



Parent Handbook

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THIS HANDBOOK IS SUBJECT TO CHANGES THROUGHOUT THE YEAR. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO SPEAK TO ONE OF THE TEACHERS.

This handbook is a revised edition as of

September 2025

Introduction

Philosophy Statement

The Out of School Care Program is designed to provide a safe and caring environment for families who require before and after school care.

Children are unique individuals created as a gift from God. St. Joseph's Church OSC Centre fosters a safe, caring and happy environment, allowing each child the freedom to grow at his/her own pace socially, emotionally, physically, intellectually and spiritually. We value inclusiveness, multiculturalism, and independence, and promote the dignity of all children and their families.

Staff are trained ECE educators who contribute their personal talents and attributes to the program. The environment at St. Joseph's Church OSC Centre respects and recognizes the staff's training, skills and dedication to childcare. Staff has had experience working with children in a Preschool & daycare environment with children ages 2 ½ - 12 years.

Communication

At St. Joseph's Church OSC Centre we believe that communication is key. All interactions that take place between staff, children, and their families will be dealt with in a respectful and empathetic way. It is our goal and intention to deal with conflict in a quick and efficient manner. Some issues can be dealt with on the spot; however, other issues take more time and attention. If this is the case, an appointment should be made with the appropriate teacher in order to resolve the issue. If you would like to request to speak with a teacher and class is in progress, please fill out one of the forms located on the Parent board and place it on the teacher's desk or attach it to the bulletin board and a staff member will contact you as soon as possible. If you have any further questions or concerns you may contact Mrs. Antonella MacGillivray (Administrator) at amacgillivray@sosschool.ca.

Before and After School Care Description

Staff

St. Joseph's Church OSC Centre has staff on board that has Early Childhood Education training and experience in the field of childcare. They meet all requirements outlined in the Child Care Licensing Regulations, including a current First Aid Certificate and a criminal record check.

Eligibility

Children aged 5 – 12 years are eligible for the Out of School Care Program. Priority will be given to Catholic School students, siblings already enrolled in our Out of School Care Programs and to full time registrants. The program will provide quality childcare, which parents can rely upon throughout the school calendar year, as defined by St. Catherine's Elementary.

Special Needs

St. Joseph's Church OSC Centre is an inclusive center. That means we are open to children who may have special needs or require extra support. We do ask that families inform us if their child has special needs prior to registering, so that we can look into additional support for the child, family and Centre if need be.

Our goal is to have a safe and fun learning environment for all children in which all of the children's needs could be met. After accessing all possible resources with the family, and if the needs of the child, or family still cannot be met; then we may need to look at alternative programs for a child. The staff is here to support and assist the families as best we can.

Out of School Care Fees Kindergarten – Grade 7

Our Centre has opted into the Child Care Fee Reduction Initiative (CCFRI) which will reduce the monthly fees for all parents. Fees listed below show the monthly payments after the Child Care Fee Reduction Initiative has been applied. If you have any further questions, please speak with a staff member.

Annual Registration Fee - \$25/child

Before & After School Care (5 days/week) - \$252 per month

Before School Care (5 Days/week) - \$140 per month

After School Care (5 Days/week) - \$173 per month

To ensure we are able to meet the required student-to-staff ratios and maintain a safe, supportive environment, the Out of School Care Program will be offering **full-time care only (5 days per week)** for all participants. Unfortunately, due to space limitations, we are **unable to accommodate drop-in care at this time**.

*Open all early dismissals. Closed on Pro D Days, Non Instructional Days and all Statutory Holidays.

**Closed during Christmas Break, Spring Break and Summer Break.

Starting September 2025 we will be accepting **Pre-Authorized Payments** for tuition fees. To set up pre-authorized payments, please complete the **Pre-Authorized Debit (PAD) Authorization Form** and provide either your **banking information** or a **void cheque**. The PAD form can be found in your **registration package**, or you may **ask a staff member** for a copy.

Tuition payments will be **automatically withdrawn on the 1st of each month**, from **September through June**. If you need to update your banking information, please provide **at least 10 days written notice** to the staff. Refunds will not be made for illness, holidays, snow days or school closures as payment holds the participant's spot.

