



MEMBERSHIP MANUAL

WELCOME

The Executive Director, Board of Directors, and staff of the North Okanagan Child Care Society (Maven Lane) warmly welcome you and your family. We are delighted that your child will be participating in our programs.

We look forward to working together to ensure your child receives the best possible care while they are with us. Open communication is requested; the more we understand each other, the better equipped we are to provide the care that meets your child's needs. Feel free to ask questions, make suggestions and voice any concerns you may have; together we will discuss them further.

We take pride in providing the very best early learning opportunities for children from 9 months and up to 12 years of age/Grade 6. Our staff of highly qualified, professional, and motivated educators are committed to ensuring that each child entering our doors is provided with exceptional learning experiences and every opportunity to flourish. Education is delivered through an emergent curriculum which allows children to develop the confidence to explore, inquire, collaborate, and investigate, creating enthusiastic and passionate learners.

This information manual is intended for all Maven Lane members, parents, and legal guardians. The use of the word "parent" is for continuity purposes only.

Thank you for entrusting your child to our care.

VISION

Our children will continue to strengthen communities for current and future generations.

MISSION

As a professional team of educators, we collaborate to provide innovative curricula and services to build a solid foundation for our children's success.

OUR SOCIETY'S GUIDING VALUES

- We will provide a safe environment for all
- We foster accessibility for all
- We believe that diversity strengthens the community
- We believe in the collaborative power we possess when our members, educators, and community stakeholders all work together towards a common goal
- We believe that children's health and well-being is best served with abundant time outside
- We believe that learning through play is the best mode for delivering educational programs
- We strive to provide routine and consistent care for our children
- We prioritize critical thinking, social, and emotional development over rote learning
- Professionalism guides our actions

NON-PROFIT SOCIETY AND REGISTERED CHARITY

The North Okanagan Child Care Society is a non-profit society and registered charity. Formed in 1994, it has continued to grow to meet the changing and evolving needs of our community.

Charitable Registration Number: 139969653RR0001

THE BOARD OF DIRECTORS

The North Okanagan Child Care Society is governed by a voluntary Board of Directors. The role of the Board is to oversee the Society's business stability by providing guidance and direction, standards of conduct, ensuring stakeholders' needs are met, and overseeing fiscal health and sustainability. Members of the Board of Directors are not required to have children currently enrolled at Maven Lane. Additionally, they receive no preferential treatment or priority placement for their children before other waitlist families.

STAFF

Maven Lane has a staff of professional, qualified, experienced, and enthusiastic Early Childhood Educators. All staff are required to complete 12 hours of professional development per year (exceeding the industry standard of 40 hours per 5 years). This ensures that our staff receive superior professional advancement to remain attuned to current best practices in child development. Our staff are expected to meet the high standards of care and educational practices that make Maven Lane such a desired child care provider. In return, staff benefit from policies that engage a team approach to service provision and encourage professional and personal growth and development. Professionalism, collaboration, creativity, and flexibility are at the core of our team's culture.

CORE VALUES

With a variety of programs offered within the centre, Maven Lane is proud to offer progressive, innovative, and diverse learning experiences. We value children as strong, capable, and resilient individuals, and our aim is to provide children with the optimal setting to spark their inherent desire for investigative learning. Our programs follow a holistic approach to education by nurturing the social, emotional, physical, and intellectual development of the child. Inquiry-based learning ensures that children are seeking out the knowledge they need to make sense of their world. Our variety of programs enables us to offer emergent curricula that utilize the B.C. Early Learning Framework and incorporate aspects of various philosophies such as Magda Gerber, Montessori, Reggio-inspired, and BC place-based programming. We also believe that children need access to natural resources; most importantly for their health but also to expand their understanding of their natural world and meet their inherent need for connection with it. We want our children to develop a lifelong love of learning and discovery.

GENERAL INFORMATION

CONFIDENTIALITY

Confidentiality in our centre applies to all verbal and written information about potential, current and previously enrolled children. Staff are required to fulfil their obligation to respect protection of privacy and shall ensure that no private or personal information is revealed. No information will be released about a child and the enrolling parent without first receiving permission from the family, except in special circumstances where the Ministry of Children and Family Development (MCFD) or the RCMP are involved. We recognize that as a centre with an open-door policy, parents may at times observe situations which may include children/families known to them. Should this circumstance arise, we require parents to adhere to our strict rule of confidentiality and take any concerns to their program staff.

SOCIAL MEDIA

The Society seeks to promote a high level of responsible behavior in connection with the use of social media. We utilize social media to keep you informed of interesting activities and important events. We will not post names of children, and we make every effort to avoid information that will enable individuals to be identified.

Parents have the option to accept or decline having their child's photos posted. We also demand a high level of professionalism from our staff; we therefore kindly request that members refrain from inviting centre educators onto their personal social media pages and/or blog.

Maven Lane respects the privacy of all our attending families, therefore the taking of photos/video of any child other than your own is not permitted.

REQUESTS FOR BABYSITTING

Due to the Society's high regard for confidentiality both within the centre and out in the community, we kindly request that members refrain from asking our educators or their children to care for children outside Maven Lane operations.

EARLY CHILDHOOD EDUCATION STUDENTS

Maven Lane is an industry leader in care and education provision. We are pleased and proud to support students gaining experience and knowledge of our industry. Our programs provide settings where students, Early Childhood Educators and those of other professions requiring child development knowledge, can enrich their theory-based learning and see best practices in action. Students attend our centre to observe, take part in, and gain invaluable experience from our programs. Parents will always be notified when a student is placed in their child's program and permission requested for any video or photos taken by students to be used as coursework.

VOLUNTEERS

Our centre welcomes volunteers. Many are trained and participate in activities that enhance our programs. Most volunteers are parents or grandparents of children enrolled in our programs. We welcome you to participate and to share your culture, talents, and energy!

PHOTOGRAPHS/VIDEOS/DOCUMENTATION

Observation and documentation are two of the most important roles of an Early Childhood Educator. It deepens educators' understanding of each child's thinking and developmental stage, gives meaning and value to a child's work, helps children reflect and make sense of their own experiences, and makes learning visible to parents and the community. Parent permission is requested for staff to take and display photographs of children for documentation purposes and for special events (Open House, field trips etc.). Further permission is requested to share and distribute these photographs amongst program families, with the stipulation that the photographs are *not to be copied, redistributed, uploaded, or used in social media*. Parents may choose to withhold their permission in which case, staff will ensure that children are not included in photographs.

