee are required to pay general fees for winter, spring and summer breaks and are not eligible to register during early bird periods.

Drop-in fees are due at the time of registration. Cancellation of a drop-in must be received 36 hours prior to the intended date in order to receive a refund.

### **Fees**

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

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

### **Registration**

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

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

- Emergency Consent Card
- Child Care Facilities Registration Form
- Jericho Kids' Club Registration Form
- 2 signed copies of the Parent/Guardian Agreement
- Permission to Share Information Form
- Recent photograph of the child
- Record of immunization history
- Parent Deposit (\$200 per child, refundable by request on termination, if all parent agreement obligations are met)
- Annual Membership Fee (\$25 per child). Members are entitled to vote at the JKC Annual General Meeting. Currently registered members are eligible to register for additional programs during early bird registration periods at reduced rates where applicable. This may include winter, spring and summer break programs and additional days not already covered in monthly fees. Members who do not have a current regular registration but have paid the Annual Membership Fee are required to pay general fees for winter, spring and summer breaks and are not eligible to register during early bird periods.
- Pre Authorized Debit Agreement for the first of the month from September through June.
- Families applying for MCFD Child Care Subsidy should notify the office.

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

### **Waitlist**

Waitlist registrations are accepted up to 1 year prior to the required start date. Waitlist applications must be submitted with a \$35 non-refundable administration fee. The application date is effective on the date the fee is received. For families who are offered and accept a space at Jericho Kids' Club, the fee will include the Annual Membership Fee (\$25) for that year. Families who present a Leisure Access Card may have the Waitlist Registration Fee waived. This fee does not guarantee enrolment. Children will be placed on either the "typical" or "extra support" waitlist according to the centre's enrollment policies.

The availability of new spaces each year depends on attrition of the previous year's members and spaces available within an age group.

We are unable to offer new spaces until after current members have submitted their registration for the new school year.

### **Offers of Space**

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

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

When a space is offered, the family will be given 3 days to respond. If the family fails to respond or if the offer is declined, the space will be offered to the next appropriate family. Families who choose not to accept a offer of space may request to defer their application for one additional year.

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

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

### **Denial of Space Appeal**

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

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

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

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

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

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

### **Termination of Service**

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

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

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

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

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

### **Personal Information**

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

## **Attendance**

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

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

### **Absences**

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

Staff will:

1. Check with the school office and class teacher
2. Page the child over the P.A. system
3. Complete a search of the school building and grounds
4. Phone the parent/guardian and other named contacts
5. If no information is received, contact the police and report a missing child.

### **Late Pick-Up**

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

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

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

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

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

### **Suspensions**

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

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

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

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

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

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

### **Medication**

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

### **Illness**

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

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

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

### **Safe Pick-Up**

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

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

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

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

It is the staff's legal responsibility, to the extent that it is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a staff member believes that a child may be at risk, the person in charge will implement procedures as outlined in our Emergency Procedures Manual.

### **Custody Arrangements**

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

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

### **Suspected Child Abuse**

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

### **Nutrition**

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

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

### **Concerns**

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

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

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

**Welcome to Jericho Kids' Club!**



Jericho Kids' Club – “An exciting place to be.”