

Kitsilano Area Childcare Society

PARENT HANDBOOK

Updated in January 2023

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Childcare Society*

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1 History

A board of community members founded Kitsilano Area Childcare Society in 1973 and it was opened in 1976. The goal was to create child care spaces in the city. Municipal, provincial, and federal offices supported the project financially. Since that time the staff members and directors have worked hard to bring an exemplary program to the community.

Kitsilano Area Childcare Society owns a building on Vancouver owned land which the Kitsilano Area Childcare Society leases at no cost.

Kitsilano Area Childcare Society is licensed under the Provincial Child Care regulation of the Community Care Facility Act. The Kitsilano Area Childcare Society is a non-profit society with charitable status in good standing.

The volunteer Board of Directors is composed of parents in the membership.

2 Goals

1. To provide a safe, clean, healthy, nurturing, happy, respectful and loving environment for our children and their families.
2. To provide a first-rate teaching staff, facility and curriculum in order to promote optimum (advanced) physical, emotional, social, creative and cognitive development for our children.
3. To ensure that every child feels valued, supported, special, confident, and can take pride in our heritage and celebrate our differences.
4. To ensure that each child can work and play successfully both individually and as part of a group.
5. To ensure that every child has respect for themselves, others and the world around them.
6. To ensure that the children learn about discipline through clear guidelines, healthy role modeling, and logical consequences to arrive at the ultimate goals: self-discipline, effective problem solving, and empathy for others. The children will learn to not fear taking responsibility for their actions. They will learn that they have choices.
7. To maintain a working environment for staff which recognizes and respects their education, training, skills, experience and commitment to child care through respectful communication and personnel policies.

3 Mission

Our mission at Kitsilano Area Childcare Society is to offer a safe, supportive, challenging and empowering environment. Our rich, play-based curriculum celebrates learning and promotes confidence and personal achievement. This will enable our children to become active, responsible, independent students preparing to contribute toward a just and caring society.

4 The Staff

All staff members at Kitsilano Area Childcare Society are trained in the principles and practices of Early Childhood Care and Education (ECCE) and possess current licenses to practice that is posted at the entrance to the Kitsilano Area Childcare Society.

Staff members work shifts that ensure legal and appropriate teacher/child ratios.

All staff members are screened upon application and undergo a Canada-wide criminal record search conducted by the office of the Attorney General.

Administrative Early Childhood Educator	Janet Lim
Early Childhood Educator (prekindergarten teacher)	Josie Perri
Early Childhood Educator (daily program planning)	Angela Bolotova
Early Childhood Educator (daily program planning)	Trista Flak
Early Childhood Educator (daily program planning)	Maya Wilson

5 The Program Schedule

8:00-10:00	Play based learning opportunities including art and cooking (children must be dropped off by 9:30 am)
8:00-9:30	Snack from home if desired Pee, flush and wash before last chance for a.m. snack
9:30 - 10:00	Tidy up
9:30-11:20	Outside (undercover in wet weather)
11:20	Pee, flush and wash. Get ready for group time
11:30-12:05	Group time (includes stories, songs, discussions etc.)
12:10 12:45	Lunch. (Provided by the daycare) Pee, flush, and wash
12:30-1:00	Books on beds and stories
1:00-1:45	Quiet time while sleepers get to sleep
1:45-2:10	Books on beds
2:10-3:00	Start putting away blankets for play, drawing, and snack time
3:00-4:00	Teacher-led group programs including art, science, music and movement

- 3:00-3:30** Afternoon snack (provided by the daycare)
- 4:00-5:30** Outside and/or inside activities
- 5:00-5:30** Clean up and preparation for home.

Our unique, nature-rich location in Kitsilano, with large play spaces both in and out, engaging learning materials, and experienced staff make every child's day special. Staff members implement learning opportunities throughout the day in which children are encouraged to take part. In addition, there are special programs throughout the week that are taught by experienced teachers. Each child's temperament, learning style and cultural background is taken into consideration when program planning.

6 Enrolment

Kitsilano Area Childcare Society maintains a waiting list. Siblings of present and past students will have priority. We enroll new children on the basis of what is best for the group at the time. We strive to maintain a successful group by ensuring a balance of ages, gender and developmental needs. Whereas position on the waiting list is an important factor, it does not guarantee placement in our program.