CRIMINAL RECORD CHECKS

All regular staff, relief staff, students and volunteers complete a criminal record review prior to starting at the centre which is renewed every five years as per licensing regulations.

HOURS OF OPERATION AND HOLIDAYS

Vernon	Monday to Friday from 7:30 am to 5:30 pm
Coldstream	Monday to Friday from 7:30 am to 5:30 pm
Lavington	Monday to Friday from 7:30 pm to 5:30pm
Sunflower OK College	Monday to Friday from 7:30 am to 5:30 pm

We are closed for all statutory holidays including Easter Monday and Boxing Day, the days between Christmas and New Year's Day, and for up to two days each year for professional development. As training opportunities differ from year to year, Maven Lane will provide members with at least two months' notice of centre closure for professional development. The centre will open from 7:30 am - 12:00 pm on the day before Christmas break if members indicate the need for care on that date; please note that enrolment must be at least 40% of our regular attendance to warrant the centre opening, and multi-age care may be provided on this day.

A list of specific dates of closure is distributed each September.

FEES AND PAYMENT INFORMATION

FEES UPON ENROLMENT

Once you have received an **offer of space** email you have 24 hours to provide us with your \$100 registration deposit. This registration deposit is non-refundable should you change your mind about starting with us. Please note that this deposit is refundable with one calendar month's written notice of withdraw once your child starts with us. This deposit is payable for each child enrolled at Maven Lane.

You will also be asked to provide a \$50 annual membership fee and a participation policy deposit. Both the membership fee and participation policy deposit are collected each year upon September re-registration which typically takes place in March of each year.

Participation Policy can come in many ways and is highly encouraged. Families have between September and June each year to contribute – either donations worth the amount of your deposit or volunteer time. Deposits are refunded to families who submit a participation policy contributions form on or before June 1st each year. These forms are available at the office.

ONE TIME FEE	Non-refundable Security Deposit per child \$100 (returned after final month's fees are paid)
ANNUAL FEES	Society Membership Fee per family \$50 Participation Policy Deposit per family children attending 2 days per week \$50 (or 4 hours volunteer)

children attending 3+ days per week	\$100 (or 8 hours volunteer)
half day programs (school-age/pre-school)	\$50 (or 4 hours volunteer)

RECURRING FEES

Annual Fees

As stated above, the Society Membership fee and Participation Policy fee are annual reoccurring fees for the academic years your child is enrolled. You will be asked to provide payment with re-registration each year.

Transportation fees are applicable if your child utilizes our bussing service. Please note that care cannot be guaranteed until after 2:50pm for children not utilizing our SA bus service and being dropped off independently. Transportation fees are subject to change each year to reflect actual cost of service. Transportation fees are non-refundable.

Monthly Fees

Child care fees are due on the first day of each month through a pre-authorized debit (PAD) agreement. Full fees are charged during any period of absence (i.e. sickness, vacation, etc).

Please refer to our Maven Lane Fee Schedule for the most up-to-date fees and note that fees are charged according to the program your child is enrolled in, not by their age. For example, if your child attends our Stepping Stones program, and turns 3 before being able to move into a 3 to 5 program, the program fee remains the Stepping Stones rate, which reflects the staff/child ratio.

While Maven Lane prefers payment in the form of pre-authorized debit, cheques (made payable to NOCCS) and e-transfers may also be accepted in some circumstances.

DROP IN SPACES

Daily attendance naturally fluctuates so drop-ins are subject to availability. Drop in spaces are only available to currently enrolled children, in the program they attend. Please speak with the enrolment coordinator regarding availability. Payment should be submitted to the office upon drop-off.

PAD AGREEMENT

All pre-authorized debit agreements must be in place for the start of the new school year by August 15; agreements not in place are subject to a \$25 administration fee.

Fee amounts may alter due to changes in enrolment or fee schedule updates. After notification of any changes in fees, it is your responsibility to alert our enrolment coordinator if you do not agree to the changes. Your signature on the PAD agreement waives any requirements for additional permissions to make changes to the debit amount, so long as you have been notified of the changes. The PAD agreement is part of your registration package.

CHANGE OF ENROLMENT/WITHDRAWAL

One full calendar month's written notice **on/before the 1st of the month** is required to reduce days or to withdraw from the centre. Payment of one month's fees will be charged in lieu of notice.

Changes or withdrawals to September enrollment must be received on or before July 1st. Requests after this date will not be accommodated until October. Society Membership Fee and Parent Policy fees are non-refundable.

PARTICIPATION POLICY PROGRAM

The goal of our Participation Policy program is to encourage members to be involved in the Society by offering their time/skills/knowledge to support programming; our aim is to celebrate our diversity and build a sense of belonging for all. Please be creative in finding ways to contribute to the Society (feel free to discuss your ideas with your program staff). Once you have completed your volunteer hours, it is your responsibility to submit a Participation Policy Contribution form, **on or before June 1st**, to our enrolment coordinator.

FINANCIAL ASSISTANCE

There are provincial funding programs to assist families with the cost of child care fees. Please visit [Affordable Child Care Benefit - Province of British Columbia \(gov.bc.ca\)](#) or Métis Nation - Province of British Columbia www.mnbc.ca/child-care-benefit/ to establish your eligibility and complete an online application. Please speak with our enrolment coordinator for more support in accessing financial assistance.

Please note you are responsible for fees should financial assistance not be in place or other funding sources not be received. Parents must have a current PAD in place to cover any fee payments.

FAMILY ASSISTANCE PROGRAM

Maven Lane operates a **Family Assistance Program** (FAP) to help families or staff in crisis. The FAP can provide financial and/or network support. Members are invited to contribute to this fund by adding a nominal dollar amount to their monthly fee withdrawal or the provision of support services.

To donate to the FAP, please speak to our enrolment coordinator. All financial donations totalling \$50 or more per year are eligible for a charitable donation receipt and will be reported in compliance with CRA requirements. If you are in crisis and would like help from the FAP please complete the application on our website (under the member resources tab).

TAX RECEIPTS

Tax receipts are issued annually in February for the previous calendar year. We only issue tax receipts to people that we receive payment from. If the payee is not the parent, it is the payee who will receive the annual receipt.

