



Connections Kids Club

A place where children are safe, respected
and have a whole lot of fun

Before-and-After School Program operated by:
Connections Community Services

Caulfeild Parent Handbook 2024-2025



Ministry of
Children and Family
Development

INTRODUCTION AND PHILOSOPHY

The Before-and-After School Program is managed and operated by Connections Community Services Society, a local charitable organization serving the community since 1974. Our agency has been running camps and after-school programs for many years. Our first licensed childcare was launched at Blundell Elementary in 2014. In September 2015 we opened an additional location at William Cook Elementary.

Thanks to a School's Out Grant from United Way Lower Mainland, we can offer affordable and accessible care for families in Richmond.

Our childcare center's mission is to create a caring, affordable, inclusive and quality child-directed program where children aged 5-12 learn through play in individual, group, structured and unstructured activities. Our philosophy of care is based on the BC Early Learning Framework and strives to support each child in experiencing and achieving:

- **A Sense of Well Being and Belonging**
- **Exploration and Creativity**
- **Language and Literacy**
- **Social Responsibility and Diversity**

We believe that each child is capable and full of potential. At our center, your child will be supported in all key areas of child development. "Early learning refers to the emerging and expanding of young children's **physical, intellectual, emotional, social, and creative** capacities. All children are born with a curiosity about themselves, other people, and the world around them, and in this sense are born learners. As they grow, they develop both their capacity and disposition to learn through supportive relationships with their families, with other children and adults in their communities, and with their environments. Early learning is the foundation for lifelong learning, and the basis for individual, social, economic, and environmental well-being."¹

Physical:

Students will go outside for physical activity and fresh air every day and use the school gym on special occasions. The outside activities are organized to promote and enhance gross motor skills and engage students in team/large group adventures as well as an opportunity to use playground apparatus. Examples of activities of team-building games are scavenger hunts; capture the flag, soccer etc. These activities will help build connectedness between children and their peers, volunteers, and adult staff.

Intellectual:

Intellectual development is encouraged and supported by providing materials that facilitate the exploration of student's interests in depth. Students have access to materials such as manipulative toys, puzzles, board games, building structures, books and math materials. By linking kids to success in learning, making it fun and developing their social networks

¹ British Columbia Early Learning Framework

we see dramatic increases in their outlook towards school and personal success: A key component of our after-school programs is homework support, where children are given time and one to one assistance with their homework or other educational activities such as games, reading and workbooks. A key focus of our work is to make learning fun and provide support for kids to develop within their own learning style. Students also have access to tablets for homework and educational games. Space is designed within the room for utilization of these resources, including a quiet homework area.

Emotional:

Children are encouraged to face challenges by using a problem-solving approach. This includes naming the problem, generating ideas to solve the problem, implementation, and evaluation of the problem-solving process. This process is done together by the staff and student by going through the discipline or problem buster's form. Staff will treat all students with respect by listening, supporting, guiding, and providing the students with opportunities to grow in all areas of development.

Social:

Students can socialize in many areas of our space. Students are provided space within the classroom for individual or small group activities or outside for large group games. The staff will help and provide an environment that capitalizes on students' emerging interests. This is accomplished by encouraging and providing students the opportunity to plan and lead group activities they have interest in, thus promoting and enhancing leadership skills. We promote peer socialization through activities that build relationships such as teamwork in group activities, friendship skills by introducing children to new friends, positive outlook towards school and community by supporting them with their homework and connecting them to resources that are offered in the community.

Creative:

Students will be provided with activities by staff and/or volunteers and will further be encouraged to explore new and different ways of manipulating ideas and materials in their own unique way. It is understood that creative endeavors can take place anywhere and anytime. Creative activities may include arts, crafts, baking, building toys and drama.