A **\$25 NSF fee** will apply for any payments that are returned due to non-sufficient funds. **Parents who fail to pay their tuition by the 1st of the month will be contacted by one of the directors and will be subject to a late fee of \$25 (from the 2nd - 15th of the month) and an additional \$25 late fee (from the 16th - 31st of the month.**

If fees are still outstanding after 30 days a letter will be sent from a director of the facility and care will be terminated within a two week period if fees aren't paid in full.

We do accept funding from the Affordable Child Care Benefit Program. If you need any further information or have any questions or concerns regarding the application process please see one of the teachers on staff.

Kindergarten Gradual Entry

After looking at the gradual entry schedule for kindergarten and due to the early dismissal and time overlaps with my Preschool classes that will be in session, we are unable to provide after school care for kindergarten students during the first two weeks. Fees for kindergarten parents will be reduced for September.

Waitlist Policy and Practices

- You can be placed on the waitlist for Out of School Care without a registration form or fee. Please email st.josephs_preschool@live.ca with your name, child's name, grade and phone number.
- Priority is given to siblings currently enrolled in our Out of School Care Program and current St. Catherine's families (or families on the waitlist at St. Catherine's). Due to the limited number of child care spaces available, we cannot guarantee a space will be available when you need it.
- The majority of spaces become available between June and September of each year as children are leaving our program to commence to high school.

- Given we do not operate on a first come first serve basis it is difficult to estimate when a space may become available. There are many factors including siblings currently attending, date placed on the waitlist and type of program.
- You will be contacted when a space becomes available and you will have 48 hours to respond before we move to the next child on the waitlist. It is important for you to inform us of any changes in your contact information.
- With large waitlists at this time, we understand that it may be frustrating to not get the care required. Staff reserve the right to remove families off the waitlist if the behaviors of parents/guardians requesting information become unacceptable. Examples of unacceptable behavior include all forms of bullying (verbal, physical, emotional, social or cyber bullying) and any form of defamation of character towards the staff or the Centre including:
 - 1. Comments, actions or visual displays that are seen as hurtful or disrespectful.
 - 2. Harassment including behavior that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome.
 - 3. Written/verbal form or otherwise.
 - 4. Any actions that put another person at risk of harm including violent physical acts with or without a weapon and/or threatening someone.
- If any of the outlined actions occur from parents/guardians over the lack of vacancy or lack of placement of a child when requested, removal of the family's name from the waitlist will occur. Repetitive calling/emailing asking numerically where your name is on the list will not change your status – **staff will contact you when a space becomes available**. Obsessive contact may be considered harassing also resulting in removal of your name from the list.

Registration

Parents will be required to fill out a registration form and pay a non-refundable annual \$25 registration fee. This fee is per child, not per family. Additional paperwork will be given to you at the time of registration. **In order to register your child at the Centre, he/she must be toilet trained.**

Hours of Operation

7:00 am – 8:30 am (Before School)

2:45 pm – 6:00 pm (After School)

The Out of School Care program is open for all 12 p.m. and 2 p.m. early dismissals throughout the school year.

The Centre will be closed on statutory holidays. These include:

New Year's Day
Easter Monday
Thanksgiving Day

Family Day
Victoria Day
Remembrance Day

Good Friday
Labour Day
National Day for Truth & Reconciliation

In addition, the Centre will be **closed** for **all professional days**. The Centre will also be closed for Christmas and Spring Break as well as Summer Break. (Please see St. Catherine's School Calendar for a list of Pro – D Days & school closures).

Withdrawal

A child registered in the OSC program is enrolled for the full ten months (September to June). If you choose to withdraw your child, 30 days written notice from the first of the month must be given to the centre. If 30 days notice is not given, then 1 month's fees will be required.

Withdrawal of Services

St. Joseph's OSC Centre reserves the right to withdraw services if fees are not paid or if the Centre is not able to meet the needs of a child. Every effort will be made to meet the needs of a particular child. This may include drawing from the services in the community to assist the staff, or simply meeting with the parents in order to reach a mutual agreement.

Snacks

Parents are responsible for sending a healthy snack with their child every day. Nutritious foods that we suggest are:

- Fruit
- Cheese and crackers
- Yogurt
- Sandwiches
- Rice cakes

Please do not send pop, gum, chocolate and other sugary desserts, popcorn and nuts, as these are foods that children can easily choke on (some children are also allergic to these).