When space becomes available the Administrative Early Childhood Educator will contact the family via telephone or email and offer the space, which must be taken within 24 hours. The family must leave a \$600 deposit to secure the space.

Families are encouraged to keep telephone contact with the Administrative Early Childhood Educator to check about space availability. No family will be discriminated against on the basis of race, language, socioeconomic status, gender or sexual orientation.

Children who require extra supports will be welcome in the program. In addition to the orientation with the family, an orientation will be arranged with any professionals providing support for the child at the Kitsilano Area Childcare Society.

Sibling Enrolment

Kitsilano Area Childcare Society will prioritize siblings on the waiting list in order to provide siblings with a similar daycare experience and in order to foster familiarity and continuity between staff and parents.

Parents of siblings must submit a completed application for each sibling they would like to have attend Kitsilano Area Childcare Society, including the child's date of birth and the preferred date of entry for each child.

Where a completed application has been submitted for a sibling, such an application will generally have priority over applications of non-siblings. However, Kitsilano Area Child Care Staff

maintain the discretion to decide whether entry of a sibling is appropriate and at what time, depending on the needs of the group at the time and licensing requirements.

In the event that staff and parents are unable to agree on enrolment of a sibling, parents and staff are welcome to raise the issue with the Society's Board of Directors.

7 Orientation and Gradual Entry

The Administrative Early Childhood Educator shares all pertinent information with families prior to beginning enrolment. All forms must be complete prior to the first day of enrolment.

Forms include, but are not limited to:

- Parent/Kitsilano Area Childcare Society Agreement
- Emergency Cards including a photograph
- Childcare Facilities Registration
- Immunization Record

The gradual entry program involves the following:

- 1st Day- Child comes for the morning. Parent leaves & returns at 12:30, after lunch & then leave with the child.
- 2nd Day- Child will stay through to 3:00p.m. (after the rest period). Please inform the staff if your child is a napper or not.
- 3rd Day If the child has adapted to the routine, they may begin a full-day program.

8 Parent Involvement

Kitsilano Area Childcare Society operates with a volunteer parent board and parent volunteers to maintain the facility. Work parties may be organized in the Spring/Summer. Parents can opt-out of parent jobs by paying a \$150 fee per year but the daycare prefers the parent participation. Board Members are covered by Directors' Liability.

9 Insurance

Kitsilano Area Childcare Society carries insurance to cover all foreseeable claims.

10 Guiding Behaviour

Staff members employ guidance techniques based on the Ministry of Health booklet “Guiding and Caring”, a copy of which is available to you online.

At KACCS we:

- use clear communication
- Have clear guidelines and reasonable limits, e.g. “We walk inside.” and “Chairs are for sitting on.”
- Employ logical consequences, e.g. “It looks like you want to run and climb. Let's get you ready to go outside
- Provide appropriate role modeling through actions and language.
- Have realistic expectations based on knowledge of child development and individual temperament.
- Provide an environment and program that are organized to promote successful outcomes.
- Maintain an atmosphere which is nurturing, caring and positive.

The guidelines we adopt at KACCS are:

- Every child's ideas and feelings will be respected and listened to
- No child will be subjected to harsh, belittling, degrading verbal, emotional or physical treatment.
- No child will be humiliated, deprived of meals, rest or necessary use of the toilet
- No child will be physically restrained as a form of punishment or control
- No child will be kept apart from other children without adult supervision

11 Emergency Procedures

If your child is seriously injured or becomes ill while at Kitsilano Area Childcare Society you will be notified by telephone immediately. If necessary, your alternate contact person and/or family physician will be called. In an emergency we will call an ambulance and a staff member will accompany your child to the hospital.

Staff members maintain first aid certification and are trained to know what to do in an emergency. Fire evacuation and earthquake drills are held regularly.

In the case of an evacuation from the building parents will be notified by phone or a sign will be posted at the Kitsilano Area Childcare Society to explain where children can be picked up (St. Augustine’s Church is the first choice of an alternate site).