SPLITTING FEES

In the case of a separation, we are happy to have inclusive communications and split fees in accordance with both parent's requests and issue tax receipts accordingly.

If separation results in outstanding fees, the person(s) currently paying the fees is responsible and fees will be collected according to our fee collection policy. By engaging our services, you are agreeing to this policy.

FINANCIAL INFORMATION

Please note that the service charge for copies of tax receipts or additional financial information required for Canada Revenue Agency is \$10.

FEE INCREASES

Parents will be given a minimum of three (3) months' notice should fees be amended.

LATE FEE CHARGES

Should you arrive after 5:30 pm, or after your preschool program ends, you are subject to late fees.

NSF AUTO-DEBIT/CHEQUES

The service charge for NSF auto-debit/cheques is \$25.

Should an NSF occur for a third time in a 12-month period, cash payment for fees will be required for the remainder of the school year, payable on the first of the month.

NON-PAYMENT

In the event of non-payment of fees, Maven Lane shall proceed as follows:

- 30 days will be granted to clear an outstanding balance or to create an agreed payment plan
- after 60 days, services are terminated, and Maven Lane shall seek the services of a collection agency

REPAYMENT AGREEMENT

Although unlikely, circumstances may arise that dictate the necessity for Maven Lane to implement an Unexpected Closure or Termination of Service. In any such case, the safety of children and staff is the governing factor and will determine the action taken. Where appropriate, advice from emergency services and health authorities will be sought as part of the decision process.

In the case of unexpected closures or termination of service, our policy is to not refund pre-paid fees. However, the circumstances in every case will be reviewed and considered by the Executive Director and in consultation with the Board of Directors when appropriate, to assess the possibility of remuneration. No decision will set precedence for future cases.

CHILDREN'S RECORDS

A record of each child is kept at the centre in accordance with licensing regulations. These records consist of enrolment, medical, and emergency contact information.

Emergency contact information includes: the child's name, height, weight, hair and eye colour, other distinguishing features (scars/birthmarks), colour photograph, parents' names, full address, emergency contact numbers, care card number, doctor name and number, medical information, food allergies and care considerations. **Please note that all information MUST be completed prior to your child starting at the centre.**

We recognize that no two families are the same, so our policies are created to support the ebb and flow of all family configurations. It is important that when completing the registration form, you confirm who has authority to alter enrollment forms. This authority will be maintained unless we receive written notification from both parties. In the case that an agreement cannot be achieved, a legal document will be required to change the authorizations on your child's file. It is our policy that when two parents/guardians have separate family units, all written communications are shared with both parties to ensure transparency in our actions. It is the responsibility of the families to inform our enrolment coordinator when a family has split and requires communications to be copied. Should your family be going through changes, please consider sharing a brief synopsis with your child's program educators and/or enrolment coordinator. By doing so, we can support your child more effectively, and ensure we have your child's most current information on file. You can be certain that your confidentiality and privacy will be respected. **Please note to be able to best support your child, it is the parent's responsibility to update the Enrolment Coordinator with any changes to their child's care considerations.** Your child's records may also contain progress reports completed by staff and other agencies if applicable. Records are kept confidential and are accessible only to staff and our licensing officer, unless permission is granted by the parent in writing for staff to share with outside agencies.

ENROLMENT POLICIES

WAITLIST

Our programs are in high demand, often with long waitlists. Children are generally enrolled on a first-come, first-served basis as per our waitlist to ensure fair access to our programs. At times, we may also have to consider the following priorities:

- adherence to age-group licensing regulations
- children of Maven Lane employees
- children of Maven Lane members
- children from vulnerable populations

WAITLIST FOR CURRENT MEMBERS AND EMPLOYEES

Siblings of currently enrolled children are placed in a priority position on the waitlist. This is in keeping with our policy to serve the needs of the whole family of current members. Should there be a sibling that also requires care please complete a waitlist application and **inform the enrolment coordinator** so we can add you to our priority waitlist. Full-time Maven Lane employees will be offered a space for their child if space allows after 3 months of employment. Part-time or on call employees are not offered childcare spaces.

ENROLMENT

All new part-time enrolments must include a Monday and/or Friday. There is a minimum enrolment of 2 days per week at any centre, supporting the children's and staff ability to bond and enjoy a sense of belonging. All infant and toddler programs are full time enrolment. Waitlist applications are filed in chronological order. Once you accept an offer of space you will have priority to add days, change programs, and transfer locations, based on availability. Please speak with our enrolment coordinator. You may be enrolled in two different Maven Lane locations but may only occupy one space per day. It is our policy that spaces should be used. If you have a space and your child is absent for two months and does not attend by the first day of the third month, your enrolment will be terminated. If you do not give notice, fees will be taken in lieu of one full calendar month's notice. This policy is in support of the community's desperate need for child care.

ANNUAL RE-ENROLMENT

Each Spring, we send out "September re-enrolment" requests to our currently enrolled members. At this time, we will request your annual membership fee and participation policy fee for the new academic year. September re-enrolment only relates to the children who are in our programs (if you have a sibling on the waitlist, you do not include them in this enrolment). By re-enrolling, you are indicating your desire to continue to be enrolled in a Maven Lane program as of September 1st. You may request a change to your current enrolment (days/program/location); increases to enrolment and location changes are subject to availability. Maven Lane cannot guarantee movement to the next age program (IT/SS/3-5/SA). All re-registration requests will be based on program availability. Should the demand exceed availability, spaces will be filled based on the length of time your family has been part of the Maven Lane Membership. In the unfortunate situation

do not have a space to accommodate your child you will move to a priority waitlist until a space is available. Sunflower OC families whose enrolment is affiliated with Okanagan College are not able to request a transfer to other locations at annual re-registration.

CENTRE LOCATIONS

Maven Lane has expanded to include new locations in Coldstream, Lavington, and Sunflower OK College. Services vary according to location. Children may only be enrolled in one space per day regardless of location.

INCLUSION OF CHILDREN WITH EXTRA SUPPORT NEEDS

We offer an inclusive environment. This means that we welcome children from different cultures, at different developmental stages, and with varying physical abilities. Together, we grow to love learning, and to value the similarities and differences between us.