Outdoor Play

At St. Joseph's OSC Centre, it is part of our curriculum for children to have outdoor play on a consistent basis. Please make sure your child dresses accordingly. Outdoor play is an essential part of a child's growth and development.

Fundraising

Fundraising is essential as it pays for equipment and materials for the children. Fundraising events will occur throughout the year. You will be kept informed about fundraising events as the year goes on and your participation will be appreciated.

Out of School Care Schedule

7:00 a.m.	- Doors open
7:05 – 8:15 a.m.	- There will be three tables set up one for finishing up homework if needed, one for activities, as well as a table set up for children to eat their breakfast for those parents who need their child to eat at the Centre.
8:15 – 8:20 a.m.	- Staff will ask the children to get ready for school.
8:20 – 8:30 a.m.	- Staff will walk children over to the St. Catherine's. The older children will be asked to line up in front of their classroom and Staff will walk the younger children to their classroom door.

BELL RINGS AT 8:30 A.M.

2:45 p.m.	- Staff will walk over to pick up the children from St. Catherine's
3:00 p.m.	- Children will hang up their belongings in the coatroom
3:00 – 3:20 p.m.	- Snack Time
3:20 – 3:50 p.m.	- Homework/ Math & Table Activities
3:50 – 4:00 p.m.	- Clean Up Time
4:05 – 5:00 p.m.	- Outdoor Play
5:00 – 5:55 p.m.	- Reading Time/ Free Play
6:00 p.m.	- Centre Closes

Out of School Care Activities

Out of School Care is not only about caring for your child but more! We have made it our goal to "make learning fun"! After school care activities:

Homework Assistance – Students work on school homework (staff & their teachers work together and communicate to help improve their studies).

Fine Motor Activities – Students enhance their fine motor with age appropriate building.

Group Activities – Students will have access to an assortment of games that will promote turn taking and problem solving.

Reading/Homework chart – Students who do their homework or read for 20 minutes/day will receive a sticker for the chart. After 25 stickers they will receive a prize!

Indoor/Outdoor Play – Students enjoy outdoor play & group activities (soccer, basketball, football, etc.)

Policies and Procedures

Guidance and Discipline

Our goal is to encourage children to become self-disciplined and learn appropriate and acceptable behaviour. This will be carried out through establishing clear, consistent and simple limits, modeling acceptable behaviour, reflecting feelings and reinforcing positive behaviours.

When problems arise, teachers will redirect children's behaviour, offer appropriate choices, model problem-solving strategies and use natural and logical consequences. Very rarely, but persistent refusal to abide by rules of safety for one self, others, or the environment may require a child to be removed from a situation. They will be redirected to another activity where they are able to manage.

At times a child's behaviour may become challenging for the staff and other children. If this should occur, the staff will keep in regular contact with the child's parents. Community resources will also be accessed in order to help the preschool and the family provide positive and ongoing support and intervention for the child.

If the needs of the child, family or centre are not being met after all other resources have been used, then withdrawing from the center may be necessary.

Please be advised that any hitting, corporal punishment, abusive language, ridicule, humiliating or frightening treatment is against our philosophy and will not be tolerated at our Centre.

Child Abuse

It is our legal duty to report child abuse to the Ministry for Children and Families as outlined in the Child Family and Community Services Act. Child abuse is physical abuse, sexual abuse, emotional abuse, emotional harm (a child is emotionally harmed if they demonstrate severe: anxiety, depression, withdrawal, or self-destructive or aggressive behavior as a result of emotional abuse) and neglect.

If abuse is suspected to have occurred at the Centre (i.e. Involving staff, volunteers or a household member) it is the staff's responsibility to report to the Fraser Health Community Care Licensing at 604-587-3936. If abuse is suspected to have occurred outside of the preschool it is the staff's responsibility to report to the intake worker for the Ministry for Children and Families at 604-514-2711.

Arrival

When dropping off your child please sign them in on the sheet provided by the Centre. **If your child is going to be absent on any given day, a phone call to the Centre or an email is required.**

Health Policy

For the protection of staff and children, we are unable to accept children when they appear ill. The teaching staff reserves the right to refuse admittance of a child if they appear too ill to attend. If you are in doubt of your child's health, please keep him/her home and notify the Centre of their absence. After an illness, they should return only when they can fully participate in the program.