Emergency procedures are posted and all exits are clearly marked and drills are practiced on a regular basis.

You will be asked to prepare an emergency comfort pack for your child. A list of possible items to include will be provided. The emergency packs will be placed in the Kitsilano Area emergency storage (in the outside toy shed) located on the east side of the Kitsilano Area Childcare Society.

12 Maintaining a Healthy Environment

We promote excellent health and safety for the children. A clean, well-maintained and safe environment with opportunities for exercise, group play and quiet times are provided.

Children wash their hands before eating and after using the toilet.

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

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

A child must not attend the Kitsilano Area Childcare Society **until 48 hours after the last episode** of:

- **Developing an acute cold** with runny nose and/or eyes, coughing, sore throat. Once temperature, energy, and well-being are normal, coughing and runny nose may continue without the child being infectious.
- **Fever** over 38 degrees centigrade (100 degrees Fahrenheit).
- **Infected skin or undiagnosed rash.** Whether or not a child is infectious, the Kitsilano Area Childcare Society requires verification from a doctor (the rash could be measles, scabies) in case other children's families need to be notified.
- **Vomiting or Diarrhea**

Because children often become ill rapidly it is essential that families be reached by telephone. In the event that a child becomes ill in the Kitsilano Area Childcare Society the staff will keep the child in the quiet room until they can be picked up. Families should tell the staff if a child has been given any medication at home. This is important because of any possible reaction to that medication while the child is attending the program and helps prepare staff for possible effects once the medication wears off.

Even in the safest environments accidents and injuries do occur. In addition, a child may develop an illness during the day while attending the daycare. Any illnesses or injuries that may occur at the daycare are recorded by staff in the daily log book or the minor injury log book.

Illnesses or injuries which will be recorded and reported to parents include the following types:

Fever greater than 38 degrees centigrade; vomiting, diarrhea; severe open cuts(cuts not addressed by a standard band aid); head injuries resulting in a visible contusion; severe bruising resulting from an incident at daycare; any injuries to the body which results in continuous complaint by the child; and child is not displaying his or her usual behavior.

As each child is unique, and as children may have pre-existing conditions, parents may ask regular staff to provide updates regarding their child's health in addition to the reporting outlined above. However, regular staff will not provide any such additional reporting unless it is specifically requested by the child's parents.

If your child becomes ill or has been injured during the day, you will be contacted by phone or email. If necessary, you will be required to pick up your child. If you or emergency contacts cannot be reached and your child requires medical attention, staff will take the necessary steps. Any medical expenses incurred will be the parent's responsibility.

13 Immunization

All children are required to have up to date immunizations. Prior arrangements with the Administrative ECE must be in place if a parent will not comply with this policy. A child who is not immunized must be withdrawn immediately if there is an outbreak of a communicable disease. Families will still be responsible for payment of monthly fees while away from the Kitsilano Area Childcare Society. If a child acquires a communicable disease they must stay away from the Kitsilano Area Childcare Society until written notification from the attending physician is received.

14 Administering Medication

The staff will administer both prescription and non-prescription drugs to the children in accordance with the Child Care Licensing Board Regulations.

Families are required to provide:

- Written authorization, including the dosage and times any drug is to be given; and
- Medication in the original container with the child's name, name of the drug, the dosage, date of purchase and instructions for storage and administration of the drug.

Parents must inform regular staff daily if a child is still on medication and when medication is over. All medication must be given to a regular staff.

15 Unauthorized Persons Entering the Site

Authorized visitors and community partners will be welcomed in the Kitsilano Area Childcare Society with the consent of the Board, Administrative ECE or at the discretion of the regular staff on site.

Unauthorized visitors will not be allowed to visit the Kitsilano Area Childcare Society. Administrative ECE or regular staff will be responsible for addressing this situation. However, all staff and parents/guardians are requested to inform the Administrative ECE when a visitor is on the premises, including the outdoor area. The Administrative ECE or regular staff will explain the policy and rationale for the policy. The Administrative ECE or regular staff will invite the visitor to attend the program at a more suitable time. The Administrative ECE or regular staff will ask the visitor to leave the premises immediately. If the visitor does not comply with the request to leave, the Administrative ECE or regular staff will ask a second time, and if the request is not complied with the Administrative ECE or regular staff will call the police for assistance.

