



north okanagan child care society

MEMBERSHIP MANUAL

WELCOME

The Executive Director, staff and Board of Directors 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.

It is vital for parents and caregivers to work together for ensuring children receive 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 to 12 years of age. 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" throughout, 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 ABC's
- 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 ensuring fiscal health and sustainability.

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 12 hours per 5 years that is industry standard). This ensures that our staff receive sufficient 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 programs. 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. Enquiry 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, Place-based and Reggio Inspired programming. We also believe that children need more access to natural resources 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.

PARENT/STAFF COMMUNICATION

We plan 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.

GENERAL INFORMATION

CONFIDENTIALITY

Confidentiality in our centre applies to all verbal and written information about potential, currently, 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 known to them. Should this circumstance arise, we require parents adhere to our strict rule of confidentiality and take any concerns to their Program Facilitator.

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.

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.

BABYSITTING

Due the Society's high regard for confidentiality both within the centre and out in the community, we kindly request that members refrain from asking centre 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.

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 one of the most important roles of an Early Childhood Educator. It deepens educators' understanding of 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's permission is requested for centre staff to take and post photographs of children for documentation purposes, or 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

We are open Monday to Friday from 7:30 a.m. to 5:30 p.m.

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 a.m. - 12:00 p.m. on December 24 each year if parents 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 year.

FEES

GENERAL INFORMATION

Upon enquiry into care at Maven Lane, the Enrollment Coordinator will discuss program choices and current wait times. A tour of the facility may also be arranged. A fee of \$20 per family is required to add your child to the Maven Lane waitlist. Waitlist applications and payment may be completed via our website.

Once you are notified of a space being available, you will have 48 hours to accept the offer. If we do not hear from you, the next person on the waitlist will be contacted. You will not lose your space on the waitlist but there are no guarantees as to when the next space will become available.

To secure your space, we require a \$100 security deposit within that 48-hour period. If you change your mind, a refund will not be issued. The enrolment and registration process must be completed prior to your child starting with us.

The complete enrolment process requires:

ONE TIME FEE	Security Deposit refunded on final month's fees	per child	\$ 100
ANNUAL FEES	Society Membership Fee	per family	\$ 50
	Parent Participation Deposit		
	children attending 2 days only	per family	\$ 50 (or 4 hours)
	children attending 3+ days	per family	\$ 100 (or 8 hours)
	half day programs (SA/LT)	per family	\$ 50 (or 4 hours)

Parent participation cheques are post-dated to the end of the academic enrolment year. Parents are encouraged to support the Society with their skills/knowledge/time/donations. When you have completed your participation requirements, the post-dated cheque will be returned or destroyed, at your request.

Due to the fluctuating nature of enrolment, there are no guarantees that we can meet your preferred days for care. Priority is given to current members (i.e. siblings or requests for changes to enrolment) before offering spaces to the community. If your currently enrolled infant is turning 3 and there are no 3-5 spaces available, your child may remain in the Infant Toddler program until such space becomes available; fees are applicable to the program attended, not the age of your child.

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

Parents may choose to contribute to the Maven Lane **Family Assistance Program (FAP)** with their monthly fees. The FAP provides support for families in crisis in two areas, financial and network support. If you would like more information on the FAP, please speak to any member of staff. All financial donations totalling over \$50 in the year are eligible for charitable donation receipts and will be reported in compliance with CRA requirements.

Maven Lane accepts payment in the forms of pre-authorized auto debit, cheques (made payable to NOCCS) or exact cash (we do not carry petty cash).

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.

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.

CHANGE OF ENROLMENT/WITHDRAWAL

One full calendar month's written notice **on 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.

For changes to September registration, TWO full calendar months' written notice received no later than 1st July is required to reduce days or withdraw from the centre. Payment of one month's fees will be charged in lieu of notice.

FINANCIAL ASSISTANCE

There are provincial funding programs to help families with the cost of child care fees. If you feel you may be eligible, please speak with our enrollment coordinator for more information, and support, in accessing financial assistance.

Please note that benefit plans MUST be in place for the month you wish your child to start in order to avoid full fee payment.

FINANCIAL INFORMATION

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

DROP IN SPACES

Daily attendance naturally fluctuates so drop-ins are subject to availability. Please speak with your child's program educators regarding availability. Payment should be submitted to the office upon drop-off.

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 30 days, Maven Lane shall seek the services of a collection agency

FEE INCREASES

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

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 Closure 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, and other distinguishing features (scars/birthmarks), colour photographs, parents' names, full address, emergency contact numbers, care card number, doctor and dentist's names and numbers, medical information, food allergies and care considerations. **Please note that your child's file MUST be complete 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. 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.

Should your family be going through changes, please consider sharing a brief synopsis with your child's program educators and/or enrollment 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.

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 the Licensing Officer, unless permission is granted by the parent in writing.

ENROLMENT POLICIES

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

- children of employees of Maven Lane
- children referred by the Ministry of Children and Family Development (MCFD)
- children referred by the North Okanagan Neurological Association (NONA)

INCLUSION OF CHILDREN WITH EXTRA SUPPORT NEEDS

We offer an inclusive environment. This means that we will accept 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.