Children with the following should be kept home and may require a doctor's note to return:

- Suspected or known measles, mumps, rubella or chicken pox
- Communicable disease – generalized rash and fever
- Fever over 38.30 C (100 F)
- Vomiting or diarrhea within 24 hours of coming to preschool
- Any open/exposed sores or wounds
- Red runny eyes
- Earaches
- Flu like symptoms: Runny Nose with green/yellow discharge
- Congested cough
- Shortness of breath

The staff will call for someone to pick up a child if they are ill. If a child (or another family member) has a communicable disease, please contact the Centre so that the Health Department can be notified. The information will be shared with the other families. The child's name will be kept confidential. If families require information on any of the above illnesses, please ask the staff.

If a child becomes ill during the time they are in our care, the parent(s) will be contacted and asked to pick up their child immediately. Parents should make sure that they have an alternate person who is available to come in their place if they themselves are unavailable. In the event of an emergency, the child will be taken to the nearest emergency service and parents will be notified. Every attempt will be made to contact the child's physician.

Hygiene

For younger children – Please make sure that your child always has a change of clothes while at the Centre as accidents can happen. Please be advised that if your child regularly has accidents we may need to call you in order to change him/her as we do not have the appropriate changing facilities. In addition, supervision of the entire group is of utmost importance and is very challenging when one staff member is removed from the group in order to assist a child in the washroom for a long period of time.

Departure

Parents must pick-up their child at their regular time. Staff can only release their child to the person/people listed on the child's registration form. Persons picking up must sign out the child on the sheet provided.

Please contact staff if you are going to be late picking up. If we have not heard from you approximately fifteen minutes from pick up time, the procedure is as follows:

- Staff will phone your home or place of employment. If there is no answer, or you are unreachable:
- The alternate person on your registration form will be called. If no one is available and no alternate arrangements have been made, then the child will wait with the teacher (late fees will take effect). After sixty (60) minutes, we reserve the right to:
- Contact the Ministry Of Children And Families. They will pick up your child and you may call them to learn the whereabouts of your child.

The Ministry of Children and Families (604) 514-2711

Late Pick Up

If for some reason you will be unable to pick up your child at 6 pm, please notify the Centre. In these circumstances, alternative arrangements should be made. If a parent/caregiver is late more than two times, a letter to the parent/guardian will be handed out and will be charged accordingly:

5 minutes grace: N/C

6 – 10 minutes: \$5

10 – 15 minutes: \$10

Fees will increase by \$5 after every 5 minute increment.

Child Pick Up & Release Policy

When enrolling a child in the program, parents are asked to list on the registration form, by name, those people who have permission to pick up their child. Please keep staff informed of any changes to this list. Any adult not named on the form by the parent is not allowed to take a child from the Centre without the parent speaking directly with the staff. Please make sure your alternate pick up people are aware that they may be required to show identification to the staff. There may be a substitute (or regular staff) working one day who has not met a parent or alternate pick up person and will need to verify identification. Please also make staff aware when anyone different than the regular pick up person will be picking up your child, even if they are on the alternate pick up list. Persons who pick-up children must be 14 years old. Any person under the legal age of nineteen should have written permission from the child's parent or guardian before staff will allow children to leave the premises with them. If the pick up person is deemed incapable of picking up the child, the child will not be released and a person on the child's alternative pick up will be contacted. This is all for the safety and well-being of the child.

In the event that an adult (parent/caregiver) authorized to pick-up the child is suspected of being intoxicated or under the influence of narcotics, he/she will be discouraged from leaving the premises with the child. The staff at St. Joseph's will make every effort to make alternate pick up arrangements with another authorized pick up person who is not under the influence of drugs and/or alcohol. If the parent or alternate refuses to have an alternate person called to pick up the child and we feel that the child is not safe, we are required to report this to the Ministry of Children and Families. If the intoxicated person still leaves the premises, the staff at St. Joseph's has the legal obligation to notify the police, and provide them with the necessary information.

Please inform the staff of any custody agreements.