16 Conflict Resolution

The Board and staff members of Kitsilano Area Childcare Centre are committed to working cooperatively with families. Families are encouraged to discuss any questions or concerns that they have about the program with the Administrative Early Childhood Educator.

If a concern arises between a staff member and a family they are encouraged to discuss the issue openly and attempt to reach a mutually acceptable resolution. If the issue is not resolved to the satisfaction of both parties the Administrative Early Childhood Educator is contacted or in the case of the issue involving the Administrative Early Childhood Educator, then the Privacy Officer of the Board of Directors will become part of the resolution process.

If a concern arises from a Board policy or decision, a family is encouraged to contact the Chairperson of the Board and openly discuss the issue.

The goal is to reach mutually agreeable solutions but if a family's concern cannot be addressed through any of these steps, they may choose to withdraw their child. If so, the withdrawal policy is applicable.

17 Duty to Report Need for Protection

If you have reasonable grounds to believe that any child is in the need for protection, you must report the matter immediately. The protection of the child must be everyone's paramount concern. If in doubt, err on the side of protecting the child.

The BC Inter-Ministry Child Abuse Handbook, 1988

Everyone who has a reason to believe that a child has been or is likely to be physically harmed,

sexually abused or sexually exploited, or needs protection due to the specific circumstances outlined in the Child, Family and Community Service Act, is legally responsible under that act to report the matter to a child protection social worker. In British Columbia, a child is anyone under the age of 19.

The B.C. Handbook for Action on Child Abuse and Neglect

A person who has reason to believe that a child needs protection must promptly report the matter to the delegate of the Ministry of Children and Families (usually an Intake Worker). The responsibility for making a report to the Ministry of Children and Families rests with the person who has reason to believe that a child needs protection. Internal reporting procedures may be in place, but the duty to report is not discharged by a complainant reporting to any person other than the delegate of a director of the Ministry of Children and Families.

The Child, Family and Community Services Act

18 Fees

Fees are due on the first day of the month.

Post-dated cheques are required from Sept. 1st through to August 1st. No cash please.

All NSF cheques must be repaid within five working days, including the service charge of \$20.00.

Agreement and compliance with the terms of this Handbook are expected and as such, if fees or charges are not paid within the required time, your child's enrollment may be cancelled. Notice of six (6) weeks will be given to you with regards to this cancellation.

Annual tax receipts are issued by the end of February each year.

There is an annual fee increase each September to cover operating expenses.

19 Subsidy

To be considered for the Affordable Child Care Benefit, locate the nearest Ministry of Children and Families office to your home. You may be eligible for this benefit.

The Ministry worker will provide a completed form to you and a copy will be sent to the Kitsilano Area Childcare Society if you are eligible for subsidy. The form needs to be received by the Administrative Early Childhood Educator in order to initiate the process of collecting the funds.

If you do not have an authorization but are in the process of getting an appointment, you will be

expected to pay the full amount of the fees and any amount of overpayment once subsidy has been calculated will be returned to you as quickly as possible.

20 Custody Access Agreements

If the parents have agreed to live separately, Kitsilano Area Childcare Society will assume that the information from the enrolling parent will be followed.

If custody has not been legally determined and conflict between the parents/guardians and/or other family members is evident, Kitsilano Area Childcare Society may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details regarding authorization for pickup and access to information about the child.

If a family has a custody or court order, a copy must be placed in the child's file, and details about all arrangements contained in the legal documents will be followed at all times. Staff members will call the police if assistance is required to enforce a custody or court order.

Verbal and written information about the child will be shared with the non-enrolling parent/guardian only when agreed upon.

21 Privacy Policy

Kitsilano Area Childcare Society respects and upholds an individual's right to privacy and the protection of his or her personal information. We are committed to collecting, using, and disclosing personal information in compliance with British Columbia's Personal Information and Protection of Privacy Act.

The privacy policy protects all verbal and written information about potential enrolling and former children, families and employees. It also refers to information related to “in camera” board discussion and decisions.