We work closely with staff from the Supported Child Development Program at NONA who consult with parents and centre staff as well as other community professionals to assist parents in accessing services that meet the needs of their child. Supports can include referrals, consultation and development of an Individual Care Plan (ICP), staff training and additional staffing.

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.

LINES OF COMMUNICATION

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

Contact:

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

The "Enrollment Coordinator" to assist with changes to your child's enrollment and all payment inquiries.

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

GRADUAL ENTRY

Once a position is accepted and your child's registration is complete, your child's program educators will plan a gradual entry schedule with you. We encourage gradual entry as it helps your child adjust and become familiar with the new environment and people, secure in the knowledge that his/her parent(s) are close by. Infant/Toddler gradual entry may involve up to three visits. We ask that you plan to spend some time with your child during the first visit, while he/she begins to establish a comfortable relationship with staff. By the last visit, we request that your child be left for a short period of time.

July and September naturally have high volume of transitions in programs. To support these numbers, we will host an evening in the last week of both June and August to allow parents to accompany their children into their new program for a visit. These visits may be attended by both new and current members.

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.

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

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 include:

- 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
- referring to appropriate services for staff training or intervention with the child and/or family

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

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 at naptime along with his/her favorite small blanket.

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 in order 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

Doors to the centre are kept locked at all times. 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. Please note that the door code is changed a minimum of once per year.

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!

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, it is strongly suggested that he/she arrive before 9 a.m.

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 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, we will happily answer the door to them.

We appreciate a phone call or an absent form via the website when your child is going to be absent or late. **Please be aware that when a child does not arrive on a school bus as expected and we have not been notified of the child's absence, it is viewed as an emergency situation with staff required to immediately contact both the parent and school to ensure the safety and location of the child.**

This is a very concerning and time-consuming procedure for everyone involved - please remember to notify your program if your child will not be attending.

DEPARTURE PROCEDURE

At pick up time, please speak directly to a staff member 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.

Be sure to check the attendance sheet, the white board, notices in cubbies, and for any messages from 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 are not permitted to run in hallways or in the gym at this time and 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 5:30 p.m. 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 5:30 p.m. 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 5:30 p.m., 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 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, only implemented if absolutely necessary. We would appreciate your support in avoiding this scenario.

LATE PICK-UP FEES

If a child is picked up after 5:30 p.m., you will receive a notification letter reminding you of our late fee policy. Should you be late a third time, a late fee of \$1.00 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 police immediately

Drinking and driving is against the law and the educator is supporting this legal position.

FIELD TRIPS/TRANSPORTATION

Field trips provide fun learning opportunities for children and all our programs take advantage of our close proximity to downtown Vernon to visit 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.

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

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

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

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.

NUTRITION AND CLOTHING

NUTRITION

We provide morning and afternoon snacks and 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 each day.

Parents are responsible for sending nutritious lunches each day for their child.

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 particular needs; please note that we can only supply partial provision of specialty foods and only those available through our food distributor.

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 aid children in helping to clean up after themselves. 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. The goal is for children to develop an awareness of their own appetites, self-regulate and learn healthy eating habits that will stay with them throughout their lives.

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, preferably non-skid slippers or running shoes (no laces)
- 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

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

GUIDANCE AND DISCIPLINE

Guidance 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 in number, 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 so that it doesn’t get into people’s eyes.”

Stating Limits in a Positive, Rather Than Negative 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”.

HEALTH POLICIES

IMMUNIZATION

We are required by Licensing to keep a photocopy of immunization records on file. A conscientious objector form may be signed as an alternative. Once enrolled, please provide updated immunization information as necessary.

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, the staff and to the other children. 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 98.6F/37C
- 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 clear 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.

Please 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.

Medical and emergency information in your child's file must always be kept up to date. Should an emergency arise, we will contact you immediately. If we are unable to reach you, we will contact your alternate contact person/s. In the event of a child needing a doctor or dentist's immediate attention, the centre will call a cab for transportation and a staff member will accompany the child in the parent's absence. If it is necessary to transport your child to the hospital, the parent is responsible for transportation costs.

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 sign a permission form before medication can be administered. 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/guardians of incidents that require first aid. Staff will also notify Interior Health of any reportable incidents in accordance with licensing regulations.

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 kept at the centre at all times 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, will accompany the child in the ambulance, and parents will be contacted immediately.

SMOKING

Smoking 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 suspected or disclosed child abuse. 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. It is not our responsibility to determine whether any abuse has occurred; it 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.

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 centre'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 in order to contact you and inform you of our position/situation.

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 as 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 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 recommendations
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 time lines, 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, thus all actions are inevitably regulated by governing bodies.

Please note that Kidston Klub is located in a unionized setting and is affected by the collective agreement of CUPE staff. In the event of a strike by teachers or support staff, we will 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 relationship with school district employees 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.

GENERAL ENQUIRIES

Website: www.mavenlane.org

Executive Director: ed@mavenlane.org

Executive Assistant: compliance@mavenlane.org

Enrolment Coordinator: enrol@mavenlane.org

Program Facilitators: 250.558.9963

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

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

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