Reportable Incidents

If an incident of a serious nature occurs or the Centre has a disease outbreak, we are required to fill out an incident report and send it into our Licensing officer. Some reportable incidents include: aggressive behavior, choking, disease outbreak (chicken pox, H1N1, etc.) or a fall that requires emergency care. If you would like a list of all reportable incidents please see a staff member and we will give you a copy of Reportable Incidents (Schedule H).

Medication

Medication can only be administered to your child by the staff if the appropriate medical forms are filled out and if a doctor prescribes the medication. Forms are available from the staff (prescribed medication must come in its original container). Please note that medication cannot be administered if the child's name is not present on the medication. If your child must receive an over the counter medication, then please attach a note from the child's doctor stating when (reason and time) to give the medication and the dosage. The doctor must sign this note. All medications will be stored in a locked box.

Children's Records

In order to keep information accurate in your child's file, please keep staff updated with personal information i.e. Address, phone numbers and emergency contact, pick up person(s) etc.

Personal Games/Toys/Cell Phones

Toys from home (apart from being of value and causing distress if lost), can also create problems amongst the other children. We encourage parents and children to keep their personal items at home or in their backpack. Children who have cell phones are to keep them in their backpacks at all times and are not allowed to use them during their time at Out of School Care.

Homework

Homework times will be provided daily. Please inform us whether you prefer your student to do homework at home or school. Please check your student's homework. We often have many children working at different levels and cannot assure neatness and accuracy.

Power Outages

The teachers will assess whether or not it is safe and/or comfortable for the children to be at the Centre if a power outage should occur. If we are in class when a power outage occurs we will wait approximately 30 minutes before deciding our course of action. If we determine that it is not safe/comfortable, you will be contacted to pick up your child. If you cannot be reached, we will phone your emergency contact.

School Closures

In the event of school closures due to weather conditions, emergencies, utility disruption (heat, hydro etc.), and outbreaks. Families will be notified by email or by a phone parent. Announcements are posted as close to 7 a.m. as possible. If St. Catherine's is CLOSED – St. Joseph's Church Out of School Care Program will be closed as well.

The following local radio stations/media sources/social media will provide updates: CKNW 980, News 1130, Global, City TV and the St. Catherine's Facebook page.

If school is open, the staff will attempt to arrive in a timely manner to the Centre. However, employee's ability to arrive on time can be affected in adverse weather conditions. We encourage parents to call the Centre to ensure staff has arrived prior to leaving your residence. Should a decision be made during the school day to close schools, the staff will contact parents to give notice to pick-up their child as soon as possible. No refunds or credits will be issued for these closure days.

Screen Time

Out of School Care children will be limited to less than 30 minutes or less of screen time/day. Screen time includes iPads and movies during the OSC session. The internet is available to the children to use for homework or projects only. Some of the apps on the iPads include games for coding, early literacy, sorting, etc. Movies during early dismissals or cleaning days will be watched approximately twice a month.

Active Play

At least 60 minutes of physical activity will be implemented in the program per day. These activities will focus on gross motor activities such as running, jumping, hopping, throwing, catching and kicking. In the case of inclement weather, these activities will be implemented inside with scarf dancing, freeze dance, games, songs, etc.

Emergency Procedures

At St. Joseph's Church Out of School Care Program we do fire drills on a monthly basis and earthquake drills on an annual basis.

In the event of an emergency, the staff at the Centre will evacuate all children from the building. Our meeting place is on St. Catherine's property in front of the tree by the fence on the west side of the property. Our alternative meeting spot is the goal post just south of the Centre. If need be, we may use St. Catherine's School as an alternate building to take shelter in. All efforts will be made in order to reach the parents for pick-up. If a parent is unreachable, we will phone the individual who is listed as the emergency contact to come and pick-up your child. In the case of an earthquake, local phone lines may be jammed so the Centre has an out of province contact number in Alberta. A staff member will contact this person and let them know if everyone is safe and where the children will be for parents to pick up. A business type card will be given out to parents at the beginning of the school year with all of the contact information & our earthquake procedure. Please keep this card with you at all times. If you need an extra card, please see a staff member.

Earthquake kits are mandatory for every child to have in the Centre. Please see a staff member if you have not received a list of everything you need in your child's earthquake kit. The kits are kept in the Centre in a large Tupperware bin. The Centre also has enough food & water stored in our shed for a 72 hour period.