A day spent at any licensed group childcare setting is a busy day for every child. Learning opportunities are intrinsically provided through group management and daily routines. It is our goal to provide an inclusive environment where children have a sense of belonging, learn through play, have fun, and experience awe and wonder. We recognize that every child is different, and our experience has taught us that some children thrive in this type of environment, while others struggle with the hustle and bustle of large groups and the level of stimulus created. We make every effort to counter these challenges with solid routines, small group transitions, low stimulus décor, natural resources, and plenty of outside time. However, if your child thrives in a low-stimulus environment, where they have control over their day, they may struggle in a group setting and prefer a smaller, in-home setting. This is no reflection on quality of care, it is seeing the child for the authentic self and providing the best environment for their character and needs. We do the child an injustice by insisting they attend a facility that proves to be a daily struggle. We will always give children who are struggling every support we can because we want them to thrive in our care. We try all our strategies, we seek the help of community professionals, and sometimes we must make the difficult decision to cease care provision. Please consider if Maven Lane is the right setting for your child. As their guardian, you are best placed to choose the most appropriate care provision for your child.

As Maven Lane strives to create the best possible learning experience for all our children, we may at times, consider limiting the number of children requiring additional support within one program. If additional support is deemed appropriate for your child, we will make every effort to accommodate. Please be advised that receiving additional support takes time; funding/staffing delays may affect our ability to provide care. In the case that safety and functionality of the program is compromised, you may be asked to make alternative arrangements for your child until support is secured. In the case of waiting for funding/staffing, fees will still be payable.

TERMINATION OF SERVICES

Staff are committed to providing a caring and supportive environment for all families. However, termination of services may be required if:

- fees for services are not paid according to the financial policies and suitable arrangements cannot be agreed upon
- a family does not abide by expectations in the membership manual and successful resolution of the differences is not achieved
- a family member harasses, threatens abuse, or commits a violent act towards staff, child, or another family involved in the program
- the centre is unable to satisfactorily resolve problems of late pick-up with a family
- the child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff and additional supports to accommodate the child are unavailable.

Maven Lane reserves the right to reduce or restrict care due to challenging behaviour. Termination of services is a last resort. Before the centre determines its decision, all steps will be taken to accommodate the child's needs. Steps may include, but are not limited to:

- working with the family to identify other more suitable programs and resources
- consulting with professional support resources
- requesting increased staffing through Supported Child Development or The Ministry of Children and Family Development

If termination of services is required, the centre will support the family to access other programs and resources.

LINES OF COMMUNICATION

We use a variety of methods to communicate with our families. Email mailing lists for each program will have one email address per family. If two are required, please ask our enrolment coordinator to add the additional email address. Other forms of communication include our Maven Lane Facebook page and a TV monitor in our Vernon main site location. At our satellite sites, paper copies of communications will be posted in a prominent location for parents to review.

If you have any questions regarding Maven Lane, please speak with our enrolment coordinator. This way you will be sure to have your questions answered. Interpretations from others of any given situation can lead to misinformation and sometimes unfounded stress or worry.

To ensure the very best service, please adhere to the following lines of communication.

Contact:

Your **Enrolment Coordinator** if you have any questions or concerns regarding your child's day or to inquire about the availability of drop-in spaces.

The **Enrolment Coordinator** to assist with changes to your child's enrolment and all payment inquiries.

The **Executive Director** if you wish to discuss any ideas, fundraising suggestions, donations, questions and/or comments regarding the Society.

In the case of unresolved grievances, please email our Executive Director. Our Executive Director oversees operations and will be able to assist with all inquires regarding our services, policies, and personnel. It is the responsibility of the Executive Director to liaise with our Board of Directors. Our Society Bylaws dictate a 'governance' approach; the Board of Directors is responsible for overseeing the Society's financial management only and should not be contacted directly by membership. Our Board of Directors are volunteers; by respecting the lines of communications, we are ensuring respect for their time and personal commitments.

GRADUAL ENTRY FOR NEW INFANT/TODDLER/3-5 FAMILIES

Once a position is accepted and your child's registration is complete, we want to introduce you to the program. The enrolment coordinator will contact you with a gradual entry schedule. We ask that you accompany your child during the first visit, while he/she begins to establish a relationship with staff and is comforted seeing you trust and respect them. For infants, we request a minimum of 3 visits, each getting gradually longer. By the last visit, we request that your child be left for a short period of time.

GRADUAL ENTRY TRANSITIONING FROM ONE PROGRAM TO ANOTHER

Children transitioning from one program to another will also have visits organized by program educators during attendance, whenever enrolment and staffing permit. Please note that some children may require less/more time adjusting than others.

PERSONAL ITEMS FROM HOME

During your child's gradual entry, you may find that a special item (stuffy or blanket) might ease your child's transition from home to the centre. We encourage your child to bring something soft to cuddle with during naptime along with his/her favorite small blanket. All other toys should remain at home. Your family photo received at registration is laminated and put out for the children's use in their program. This is a way for your child to feel connected to you as they settle into a new environment.

BIRTHDAYS

We will celebrate your child's special day in the program. Unfortunately, due to licensing regulations, we ask that you send only store-bought items for sharing. Ingredients must be clearly labeled to support children with dietary restrictions. You may wish to ask the staff if there are any allergies to be noted before making your purchase, so you can include everyone in the celebration. If you do not recognize birthdays, please advise your program educators so your beliefs and traditions can be honoured at the centre.

ARRIVAL AND DEPARTURE

CODED ENTRANCE

The inner set of doors to the centre are always kept locked. Access to the centre is through the coded front entrance door only. Parents will be given the code for the lock when their child starts at the centre. We ask that you memorize this code just as you would your bank code and protect it in the same way by not sharing it with your child. There is a buzzer that can be used for the occasional pick-up person or if you forget the code.

PARKING

Short term parking spots are designated for drop off and pick up at the centre; please do not leave your vehicle

running during these times. **We are a no-idle zone.** To ensure the safety of children, please **DRIVE SLOWLY** at all times!

HOURS OF OPERATION

Our hours of operation are 7:30am-5:30pm

At the start of each day, doors may be unlocked to facilitate staff entering the building and preparing for the children's arrival. Please refrain from entering the building until business hours begin.

Our doors close at 5:30pm. Please arrive no later than 5:20pm, giving you enough time to collect your child's belongings, sign them out, and exit the building before 5:30pm. This ensures that staff are able to go home to their families in a timely manner. We appreciate your cooperation.

Your child's attendance should never exceed 9 hours.

