

PARENT HANDBOOK NSNH Special Needs Teen Club

BACKGROUND INFORMATION

Hello and welcome to the North Shore Neighbourhood House Integrated after School Care and Special Needs Teen Club.

The North Shore Neighbourhood House has been meeting the child care needs of the community since 1939 and is currently the largest provider of childcare on the North Shore.

The North Shore Neighbourhood House is a non-profit, United Way community agency that provides four areas of service; Childcare, Social and Community Services, Recreation, and Community Partners.

OUR MISSION STATEMENT

The North Shore Neighbourhood House is a not-for-profit registered charity serving the North Shore Community since 1939. We believe working together to meet the grassroots needs of our neighbours, especially our most vulnerable residents, is essential to building a safe, healthy and strong community. The House values and promotes cooperation, respect and empowerment through the provision of programs and services designed to meet the needs of individuals and the community as a whole.

OUR VISION

We are building a safe, healthy and strong community welcoming all ages, abilities and cultures. One where everyone has access to support, everyone is included and where everyone matters.

CARE PHILOSOPHY

Our program is committed to nurturing and guiding teens. We are providing an environment that fosters trust, security and comfort. We strive to provide a balance of activities that help teens to progress in social, emotional, physical, and cognitive development.

The programs respect and value differences, recognizing that teenagers are individuals and that every teen is unique.

The program provides a safe, secure and stimulating environment for all teens. It provides time and opportunities for teens to explore and investigate their world and to communicate with other youth and adults. The environment fosters an accepting, tolerant and flexible attitude towards others and respect for the natural world.

During adolescence, teens must learn how to get along in a group, to share, to problem solve in their relationship with peers and to have a positive self image. By providing an activity based program, the opportunity for the teens to develop these skills is then nurtured.

STAFF

All of our staff have valid First Aid Certificates and are experienced in providing quality care. The staff attend monthly workshops and other courses sponsored by the NSNH. The staff work on a 3 to 1 ratio which ensures the proper client care is maintained at all times.

All staff and substitutes are screened upon application and undergo a Canada – wide criminal record search conducted by the RCMP.

GENERAL PROGRAM INFORMATION

The program is licensed and staffed according to the regulations of the Ministry of Health.

Our daily programs include a regular schedule of indoor and community based outdoor activities, as well as structured and unstructured peer interaction time. Programming includes a wide variety of games, dramatic play, creative, physical and domestic activities. Current events, stories, and discussions of interest are also included regularly.

Parents are an important part of our team. We have an open door policy and welcome parents to visit anytime.

Waitlist Enrolment

Community Living BC maintains a wait list for Teen Club, which generally operates on a first come first serve basis.

CLOSURE DAYS

New Years Day	Labour Day	Victoria Day
Good Friday	Thanksgiving	Canada Day
Easter Monday	Remembrance Day	Christmas Day
BC Day	Boxing Day	Christmas Eve (4:00 pm)

In the event of **CLOSURES** due to circumstances or conditions beyond the control of North Shore Neighbourhood House Childcare, included but not limited to power failure, excessive snowfall, and flooding, the client will NOT be eligible for reimbursement. It is recommended that parents telephone the centre during such circumstances or conditions to determine status of service.

COMPONENTS OF THE PROGRAM

Arrival and Departure

Please sign your teen in upon arrival at the centre and out when leaving. We use the sign in sheet for attendance during earthquake, fire drill and emergency situations. Therefore, a record of whether your teen has arrived or departed from Teen Club is essential.

Please call the centre by 2:00pm if for any reason your teen will not be attending the program that day. If you are detained and will therefore be late picking up your teen, phone the centre and advise the staff when to expect you. You will be required to pay a fine. If you or an authorized person cannot pick up your teen, contact the centre to authorize a specific person who will be picking up your youth. The person designated to pick up your teen will be required to present identification upon arrival to ensure your teen's safety.

Please ensure that the staff has full information if there is legal documentation specifying custody/guardianship or limited access for your teen.

Clothing and Possessions

If you teen's name is visible on his/her belongings the chance of misplaced or lost items will be reduced dramatically.

Nutrition

See Attached Section 48 CCFL Regulations

Snacks

We will provide fruit and / or vegetables, with a nutritious snack each day – Snacks are accompanied by milk and water to drink.

Lunch

Families are asked to provide lunch for their teens on professional days or other specified holidays that Teen Club offers full time care.