All employees and Board members are expected to fulfill their obligation to respect protection of privacy. Each individual will ensure that no private or personal information is revealed that may cause another individual harm. This excludes the responsibility that service providers and others have as outlined in legislation and/or when information is subpoenaed by the court.

Custody and control of the children's records will belong solely to Kitsilano Area Childcare Society unless contractual arrangements and/or legislation alter this policy.

All information will be stored in files and kept in locked cabinets.

Contact the Administrative Early Childhood Educator if you have questions.

22 Termination of Services

At Kitsilano Area Childcare Society, staff are committed to providing a caring and supportive environment for all children and families. However, termination of services may be required if:

- Fees for service are not paid according to the financial policies in the parent agreement and suitable arrangement cannot be agreed upon.
- The family does not abide by the expectations in the parent agreement and successful resolution of the difference is not achieved.
- The child is no longer in the custody of the enrolling parent/guardian and the Kitsilano Area Childcare Society has not been informed of this change.
- A family member harasses, threatens abuse, or commits a violent act toward an employee, child, or other family involved in the child care program.
- The Kitsilano Area Childcare Society is unable to resolve problems of late pick-up with a family.
- The child's behavior is severely disruptive or physically threatening to the wellbeing and safety of the other children or staff and additional supports to accommodate the child are unavailable.
- The staff will make observations on all the children. If a child is not adjusting well, these observations will be discussed with the enrolling parent/guardian and it may be decided that this space is not in the best interest of the child.
- The Kitsilano Area Childcare Society has made an error in registration and is over the maximum number of children at any one time.

If either the parent/guardian or the Kitsilano Area Childcare Society wishes to terminate service, six weeks written notice is required from the 15th of the month. In order to maintain an organization with consistently high standards there are no exceptions to this rule.

23 Policies and Procedures regarding Pick up of a child

23.1 Unauthorized Pick-up

If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the staff. The staff member in charge will speak with this individual and explain the policy that no child will be released without written authorization from the enrolling family. In an emergency, verbal permission via the telephone (along with a code word) will be allowed from the enrolling family as long as the parent/guardian confirms information about this person (name, address, telephone number and relationship to the child) and the pick-up person presents photo

identification to verify the information. Staff will document the call and the information shared. All reasonable efforts will be made to ensure the safety of the children and the employees. If necessary the staff member in charge may need to call the police for assistance. Children under the age of 12 are not authorized to pick up.

23.2 Late Pick-up of a Child

Children will only be released to those who are listed on the registration records. If a child is not picked up by 5:30 p.m. and the authorized pick-up person or enrolling family has not called, the staff member will call the family and then someone from the authorized pick-up list for that child. If all efforts are unsuccessful, the staff member in charge will call the Ministry for Children and Families by 8 p.m. If late pick-up is a repeated problem, the Administrative Early Childhood Educator and the enrolling parent/guardian will meet to try to address the problem. If unresolved, then six weeks notice may be given and termination of services implemented.

The daycare's hours of operation are 7:45am to 5:30pm. Late charges will apply when a child is picked up after 5:30 p.m. The charge for a late pick-up is \$10.00 for every 5 minute period and payable within 24 hours.

A child will not be taken out of the Kitsilano Area Childcare Society by the staff member at the end of the day and unless authorized by a parent/guardian a child will never be sent home in a taxi.

23.3 When a Guardian Appears to be Unable to Offer Safe Care

It is the employee's legal responsibility to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for the child. If a teacher believes that a child will be at risk, the teacher in charge will offer to call a relative or friend to pick up the person and the child or contact the Ministry for Children and Families.

If the person is driving a vehicle, the staff member will explain that driving while under the influence of drugs or alcohol is against the law and staff members are obligated to ensure the safety and wellbeing of the children and adult. If the presumed adult does not wish to listen to this reason then the teacher is obliged to call the police.

24 Photographs

We photograph children at play. If you do not wish to have pictures taken of your child or placed on the walls for display please let us know in writing.