ARRIVAL PROCEDURE

Your child's arrival and departure time will depend on your schedule. In order for your child to derive the maximum benefit from our programs, we recommend for he/she arrive before 9:00am. While we are open for 10 hours per day to offer some flexibility with working schedules, no child should be here from open to close.

Your child must be signed in and signed out of the centre each day.

Children must be signed in by a responsible adult upon arrival. When signing in, please relay any information to the staff that you feel is important to your child's adjustment to the day (i.e. your child's evening, sleep, breakfast etc.). On school days, children who arrive on the bus for after school programs will be signed in by a staff member.

It is important that you bring your child into their program before you say goodbye, so staff may greet him/her and help your child get involved in program activities. This transition gives the parent and staff an opportunity to communicate and share information. Please inform staff if someone else will be picking up your child and ensure that they are named as an authorized pick-up person on your child's registration form. For the occasional pick up by an alternative person who is not named as an authorized pick-up person, Maven Lane must be notified in writing to enrol@mavenlane.org and ensure that they bring government issued ID. For the occasional pick-up person, please ensure that they bring government issued ID, and that you inform staff of the change to pick-up schedule. Do not share the access code, instead ask them to ring the doorbell and we will happily answer the door for them.

All absences or late arrivals must be advised via email **ONLY** to absent@mavenlane.org.

Please be aware that when a school aged child does not arrive for bus pick-up as expected and we have not received email notification of the child's absence, it is viewed as an emergency. Staff are required to immediately contact the parent to ensure the safety and location of the child. If staff are repeatedly calling due to your failure to report absences (more than 3 times in a month), action may be taken. If the issue cannot be resolved, termination of services may be necessary.

You must let us know when your child will be absent – absent@mavenlane.org

DEPARTURE PROCEDURE

At pick up time, please speak directly to your child's program staff so they know you are signing your child out of the program and into your care. If someone is picking up your child who is unknown to staff, even if they are listed as an authorized pick-up person, they will be asked for photo identification before a child will be released to them.

Dogs, and other animals, are not permitted inside our facilities due to allergies and overall safety. On occasion, with permission, we allow special visits.

Be sure to check the sign-in sheet, the white board, notices in cubbies, for any messages from our staff. Check your child's cubby for any creations to take home and make sure all soiled clothing is taken home and replaced with clean clothing for the next day.

Always ensure that a staff member is aware that your child is being signed in or out of our care

Once your child is signed out of his/her program, please ensure that he/she stays with you until you leave the building. Children must always be accompanied by an adult and are not permitted to run in hallways or in the gym at this time. Children should never be allowed to go to the main exit door or out to the parking lot by themselves.

Please have your child signed out by no later than 5:25pm. We would be grateful if families arrive at least a few minutes earlier to assist in ensuring staff may go home to their own families no later than 5:30pm. To accommodate our commitment to our staff, please note that, if you are late for pick-up you will be expected to simply collect your child and his/her belongings (which will be prepared) and leave the building quickly.

Should you meet with an emergency and cannot communicate with us or arrange for an alternative person to pick up your child before 5:30pm, the centre's policy is:

- staff will immediately phone your home/business/cell phone
- if no one answers, the staff will phone all the emergency contact persons listed on your registration form
- if no contact is made with an emergency contact person after a period of 45 minutes, the Ministry of Children and Family Development (MCFD) will be contacted to pick up your child
- a note will be placed on the front door notifying you of the whereabouts of your child and a late pick-up penalty fee will be charged

This course of action is severe and only implemented if necessary. We would appreciate your support in avoiding this scenario.

LATE PICK-UP FEES

If a child is picked up after 5:30pm, you will receive a notification letter reminding you of our late fee policy. Should you be late a third time, a late fee of \$2.00 per minute will be charged, payable immediately. You will not be permitted to drop your child off at the centre until this fee is paid.

IF AN INTOXICATED PARENT ARRIVES TO PICK-UP

If staff suspect a parent (or designate) is under the influence of alcohol/drugs they will approach the situation in the following manner:

- offer to call a relative or friend to pick up the parent and child
- offer to call a cab
- inform the parent that if he/she chooses to drive with or without the child, the educator will notify the RCMP immediately

Driving under the influence of alcohol or drugs is against the law and the educator is responsible for supporting this legal position

SERVICE PROVISION

Maven Lane provides early learning, child care, education, and recreational services for children 9 months and up to 12 years of age/grade 6. Our goal is for all our children to enjoy a sense of wonder, learn the self-help skills they will need to get their needs met, and develop a strong passion for learning. Curricula are age/developmentally appropriate, with a focus on natural resources, extended periods of time outside, and the emerging curriculum that comes with play. The more time children spend in nature, the more likely they will develop a life-long love for it, and as adults, a sense of responsibility and stewardship towards it.

Safety is of paramount importance. Following licensing regulations, completing monthly inspections, and active adherence to operational policies ensure we are providing a safe physical environment. Children's emotional safety is ensured by employing qualified staff who understand child development. Staff are trained in the culture of inclusion, and practice sympathetic, supportive, non-judgmental guidance and caring.

Culture and diversity are an important part of our curriculum. We actively avoid stereotyping and will never stop a child from expressing themselves in a healthy and creative way – we love the 100 different languages of children! We know that the child must have a strong sense of belonging in order to feel safe, valued and able to move forward with their learning. By acknowledging each child's family culture in our programs, we provide an authentic sense of belonging. When we investigate our community, we are cognizant that our landscape, and the cultures that inhabit it, are an ever-evolving picture. It is important that every child know their family's culture has an important role to play in influencing our children's view of the world they live in. We will work to ensure that all our staff are educated in the history, cultures, people, and practices of our lands. The cultures from our homes, our communities and around the world will be investigated at an age-appropriate level and as part of our emerging curriculum derived from the children.

The ECEBC Code of Ethics supports educators in their responsibility to promote ethical practices, attitudes, and principles; providing explanations and standards of practice to help educators monitor their practices. The Code of Ethics was created with the intention of protecting children and families as well as guiding educators on their professionalism, ethical obligations, and policy creation. In the case of dispute with families on the best practices for their child, educators will use the Code of Ethics as a guiding document to help clarify what is in the best interest of the child. Maven Lane policies always endeavor to meet the best interest of the child.