We believe that each child is capable and full of potential. Through participating in the **Before and After School Program** your child will:

- Build friendships and confidence Develop social, emotional, physical, and intellectual skills
- Be encouraged to explore their interests and nurture their creativity
- Play games and use their imagination
- Have access to age-appropriate materials and equipment
- Be given the opportunity to do and get help with their homework



Our agency strives to be a leading provider of childcare services within our community and in doing so hires qualified staff with specific training around school-age care,

including First Aid, CPR and Food Safe certification. We also support our childcare staff to continuously upgrade their education to best support the children in our care by providing regular professional development opportunities. All our staff meet and exceed licensing standards.

The **Before and After School Program** also provides:

- Daily healthy snacks
- Care on professional-development days, early dismissal days and during school breaks
- educational and fun outings and presentations
- An environment that embraces and respects cultural diversity
- Understanding that quality and affordable care is a vital support to families, children, and the community
- Outside play time every day
- Sports and games
- Help with homework



REGISTRATION AND FEE INFORMATION

Registration is based on a first-come, first-served process, with priority given to returning families or families who were on the waitlist previously. Due to licensing guidelines, we can only accept a limited number of children. Once a location is full, families will be placed on a waitlist.

All forms and required documents must be completed at the time of registration and all post-dated cheques (September-June). **Cash payments cannot be accepted.**

Cheques must be made payable to "Connections Community Services Society or CCSS", payments may also be made by Credit card (an invoice will be sent with a link to pay online monthly)

***** Credit card payments may include a 3% processing fee. *****

Fees are established as part of the annual budget process and comparable to another childcare within Richmond. There is an **annual non-refundable registration membership fee of \$35** which covers administrative costs for updating student records, registration, and yearly membership.

Affordable childcare benefits may be available for families in need, you may visit gov.bc.ca/childcarebenefit or call **1-888- 338-6622**. As these benefits are not offered by our agency, you must apply by completing forms to the government. Our agency can help you with the forms. Our agency receives the Childcare fee reduction initiative (CCFRI) which reduces the monthly fee for every full-time child in the program. (See fee structure in later pages. Note Kindergarten student receive more than grade 1-7 students)

REQUIRED DOCUMENTS FOR REGISTRATION

All documents are required at the time of registration. Children will not be allowed to attend the program unless their application is complete. Parents are responsible for updating the program if any information has changed.

	\$35 registration membership fee cheque (once per school year) per family
	10 postdated cheques (Sept-June) if not paying by Credit card
	Program Registration Form
	School Year Form for Caulfeild
	Behavior Management Form (signed by parent and child)
	Current Photo: email to childcare@ccssociety.ca Subject: (your child's name/school)
	Current Vaccination/Immunization Records
	Emergency Consent Form
	Waiver
	Consent for Photographs

If your family has a Custody Order or Agreement:

	Copy of Custody Order or Agreement Required
	Required Support Form

If your child has an EA or any medical diagnosis:

	Additional helpful documents such as IEP or Care Plan
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CONNECTIONS KIDS CLUB INFORMATION

HOURS OF OPERATION

- Our regular hours are 7:00am-9:00am and school dismissal is 6:00pm.
- Hours may be extended due to school early dismissal.
- Parents are responsible to keep up to date on hours/schedules.

WEATHER

- School closures will prevent operation of services. Parents are responsible to keep up to date.
- If schools close after children are at site, parents must pick up their children.

ABSENTEEISM

- Parents must notify the program staff in advance by calling, texting or in person if their children will be absent.

AUTHORIZED PICK UP

- Only authorized persons may pick up children. Parents must notify designated program staff in advance for alternative pick up arrangements - photo identification may be required to sign the child out.

CUSTODY

- Custody and access agreements or court order for the child, must be provided upon registration or effective date to CCSS. Direction will be provided by the primary caregiver.

LATE PICK UP

- Children are to be picked up prior to closing – late charges will apply and multiple late issues may result in removal from the program.

- A child not picked up by closing will result in staff calling an emergency contact. If no arrangements are made within 30 minutes, staff will contact emergency services through the Ministry for Children and Family Development (MCFD).

FAILURE TO ARRIVE AFTER SCHOOL

- Children that are no show after school without confirmation will result in staff calling the emergency contact, school secretary. If no one can account for them, then our staff will call 911 and report the child missing.