Field Trips

It's part of our program to go on excursions away from the centre, either by walking, by bus or by the NSNH Bus with a licensed driver. Excursions are carefully pre-planned and supervised.

Confidentiality

NSNH cannot release the address or phone numbers of teens enrolled in our programs without prior consent. This protects the confidentiality of personal information regarding your youth.

GENERAL POLICIES

Discipline Policy

To the staff at the NSNH discipline describes the teaching/learning process by which youth develop socially and grow to maturity. Our goal is to assist youth in developing self control, self confidence, and ultimately self-discipline and sensitivity to their interactions with others.

Underlying our approach is the recognition that each youth is a unique individual and that the youth's experience, environment, developmental level and culture influences his/her behaviour.

Behavioral guidance

Section 51(1) A licensee must

- (a) ensure that behavioral guidance is appropriate to the age and development of the child who is receiving the guidance, and
 - (b) provide to employees and parents a written statement of the licensee's policy on behavioral guidance.
- (2) If the child has a care plan that includes instructions respecting behavioral guidance, the licensee must ensure that
- (a) any behavioral guidance given to the child is consistent with those instructions, and
 - (b) if the behavioral guidance includes the use of restraints, that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

Harmful actions not permitted

52 (1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- (a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- (b) confinement or physical restraint by an employee, except as authorized in a child's care plan if the care plan includes instructions respecting behavioral guidance;
- (c) 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;
- (d) spanking or any other form of corporal punishment;
- (e) separation, without supervision by a responsible adult, from other children;
- (f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of toilet.

- (2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in Schedule H.

Communication of Behaviour and Expectations

Realistic expectations based on:

- i) General information – age, sex
- ii) Individual differences – developmental level, activity level, health, personality, temperament and history

CLEAR Behaviour description (be specific)

WHO does it?
WHAT he/she does
WHEN it occurs

Guidance

STAFF/PARENT(S) Need to be a:

- i) Teen's level
Make eye contact
Calm, firm voice – positive statements
Have youth repeat you instructions
State your expectations clear and specific limits
- ii) Be consistent, follow through
- iii) Reinforce appropriate behaviour
- iv) Encourage teens to use staff as a resource, model problem solving
- v) Anticipate – be observant, be aware of difficult situations, this allows the opportunity to anticipate potential difficulties and strategies.

Intervention when Difficult Behaviour Occurs:

Techniques and strategies used:

1. Withholding attention or ignoring: using only in response to behaviors that are “attention seeking”
2. Redirect (to appropriate activity): change circumstances or environment which cause unwanted behaviour offer choice when appropriate.
3. Natural and Logical Consequences: Natural consequences result “naturally” from inappropriate behaviour choices. Adult does not intervene SAFETY must be take into account. Youth must be protected from decisions that would have dangerous or overly serious consequences.

Logical consequences are related or are somehow fitting for the particular behaviour. Logical consequences are imposed by the adult i.e.: a youth who is pushing other's during an activity is not allowed to participate for ___ minutes. Once youth has experienced the consequence, do not lecture or sympathize.

Outside the Community Assistance

If a teen's behavior is not appropriate and cannot be controlled by using the above mentioned strategies, outside consultation and community support services may be called upon to give input and suggestions to assist parents and staff. This procedure is to help the youth develop a sense of self-worth and success and should be, ultimately, for the youth not the adults.

Illness

Teens who are not well enough to participate in all program activities, both indoor and outdoor, should be at home.

If your teen contracts a communicable disease, notify the centre at once so that other families can be alerted. A doctor's written health clearance will be required before a child returns following a communicable disease.

The following are definite indicators that a child should NOT be at daycare.

1. A developing or acute cold with fever, runny nose and/or eye, coughing, sore throat. Once temperature, energy and well-being are normal, coughing and runny nose may continue without the teen being infectious.
2. Fever over 100 degrees Fahrenheit (38 degrees Centigrade).
3. Communicable disease, infected skin or undiagnosed result – whether or not a teen is infectious requires verification by the child's doctor (i.e.: the rash could be measles, scabies, etc.) so other families can be informed and take precautions.
4. Vomiting or Diarrhea– In the event that a teen becomes ill, the centre staff will isolate and care for the youth until the parent arrives. While every effort will be taken to maintain a healthy environment, it's important for families to plan alternate arrangements in the event of their teen's illness.