We host events throughout the year to encourage a sense of community amongst our members. We invite all parents to make every effort to attend. These events provide fun opportunities to visit with your child in his/her classroom, share information, meet with program educators and other families.

Our staff are a natural resource for child and family related services, and they will do their best to support you. In addition, a resource area can be found in the hallway which provides information on support groups and various family services available in our community.

NUTRITION AND CLOTHING

NUTRITION

We provide morning and afternoon snacks as well as filtered water each day. Healthy foods are essential for all children's growth, health, and development. We carefully follow The Canada Food Guide in creating our menus for the children's snacks. Our snack menu offers foods from a minimum of 2 food groups and each snack starts with a sharing plate of fruit and/or vegetables. Parents are requested to contribute to this sharing basket and each program posts a record of snacks served.

We are an allergy and nut aware facility and work with parents to provide suitable choices for children with special dietary needs. Please talk to your program educators regarding your child's needs; please note that we can only supply partial provision of specialty foods and only those available through our food distributor.

**Parents are responsible for sending nutritious lunches each day for their child.
All lunch boxes must contain an ice pack**

Parents are responsible for bringing your child's lunch in a suitable container, WITH AN ICE PACK to ensure the food is kept cool until lunchtime. We follow Interior Health's recommendation of 'Division of Responsibility'. We allow children to freely choose what to eat, in their order of preference, and the amount they are comfortable with. Therefore, please only pack healthy choices for your child. Lunch is served family style which means that an educator is seated at each table with a group of children to encourage conversation, the practice of good table manners, and to assist children in cleaning up after themselves. The goal of these policies is for children to develop an awareness of their own appetites and learn healthy eating habits that will stay with them throughout

their lives. We follow a no fruit or vegetable juice policy to avoid high sugar and/or salt intake, to reduce recycling waste, and to encourage water intake.

If your child has food allergies, special dietary needs, restrictions, or strong food dislikes, please keep us informed

CLOTHING

Play clothes which are comfortable, washable, suitable for the weather and easy for your child to dress and undress independently are best. Please remember that play is messy and children **worrying about their clothes being spoiled impedes the learning process**. Children should come dressed in clothes that can be lost to the worthy cause of learning! Save the good clothing for home and special family events.

Please ensure your child has the following:

- one complete change of weather appropriate clothing
- indoor shoes to stay on-site, preferably non-skid slippers or running shoes (no laces)
- outdoor shoes that support active play (supportive, closed toe, no flip flops)
- winter wear including a warm jacket, snow pants, a hat, lined boots and mittens or gloves
- summer wear including a sun hat and a labeled bottle of sunscreen (**no sprays please**)
- diapers and wipes (if applicable)
- a **small** blanket and stuffy for rest time

Space is limited, so please ensure you have all the necessities, and take anything else home. Thank you for your help with keeping our hallways and cubbies tidy

Please label all your child's belongings clearly with his/her name to help prevent loss and/or mix-up.

GUIDANCE, CARING AND DISCIPLINE

Guidance, caring, and discipline techniques practiced are developmentally appropriate, non-threatening, positive, consistent, and respectful so that we can promote each child's inner self-control, build self-esteem, and encourage problem-solving and independence.

Staff at Maven Lane follow the guidelines set out in the B.C. Child Care Licensing Regulations to ensure that, while under our care, no child is subjected to any of the following:

- confinement or physical restraint by an employee, except as authorized in a child's care plan
- shoving, hitting, or shaking by an employee or another child, confinement, or physical restraint by another child
- harsh, belittling, or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect
- spanking or any other form of corporal punishment
- separation, without supervision by a responsible adult, from other children
- deprivation of meals, snacks, rest, or necessary use of a toilet as a form of punishment

We follow strategies that are prevention-oriented, promote a positive atmosphere and maximize opportunities for desirable behavior by:

Establishing clear, consistent, and simple limits

Limits are statements of what behavior is appropriate and prevent the child from having to guess what is expected. Limits should be clearly related to the safety and protection of self, others, and the environment. They should be few, consistently enforced and within the child's ability to understand, i.e. "please walk to the story corner", or "please sit when you eat."

Offering straightforward explanation for limits

When children understand the reasons or rationale for limits, they are more likely to comply and abide by them. Furthermore, teaching children the “why” of a limit helps them internalize and learn rules of social living, i.e. “when you put the toys back on the shelf, people can find them easily” or “the sand needs to stay down low to keep it out of people’s eyes.”

Stating limits in a positive way

Phrasing limits should be positive; what to do, rather than what not to do. When educators offer these positive statements, they reinforce for children what is appropriate, serve as a desirable model of communication for children to imitate, and decrease the likelihood for children to respond with defensiveness or resistance, i.e. “it’s time to put the blocks away” rather than “don’t leave the blocks on the floor.”

Allowing time for children to respond to expectations

Children react more favorably when they are offered cues and warnings. This decreases their anxiety and helps them to anticipate or prepare for change. Instead of demanding immediate results, educators should be prepared to give children time to respond, i.e. “it will soon be time to clean up” rather than “get that cleaned up now”.

When behaviour becomes unmanageable

Maven Lane welcomes NONA consultants into programs to help educators with group management and behaviour modification strategies. If challenges go beyond our ability to keep children and/or staff physically safe, emotionally secure, and respected, we reserve the right to withdraw services (without refund) in the interest of everybody’s safety.

HEALTH POLICIES

IMMUNIZATION

We are required by Licensing to keep a photocopy of immunization records on file. A conscientious objector form must be signed to ensure coverage during any delays in immunization reporting. Once enrolled, please provide updated immunization information, as necessary.

As a conscientious objector, it is understood that if an outbreak of a disease your child is unprotected against should happen, your child will NOT BE ABLE TO ATTEND until all cases of the infection are passed.

ILLNESS

We are all working professionals and we fully appreciate the challenges posed by having a child who is not well enough to attend the centre. However, in a group setting, infections and germs spread much faster than at home. **Please do not send your sick child to the centre.** It is unfair to your child, to the staff and to the other children and their families. If you suspect your child is unwell, consider their ability to manage the many demands of a day at the centre versus a day at home. If your child is not well enough to participate in all aspects of the daily programming (including outdoor play), your child is not well enough to be at the centre. Cooperation and adherence to our sick policy is a major factor in reducing the spread of infection; we rely on everyone’s support. If your child becomes ill during the day, we will notify you immediately so that you can arrange for him/her to be taken home.