CLOTHING

- Please send your child with appropriate clothing and footwear for weather and outside activities. Sending extra clothes to keep at the program (extra socks, mittens etc.) is recommended.

TOYS FROM HOME

- Children are discouraged children to bring items from home. We are not responsible for lost or damaged items
- Items will be kept in the child's bag or taken by staff.

STAFFING

- All staff meet the criteria outlined in the Childcare Licensing Regulations.
- Have a completed and clear Criminal Record Check, First Aid and CPR, adhere to the Provincial Immunization Program and have received a minimum of 20 hours of education and training.

SUPERVISION

- CCSS adheres to licensing guidelines for supervision ratios.
- All children must be signed in and out of the program. If a child leaves the program without being signed out by an authorized adult, parents will be notified. If a child runs away from the program, staff will follow. But if this becomes a recurring issue, additional staffing may be required at the expense of parents.
- In extreme situations, a child may be required to leave the program if suitable supervision and support is not available.

INFORMATION UPDATE

- Each child and family must have an up to date information sheet on file.
- Parents are required to report any changes in address, phone number or emergency contact.

MEDICATION

- Children that require ongoing medication support must have an approved care plan in place.
- CCSS staff are trained in the use of the Epi-Pens for the treatment of emergency allergic reactions and only authorized to administer medication to a child that requires specific chronic care or in emergency situations.

ILLNESS

- Children who are sick, unable to participate in the program's regular daily activities (including being outside), are asked to stay home to avoid spreading illness.
- A child that becomes sick on site will be required to be picked up by parents or an authorized contact.

FIRST AID

- Children are supervised for safety participation, however minor accidents and illnesses can happen.
- All incidents will be reported to the team lead and supervisor. Parents will be notified as well. • Each site has staff with valid First Aid certificates.
- Each site and activity off site will include access to first aid kits.
- Emergency incidents requiring medical attention are reported to the child's parent/contacts immediately.
- Emergency care will be obtained at the nearest hospital or medical site.

FOOD AND NUTS

- Health regulations require all food be prepared by staff for distribution to the children.
- We offer a nut free program. Parents are asked not to bring any food for other children in the program.
- Dietary requirements that require snacks be brought must be nut free.

EVACUATION SITES

- In the event the children need to be evacuated from the school due to emergency, an alternative site has been designated and the location is posted at the program and in parent materials. Parents need to familiarize themselves with these sites.

Caulfeild

Primary location – Gravel field in front of school

Secondary location- Cypress Park

Primary School

(4365 Marine Drive)

SPECIAL OUTINGS / PRO-D DAY

- There may be field trips on Pro-D days which require transportation, which will either be by CCSS school bus or a supervised group walk to a close location or city transit.

PROGRAM CLOSURES

- **CONNECTION KIDS CLUB WILL NOT OPERATE ON STATUTORY HOLIDAYS** including: New Years Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Labor Day, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.

PARENTAL CONCERNS

- Any concerns or issues regarding the program or your child are asked to follow the process outlined below. This will give the parents an opportunity to state your concern and will give the staff an opportunity to work with you to ensure that solutions are found,
 1. Speak with staff members!
 2. Speak with the team lead!
Caulfeild:604-306-2121
 3. Contact the office at 604-271-7600 and speak with the Coordinator, a Manager or the Executive Director

BEHAVIOUR AND CONSEQUENCES

- **Be Respectful; Be Safe; Be Responsible** are primary rules for all children.
- Should there be concerns, then staff will: (1) speak to child about his behavior; (2) remove child from the group for a short period of time if behavior continues; (3) contact parents to pick up the child if the behavior causes any of the children at risk.

- If behavior is a continuing issue, staff will meet with parents to discuss the issue and solutions.
 - A behavior management plan must be approved for return to the program – any resources required for extra support to participate in the program at the expense of the parents.
- If a child continues to be unsafe, extra staff may be required for extra support to participate in the program.
- In extreme circumstances, the child may not be able to participate in the program.