Emergency Situations

If your teen is seriously injured or becomes ill while at Teen Club, you will be notified by telephone immediately. If necessary your alternative contact person will be called. In an emergency we will call a taxi or ambulance and a staff member will accompany your teen to the hospital.

All staff maintain first-aid certification and fire evacuation drills are held once a month at the centre.

Fire evacuation drills are practiced once a month in the centre. Evacuation plans are posted near the fire exits.

Medication

NSNH staff will administer prescription drugs to teens. Families are required to provide:

- a written authorization, including the dosage and times any drug is to be given and;
- medication in the original container, clearly labeled with teen's name, name of drug, and the dosage, the date of the purchase, and instructions for storage and administration of the drug.

Conflict Resolution

Families are encouraged to discuss any questions or concerns they have regarding their teen or the program with the centre staff. If concerns arise between an individual staff and a family they are encouraged to confront the Supervisor or Program Manager of Childcare.

If a resolution cannot be reached the Director of Child Care Services will become part of the resolution process.

FINANCIAL INFORMATION AND POLICIES

Fees

As the NSNH is a registered non-profit society, a mandatory annual membership fee of \$15.00 is required. Membership in the agency entitles you to vote at the Annual General Meetings of the Board of Directors and to participate in programs offered by the agency.

Monthly fees are due on the first of the month to the accountant. Post dated cheques are encouraged, payable on the first of every month. Cash payments are only accepted at the head office located at North Shore Neighbourhood House, 225 East 2nd St. North Vancouver BC. You may set up credit card payment with the NSNH front office by phone (604 987 8138)

North Shore Neighbourhood House daycares and after school care programs are part of the Financial Assistance Program by the Ministry for Children & Families.

Subsidy

To be considered for childcare subsidy refers to the Provincial Government Blue Pages of the BC Tele Directory, and locate the nearest Ministry for Children & Families office to your home. You may be eligible for subsidy depending on the number of people in your family and the net family income. If your family is eligible for subsidy, an authorization form will be given to you by the MCF Financial Worker. This form needs to be given to the Supervisor at the daycare to

initiate the process. The accountant will then determine the balance of your fee payable. Families will be notified by the centre before authorization renewal is required.

Late Pick-up

Late fines apply to families when the teen is picked up after 6:00 pm. The teen will not be taken out of the centre at the end of the day. If a teen is not picked up by 8:00 pm, he/she is considered abandoned and, if a family member has not contact the centre, staff must carry out the following procedures:

- A staff member will phone your home or place of employment. If there is no answer the alternate person listed on your registration form will be contacted.
- If no one can be contacted, the Ministry of Children and Families will be called to come and pick up your teen.
- Teen's may be sent home in taxis with written permission, they will never be driven home by staff.

If a teen is picked up late the following procedures is as followed:

1. First late pick-up - a notice is sent home to parents to remind them of our closing time.
2. Second late pick-up – a notice is sent to parents stating that they were late picking up their teen. **Late fee is \$1.00 per minute after 6:00 pm**
3. Third late pick-up, services will be withdrawn.

Withdrawal of a Child

One month's written notice is required when withdrawing from care. Payment of one month's fees may be given in lieu of notice.

If a teen is withdrawn for any period of time, their name may be placed on the waitlist for re-admission upon request. Spaces cannot be saved or reserved for returning teens. If a family wishes to maintain a space for any absence, the family will be required to pay for their space.

Section 48 CCFL Regulations

Nutrition

48 (1) A licensee must

- (a) ensure that each child has healthy food and drink according to the Canada's Food Guide, and
 - (b) promote healthy eating and nutritional habits.
- (2) If a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child,
- (a) the requirements of subsection (1) (a) do not apply to the extent that they are inconsistent with those instructions, and
 - (b) the licensee must comply with those instructions.
- (3) A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to
- (a) the child's age,
 - (b) the number of hours the child is under the care of the licensee, and
 - (c) the child's food preferences and cultural background.
- (4) A licensee must ensure that children are not
- (a) fed by means of a propped bottle,
 - (b) forced to consume any food or drink, or
 - (c) left unsupervised while consuming food or drink.
- (5) A licensee must ensure that safe drinking water is available to children.
- (6) A licensee must make available to parents information on the food and drink given to children.
- (7) A licensee must ensure that food and drink are not used as a form of reward or punishment for children.