A child with any of the following symptoms should remain at home until the symptoms subside, the infection is fully cleared, and a minimum clear 24-hour period has passed:

- stiff neck and or headache
- continuous and/or copious green nasal discharge
- any complaints of unexplained or undiagnosed pain
- persistent and/or continuous coughing or sneezing
- difficulty in breathing
- wheezing
- body temperature above 38.0C/100.4F
- listlessness
- infected eyes or skin
- undiagnosed skin rash
- diarrhea or loose stool

- severe itching of body and/or scalp
- vomiting
- known or suspected communicable diseases

Please note that at times you may be asked to keep your child at home until a symptom-free 48-hour period has passed; this will normally only occur in the event of an extreme epidemic in your child's program or throughout the centre.

Also be aware that staff become very familiar with children's cues and often know when a child is not able to cope with being at the centre due to extreme lack of sleep or the beginnings of illness. We ask that parents respect our staff's judgment in these situations as you may be called to pick up your child as the centre does not have the facilities or extra staff to care for sick children.

COMMUNICABLE DISEASE

Please notify staff immediately if your child contracts a communicable disease (chickenpox, rubella, influenza etc). Your child will need a signed doctor's certificate to return to the centre after a communicable disease or infection, or the suspicion of a communicable disease or infection.

Any communicable diseases confirmed in your child's program will be posted at the sign-in area. We follow Interior Health's guidelines for attendance if your child has a communicable disease. In the interest of children and staff, it is important that these guidelines are adhered to.

MEDICATION

Prescription drugs or prescribed medication with a doctor's note, must be in the original container and be labeled with the following information: name of medication, name of child and doctor, and the date, time and amount of medication to be administered. Parents must complete a permission form before medication can be administered, please go to the front office to request a form from the enrolment coordinator. All medication is stored in a locked box in your child's program or with the program's first aid kit.

We do not administer non-prescribed medication.

FIRST AID

All staff at the centre hold current first aid certificates.

Staff will notify parents of incidents that require first aid. Staff will also notify Interior Health of any reportable incidents in accordance with licensing regulations.

If emergency medical attention is required, qualified staff will administer first aid until ambulance attendants arrive and will accompany the child in the ambulance whenever possible. A parent will also be contacted immediately. Should parents not be reachable, staff will continue to contact the other emergency contact numbers provided on the registration form, in the order you have indicated. Once a contact has been reached, it will be their responsibility to inform the parent as our staff need to attend to the injured child and other children in their care.

MEDICAL EMERGENCY

Every situation is unique and decisions regarding the group's actions will be made according to policy, safety, comfortability of our staff, and where appropriate, in consultation with Interior Health and emergency services. Maven Lane reserves the right to act with the group's safety and well-being as the priority.

ALLERGIES

Our centres are allergy-aware facilities. We work with families to minimize the risk of exposure to allergenic foods or materials, but we cannot guarantee that your child will not be exposed. A list of children's allergies is posted in each program. If a child has a life-threatening allergy, an allergy-alert form is posted with the child's photo and information about sensitive foods and treatment. It is the parent's responsibility to ensure that an EpiPen or appropriate medication is always kept at the centre while your child is in attendance and is replaced when expired. Children with a life-threatening allergy are not permitted to attend our programs without the correct medication available to staff.

If emergency medical attention is required, qualified staff will administer first aid until ambulance attendants arrive and will accompany the child in the ambulance. Parents will be contacted immediately. Should parents not be immediately available for contact the staff will continue with the other emergency contact numbers you have provided, in the order you've indicated on your registration form.

QUIET TIME

As part of children's health and well-being, rest during a busy day is essential. Every day, all children take time to rest their bodies; they may or may not fall asleep. If parents request that their child not sleep, children will be offered books to 'read' to help them rest quietly. However, if children fall asleep of their own accord, they will not be woken for 30 minutes. We feel that a child who falls sleep needs the sleep. Staff will respect parent wishes to wake them after 30 minutes.

As part of our commitment to spending as much time outside as possible, when weather permits, programs may decide to host quiet time outside. This is a wonderful experience for everyone, enjoying fresh air and the sounds of nature as they drift off to sleep. In these instances, children would sleep on cots or blankets (off the ground by use of tarp/blankets/similar) and will be sheltered from the sun and elements.

SMOKING

Smoking/vaping is not permitted at any time in the centre or outside of the building. Third-hand smoke (smoke contamination that remains after a cigarette is extinguished) is a threat to the health of both children and adults; children's clothing will be changed by program educators if smoke is detected.

REPORTING SUSPICIONS OF CHILD ABUSE

We are required by law to report any signs of abuse or disclosures by the child, whether founded or not. This report will be made immediately to the Ministry of Children and Family Development (MCFD). Please be advised that when a report is made, staff are not permitted to contact the parent unless specifically directed to do so by MCFD. Staff do not determine whether any abuse has occurred; that is the responsibility of MCFD. The law also requires child care personnel to report any verbally or physically abusive behavior by an adult to a child within the centre. Therefore, if a staff member observes a parent or parent designate strike or otherwise physically or verbally harm a child, he/she is required to report it to the Executive Director who in turn is required to report it to MCFD.

FIELD TRIPS/TRANSPORTATION

Field trips provide fun learning opportunities for children and all our programs take advantage of our proximity to downtown Vernon for visiting various local places of interest. Parents are asked to sign a waiver upon enrolment for permission to take children on spontaneous trips within the community, while planned field trips require a permission form as per licensing regulations. Always watch out for permission forms at the sign-in area. Safety vests are worn when our programs are off-site.

Planned field trips may include, but are not restricted to, visits to the following:

- Vernon library
- pet stores
- restaurants and stores
- parks and beaches
- Vernon museum
- fire hall or police station
- senior residential homes

All trips involve strollers, walking or transportation by city bus or Maven Lane transportation; parents choosing for their child not to attend a planned field trip must seek alternate care arrangements for that time period.

For Maven Lane transportation: Booster seats and car seats are provided in accordance with the laws of British Columbia. Parents are responsible for ensuring staff know their child is under 40 lbs and therefore requires a car-seat. Children must remain in a booster seat until they reach 4'9" or 9 years of age. All riders require a signed transportation form.

If parents wish to participate in field trips, prior arrangements must be made with the program educators. Please note that parents are not permitted to take photographs/videos of the children while on these outings.