MONTHLY FEE

- There is a \$35 registration fee that must be paid when you first register with our program.
- The monthly fee is based on the yearly rate divided by the 10-month school year.
- Each month will be the same despite school breaks.
- There will not be discounts or refunds for missed days, sick days, or vacations.
- Fees are due on the first day of each month. Failure to make payment can result in termination of care. If payments are declined (NSF), there may be an extra charge assessed.
- Priority is always given to those children registered full time.

WITHDRAWAL OF PROGRAM

- Parents must give at least one month's written notice of their child leaving the program, or they will be charged for the next month in full.

CULTURAL AWARENESS

- CCSS staff and volunteers recognize cultural diversity.
- Diversity is considered in the development of activities and snack plans. Parents are encouraged to outline any considerations to staff.
- CCSS encourages parents to assist in creating a culturally diverse and representative environment. If your family would like to share your cultural traditions with the group, please speak to our staff on how to incorporate your practices into the program.

ACTIVE PLAY

- Licensing regulations require childcare programs to provide children with indoor and outdoor activities that encourage healthy growth and development. For children ages 5 and older, we are required to plan outside for 1 hour daily. Screen time is limited to less than 30 minutes daily.

TAX RECEIPTS

- CCSS will provide payers with a Childcare Income Tax Receipt on or by end of February of each year for the prior year's Fees.

FORMS

SCHOOL YEAR FORM FOR CAULFEILD

Full Name (Child)	
School Name	
Grade	
Classroom/Division	
Teacher	
Adult Contact	
Contact Number	
Email Address	
Desired Date	

All full-time students (5 days a week) are eligible to join in our AM and PM care, including early dismissal and Pro D days. **FOR STAFFING PURPOSES PLEASE INDICATE WHAT SERVICE YOU WILL MOST LIKELY NEED ON A CONSISTANT BASIS.** Those who choose PM only can use the AM care when needed; just inform the team lead 24 hours in advance so that we can arrange for additional staff if necessary (ratio is 1:12)

- AM and PM care daily
- AM care only
- PM care only
- PM care with occasional AM care

Fee structure with fee reduction initiative

Grade	Program Fee	Minus CCFRI	Parent Pays	With Subsidy	Parent Pays
1 – 7	\$550	\$115	\$435	If family applies and receives an amount from government	Varies based on what family receives in subsidy
Kindergarten	\$550	\$320	\$230		

AM care only is \$250 No CFRI but still can apply for subsidy

FORMS

Conduct and Program Behavioral Expectations

Please discuss the following rules with your child and sign the waiver together:



We Are Respectful- We are respectful of ourselves and other people. We are respectful of other people's ideas and feelings. We are respectful of the environment, equipment, and materials in the classroom and outside.

我们是互相尊重的



We Are Safe - We work and play safely to help keep ourselves and others from getting hurt.

我们是安全的



We Are Responsible - We take responsibility for our actions and our words. We treat others as we want to be treated. When we make a mistake, we solve problems rather than make excuses.

我們是有責任感的

Student Signature : _____
(Please have your child print their name above)

Date : _____

Parent Signature : _____

Date : _____

If your child is a risk to themselves or others, parents will be contacted immediately for early pick up. A behavior support plan may need to be created before the child returns to the program. If risky behavior persists, the child may require additional support, such as a one-on-one worker, to participate in the program. In extreme circumstances, the child may not be able to participate in the program.

Registration Form

Name of Facility:

CHILD'S STARTING DATE:

____ / ____ / ____
YY MM DD

SEX:

M ____ F ____

DATE OF BIRTH:

____ / ____ / ____
YY MM DD

NAME OF CHILD:

(Surname)

(Given Names)

(Also Known As)

Name the Child responds to: _____

Address: _____

Postal code: _____ Phone: _____

Person(s) with whom the child lives (adults and children): _____

Child's first language: _____ Other languages: _____

Parent(s) / guardian(s):

Name: _____ Home phone: _____ Cell phone: _____

Work phone: _____ Days/hours of work: _____ E-mail: _____

Name: _____ Home phone: _____ Cell phone: _____

Work phone: _____ Days/hours of work: _____ E-mail: _____

Person(s) authorized to pick up the child and be contacted in case of emergency. These people should be available during hours of care. (include mother / father / guardian):