25 Clothing

Part of every day is spent participating in a variety of art and play activities both indoor and outdoor (rain or shine). Children should wear washable, comfortable clothing appropriate for the weather and messy activities. The following labeled articles of clothing and items need to be kept at the Kitsilano Area Childcare Society:

- A complete change of clothing
- Skid-proof, comfortable shoes for outside and a separate pair for inside.
- Boots
- Rain gear including rain proof pants
- Summer attire includes a hat and other sun protective clothing and sunscreen. If desired, sunscreen must be put on the child by the family in the morning and the staff will apply in the afternoon.

26 Toys

We encourage children to use our equipment but if children want to bring toys such as soft, stuffed toys (maximum of 2) from home, they must be labelled. Please don't bring any hard toys that may promote poor play habits that negatively impact the social/emotional health of any child. If in doubt, please speak with the regular staff directly. We cannot be responsible for lost toys.

27 Nutrition

Food is an important part of your child's day. Staff members will not force a child to eat but will provide encouragement and sufficient time to eat. Families provide a morning snack and fruit. Daycare provides a professionally catered hot lunch and an afternoon snack. It is imperative that parents let staff know if your child has allergies or potential allergies. These must be documented in the registration material. Please no candy, chocolate or gum at daycare.

28 Field Trips

Excursions are carefully planned and supervised. Families are informed prior to excursions taking place with the exception of short walks within the immediate neighbourhood.

29 Rest Time

All children participate in a 30-40 minute rest period in the main rooms. Those who need a longer

sleep will use a quieter space. Prior to and following the 30-40 minute rest period children will be given books.

30 Active Play Policy

Active Play Policy

In order to support children's healthy physical development and to meet the requirements of the Director of Licensing Standard of Practice (DOLSOP) – Active Play, KACCS incorporates 120 minutes of active play and physical movement and a minimum of 60 minutes a day of outdoor active play.

Active play is important to KACCS as it helps promote healthy growth and development and supports body control and movement. It can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

Active Play & Physical Movement

The program at KACCS incorporates a minimum of 120 minutes of active play and physical movement each day, which includes a variety of activities including:

- Fundamental movement skills (ex. jumping, running, catching, throwing, etc.)
- Free play (ex. dancing, playing cars, dress up theatre, etc.)
- Movement skills (ex. Yoga, creative dance)
- Physical literacy – confidence with basic movement skills (ex. climbing, jumping, stretching, balancing)
- Teacher-directed games (i.e. Simon Says, Follow the Leader and musical movement games)

Outdoor Active Play

At KACCS, students engage in outdoor active play at least twice daily (45min AM/1 hr PM) in all weather conditions*.

We have a flexible program which accommodates children that require more active play outdoors and strive to incorporate all elements of active play in our outdoor activities.

Activities include:

- Fundamental movement skills (ex. jumping, running, catching, throwing, etc.)
- Free play (ex. biking, scooters, cars, climber, sandbox, etc.)
- Physical literacy – confidence with basic movement skills (ex. hopping, climbing, jumping, throwing, balancing)

- Teacher-directed games (i.e. soccer, basketball, hockey)

*When weather is poor, we utilize our outdoor covered area.

31 Screen Use Policy

At KACCS screen time is not a regular part of our program, and is only used on occasion to support lessons or special theme days.

Currently, screen time is limited to:

- Short videos (not exceeding 10min) to compliment an activity or theme
- Fire/Safety pre-kinder program (5min videos shown twice a week for three weeks)
- Half hour DVD twice a year for pyjama day

32 Birthdays

You are welcome to bring a treat (not too sugary) for the rest of the group in order to celebrate your child's birthday. We can discuss various options with you at the time if you wish.

33 Closures

Short-term closure: If the Kitsilano Area Childcare Society must close early due to a health or safety problem, such as no heat or running water and inclement weather, parents will be notified to come and pick-up their children.

Long-term closure: If the Kitsilano Area Childcare Society must close due to fire or flood etc. We will try to relocate. If we are unable to find an alternative temporary location, parents are responsible for finding alternate care.

We are closed on the following days:

Family Day
Good Friday
Easter Monday
Victoria Day
BC Day
Canada Day

Labour Day

Truth and Reconciliation Day

Thanksgiving Day

Remembrance Day

Dec 24 Daycare closes at 2:30 pm

Dec 25 through Jan 2