Parents may contact staff on their personal cell phones **only** if communication is required while your child's program is on a field trip.

All other enquires are to be made through enrol@mavenlane.org or calling 250-558-9963 ex 202 or in person with your child's educator during Maven Lane operational hours.

SCHOOL TRANSPORTATION

Maven Lane has vehicles for transporting school-age children to and from most SD#22 elementary schools and for providing field-trip transportation during school closures. Fees for transportation can be found on our fee

schedule; note there will be no refunds available unless bussing is cancelled in writing by September 15th. While we do try to avoid it, additional costs may be applicable for field trip transportation.

All riders require a signed transportation form to utilize our services. Booster seats and car seats are provided. Children are expected to behave in a manner appropriate for safe transportation. If your child cannot adhere to the Maven Lane Bussing Behaviour Guidelines, we reserve the right to withdraw services (without refund) in the interest of everybody's safety.

EMERGENCY EVACUATION/CLOSURES

Staff have carefully made plans for the safety and care of each child in the case of an emergency such as a fire, flood, or earthquake. We practice fire drills monthly so that the children can be out of the building quickly, quietly, and calmly.

In the event of a large-scale evacuation, the Vernon main site's meeting point is Schubert Centre at 3505 30 Avenue, Vernon. We will walk the children to this destination. Staff will have all parent contact information on hand to contact you and inform you of our position/situation. Satellite locations have also secured locations where food/water/shelter can be provided.

CENTRE CLOSURE

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, the centre may have to close. Staff will care for children until families/emergency contact(s) have picked them up. Evacuation procedures are posted at program exits will be followed.

UNSCHEDULED CLOSURE

If an incident occurs in which the centre must be closed, the Executive Director or designate will:

1. initiate action by calling our Licensing Officer and/or the Interior Health Authority to establish risk
2. determine closure based upon risk assessment and recommendation from consultation of appropriate authorities
3. determine a time period for closure based upon these risk assessments and recommendation
4. assess remuneration based upon #2 and #3 in consultation with the Board of Directors

Following a closure, opening will be based on the following guidelines:

1. contact and risk assessment - programs are regulated by individual timelines, i.e. Infant/Toddler programs are at higher risk than School Aged programs
2. children may be required to bring in a doctor's note to return to their program

Parents will be notified on where/how (e.g. Radio, Maven Lane Facebook page) to seek information regarding the re-opening of the centre.

Maven Lane is regulated by Community Care Licensing and must conform to regulations from the Ministry of Health; all actions are inevitably regulated by governing bodies.

Should Maven Lane operate services from a unionized setting, we will be respectful to the union staff as well as try our utmost to keep service available. This may require using a temporary location or coming to an agreement with the striking parties.

Parents may experience a temporary interruption of service while arrangements are made. In the interests of continuing positive relationships and to ensure the well-being of children, families and staff, our goal is to come to a solution that is agreeable to all parties.

CONTACT INFORMATION

Website: www.mavenlane.org

Executive Director: ed@mavenlane.org

Enrolment Coordinator: enrol@mavenlane.org

Mailing address
2711 38 Street
Vernon BC V1T 6H5
Tel: 250.558.9963
Fax: 250.558.4260

COMMUNITY RESOURCES CONTACT INFORMATION

Aboriginal Infant & Early Childhood Dev. Centre	250 542 7578
Canadian Mental Health Association, Vernon	250 542 3114
Community Dental Access Centre	778 475 7779
Community Futures	250 545 2215
Disability Resource Centre	250 545 9292
Family Resource Centre	250 545 3390
First Nations Friendship Centre	250 542 1247
Food Bank	250 549 4111
Ministry of Children and Family Development (Aboriginal)	250 549 5533
Ministry of Children and Family Development	250 558 2700
NONA Child Development Centre	250 549 1281
North Okanagan Youth & Family Services Society	250 545 3572
OKIB Health & Social Development Centre	250 542 5094
Vernon & District Immigrant Services Society	250 542 4177
Vernon Library	250 542 7610
Vernon Public Health Centre	250 549 5700
Vernon Women's Transition House Society	250 542 1122

INDEX

Welcome	1
Vision	1
Mission	1
Our Society's Guiding Values	1
Non-Profit Society and Registered Charity	1
The Board of Directors	1
Staff	2
Core Values	2
General Information	2
Confidentiality	2
Social Media	2
Request for Babysitting	2
Early Childhood Education Students	2
Volunteers	3
Photographs/Videos/Documentation	3
Criminal Record Checks	3
Hours of Operation and Holidays	3
Fees	3
Fees upon Enrollment	3
Recurring Fees	4
Annual Fees	4
Drop-in Spaces	4
PAD Agreement	4
Change in Enrolment/Withdrawal	4
Parent Participation Program	4
Financial Assistance	4
Financial Assistance Program	5
Tax Receipts	5
Split Fees	5
Financial Information	5
Fee Increase	5
Late Fee Charges	5
NSF Auto-debit/Cheques	5
Repayment Agreement	5
Children's Records	5
Enrolment Policies	6
Waitlist	6
Waitlist for Current Member	6
Centre Locations	6
Inclusion of Children with Special Needs	7
Termination of Services	7
Lines of Communication	7

Gradual Entry	8
Personal Items from Home	8
Birthdays	8
Arrival and Departure	8
Coded Entrance	8
Parking	8
Hours of Operation	8
Arrival Procedure	9
Departure Procedure	9
Late Pick-Up Fees	10
If an Intoxicated Parent/Guardian Arrives to Pick Up	10
Service Provision	10
Nutrition and Clothing	11
Nutrition	11
Clothing	12
Guidance, Caring and Discipline	12
Establishing Clear, Consistent and Simple Limits	12
Offering Straightforward Explanation for Limits	13
Stating Limits in a Positive, Rather Than Negative Way	13
Allowing Time for Children to Respond to Expectations	13
Health Policies	13
Immunization	13
Illness	13
Communicable Disease	14
Medication	14
First Aid	14
Medical Emergency	14
Allergies	14
Quiet Time	15
Smoking	15
Reporting Suspicions of Abuse	15
Field Trips/Transportation	15
School Transportation	15
Emergency Evacuation/Closures	16
Centre Closure	16
Unscheduled Closure	16
Contact Information	17
Community Resource Phone List	17