Name: _____ Relationship to child: _____

Home phone: _____ Work phone: _____ Cell phone: _____

Name: _____ Relationship to child: _____

Home phone: _____ Work phone: _____ Cell phone: _____

Name: _____ Relationship to child: _____

Home phone: _____ Work phone: _____ Cell phone: _____

Name: _____ Relationship to child: _____

Home phone: _____ Work phone: _____ Cell phone: _____

If appropriate, list an English speaking contact:

Name: _____ Phone: _____

Has the child previously attended daycare/preschool?

YES NO

Comments: _____

Comments/instructions to help us care for your child. (Please feel free to add additional pages.):

Toileting/Diapering (special words): _____

Rest Time (special comfort – toy/blanket): _____

Eating/Mealtime (include food likes/dislikes): _____

Fears: _____

Required Support

Information	Details
Does your child have a support worker in school? Has your child ever had a file with Supported Child Development (SCDP)/Richmond Society for Community Living <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does your child have any Communication Limitations? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does your child have any Social/Emotional/Behavioral Challenges? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are there any Safety Risks (running away, aggressive behavior, etc.) that our program needs to be aware of? <input type="checkbox"/> Yes <input type="checkbox"/> No	
What current strategies or supports are in place to assist this child? If your child has a support worker (EA, Behavioral Interventionist, Therapist), we ask that the support worker fill this form out with you.	
What strategies or supports would best help this child to have a successful experience? If your child has a support worker (EA, Behavioral Interventionist, Therapist), we ask that the support worker fill this form out with you.	
Additional Comments or Advice? Please attach any supporting documentation such as IEP, Care Plan or Assessments.	
<i>While we want to support all children, some children may need a Support Worker to be successful in a group day care setting. We will work with SCDP and your family to try to make this possible, but in some circumstances group day care may not be the best fit.</i>	

I attest that the above information is true.

Signature: _____ Name: _____ Date: _____

Waiver

- (1) I understand that here is a nonrefundable \$35.00 annual administration fee to be paid at the time of registration. My child(ren)'s monthly childcare fee shall be paid by post-dated cheques from September through June, dated for the first of each month. Additional fees for Winter, Spring and Summer Camp shall be paid by cheque. There will be a \$35 charge for any payment rejected by the bank. Fees are due on the first of the month. My child will not be considered registered unless payments have been issued. Where this is not feasible, I will contact the Director, to request, in writing, alternate arrangements for the payment of fees. I will provide a current subsidy form if applicable, plus payments for the balance of the monthly fee. Monthly fees take these periods into account and are averaged out and equalized from Sept.- June. All monthly fees include early dismissal, professional days and single district closure days that fall on a day that your child is regularly registered. The program does not issue credits for sick days, vacation days, or any unexpected center closures. Some examples could include but are not limited to strike days, snow days, black out days, all natural disasters, etc.
- (2) I have completed and will keep updated the following: (i) Registration & Health Form (ii) Emergency/Field Trip Consent Card (iii) Immunization Record (3) That I have listed below all names of persons who are legally restricted in access/contact with my child due to a Court Order/Separation Agreement.

Name: _____ Age: _____ Relationship: _____

Name: _____ Age: _____ Relationship: _____

A copy of the relevant Court Order or Separation Agreement must be attached, and any changes filed with the program immediately.

- (3) I understand that to attend the center, my child must be well enough to participate in all aspects of the program including outdoor play. I will advise the staff of any changes in my child's health and update any records immediately upon any changes occurring. To safeguard the health and wellbeing of all children, I understand that the supervisor has the right to exclude my child from the center and I will provide, upon the supervisor's request, written medical clearance from a physician before my child is re-admitted. I understand that only medication, prescribed or recommended for my child in writing by a physician and provided in its original packaging with full instructions and precautions, will be administered to my child by center staff. The center staff will only administer the medication if I have completed a "Permission to Administer Medication" form and have provided this form to staff.
- (4) I understand that if my child is a risk to themselves or others, parents will be contacted immediately for early pick up. A behavior support plan may need to be created before the child returns to the program. If risky behavior persists, the child may require additional support, such as a one-on-one worker, to participate in the program. In extreme circumstances the child may not be able to participate in the program.
- (5) I will sign my child out each day on the Sign In/Out sheet posted in the center. I will notify center staff in writing if someone other than those persons authorized by me on the Emergency Consent card will be picking up my child. I will phone to notify center staff when my child will be absent from the center (including attending school activities, such as sports games). I understand that late pick-up fees will be charged for pick up after 6pm at a rate of \$5/15 minutes. I understand that if, after a half an hour (1/2) hour from center closing time, the staff has been unable to contact me or the designated emergency contacts, in accordance with licensing regulations, the Emergency Care Office at the Ministry of Children and Families will be notified. They will deal with the situation accordingly.
- (6) I understand and acknowledge that each participant must assume the risk and any related financial responsibility that could result from participation in any of the activities provided by the Connections Community Services Society (CCSS). I agree to assume such risks and responsibilities.
- (7) I understand that if I need to cancel my registration, I must give one month's written notice on or before the 1st of the month. I also understand that cancellations with less than one month's notice are non-refundable.
- (8) I understand that photos of my child will be taken for documentation and program purposes, such as newsletters. Photos of children will not be used for marketing purposes or put online without separate written consent.**
- (9) I authorize my child to participate in program activities, field trips and arranged transportation.

Parent/ Guardian Signature: _____

Date: _____



Consent for Photographs

Dear Parents/Guardians,

During our program, there may be occasions when staff will capture photos of various activities in which the children are participating. Occasionally, we may wish to use some of these photos for promotional purposes, including but not limited to websites, agency newsletters, and annual reports and brochures.

To ensure transparency and respect your preferences, we kindly request your consent for photographing your child during the program. Please indicate your choice by selecting one of the options below:

	I give my consent for photos of my child to be used in promotional or agency materials.
	I consent to photos being taken of my child, but only for internal circulation within the school and not as part of promotional material.
	I do not give permission for any photos to be taken of my child at all. Not even within internal newsletter circulation.

Parental/guardian consent for all under age of 19

Name	
Relationship to Child	
Signature	
Date	
Contact Information	

Thank you for your cooperation. Your child's privacy and comfort are of utmost importance to us. If you have any questions or concerns, please feel free to contact us.

FORMS

TERMINATION FORM

School Name	
Full Name (Child)	
Reasons for Termination	
Enrollment in the Before and After School Program is terminating on (date required)	

At least one month's notice is required on or prior to the first day of the month. For example, if this form is received in November, the final month paid will be December, even if the child is leaving prior to the end of December.

st payment to be processed on _____ 1st, _____
(month) (year)

Date form received by program _____

Site Coordinator's Signature _____ Date _____

Parent/Guardian's Signature _____ Date _____

ADDITIONAL PROGRAM INFORMATION

START SCHOOL IN SEPTEMBER

FIRST DAY OF SCHOOL (DAY 1):

The first day of school is typically lasting only a few hours and will be closed to regular operations. However, we will have staff available for an Open House. If you and your child would like to come in, meet our staff, and see the classroom, we encourage you to do so. Specific times for the Open House will be emailed to families, considering school hours and room availability.

SECOND DAY OF SCHOOL (DAY 2):

We will be open for our regular hours on the second day of school. All enrolled children are welcome to attend during these hours. For kindergarten children, the first two weeks will follow a gradual entry schedule. Parents can choose to drop off their kids during our regular hours of operation. Once they transition to full-day kindergarten, they are welcome to attend our program daily. Our staff will pick up kindergarten students from their class in the afternoon and drop them off at their class in the morning.

Locations and Contact Information

Connections Community Service Society

604-271-7600

Caulfeild Elementary School

Room #213

4685 Keith Road

West Vancouver BC V7W 2M8

604-306-2121