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Family Handbook

2023/24

This information booklet outlines Trafalgar Out of School Care Society's programs and policies. Please review it carefully as compliance with these policies is a condition of your enrollment.

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CHAPTER 1 | Welcome

Welcome to Trafalgar Out of School Care Society

Welcome to Trafalgar Out of School Care Society (TOOSCS), where we have been providing caring, supportive and developmentally-appropriate, play-based programs for children since 1980. Our priority is ensuring the safety and wellbeing of the children in our care, and supporting them on their individual developmental pathways.

TOOSCS is a registered non-profit Society and complies with the BC Societies Act.

We gratefully acknowledge that TOOSCS is located on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətał (Tseil-Waututh) Nations.

Our Philosophy of Care

At TOOSCS, we wholeheartedly embrace a child-centered philosophy that celebrates and cherishes the unique qualities and diverse backgrounds of every child. Our aim is to create an inclusive and nurturing environment where children can freely explore and develop their emotional, social, physical, and intellectual capabilities. Our care is based on the following core principles:

- a child is a unique individual with varying needs and interests,
- a child progresses best in a setting that provides stimulation, opportunities to be creative, and where the opportunity to develop their own particular skills and interests is supported,
- a child needs consistent and reasonable limits set by staff, caregivers and peers; and
- care should recognize and support the child's sense of self.

We make every effort to see and celebrate every child as they are.

Our Staff

Staff at TOOSCS are dedicated to creating a nurturing and supportive environment for the children in our care, and focus on child-led and play-based activities and programming.

Staff possess a range of certifications and training, including School Age Childcare Certificates, Responsible Adult Certificates, Early Childhood Education training, and extensive experience working with children of different age groups. All staff members hold valid First Aid Certificates and have completed criminal record checks, ensuring the safety and well-being of the children at the Centre.

Get to know our staff members on our website: <https://www.tooscs.org/staff>

Our Board of Directors

The TOOSCS Board of Directors is composed of volunteer parents whose children currently attend TOOSCS programs. They are deeply invested in ensuring quality of care at TOOSCS, and take an active role in overseeing the financial and operational management of the Centre.

The Board's mandate is to uphold the philosophy, constitution, and by-laws of the Society.

Annual General Meeting

By enrolling your child(ren) at TOOSCS, your family becomes a member of our Society. All current TOOSCS members are encouraged to attend the TOOSCS Annual General Meeting. This is an opportunity for parents to hear about the operational and financial performance of the Centre, and to be involved as voting members in key strategic decisions.

Your membership entitles you to one vote on key decisions at the AGM. The TOOSCS AGM takes place in November every year and a formal notice/invitation to attend is broadly communicated.

CHAPTER 2 | Program Information

TOOSCS provides care for children from 18 months to 12 years old. We strive to support and nurture children's growth and development, and provide a safe and fun place to play, learn and grow.

We provide child care across multiple age groups ranging from 18 months to 12 years of age in three different program areas:

- **Before/After School Care:** We offer 84 licensed spaces for children aged 5 to 12 years in three separate and distinct groups: Juniors (Kindergarten and Grade 1), Achievers (Grades 2 and 3) and Leaders (Grades 4+).
- **Preschool Program:** Our preschool program offers 20 licensed spaces for children aged 3 to 5 years.
- **Occasional Child Care Program (Program will be discontinued in June 2024):** We offer 4 licensed child care spaces for children aged 18 to 48 months.

We are pleased to meet or exceed the below childcare licensing standards on the basis of staff qualifications in all programs:

- Occasional Care: 1 Responsible Adult per 4 children (if children under 36 months are present)
- Preschool: 1 Early Childhood Educator and 1 Early Childhood Educator Assistant per 20 children
- Before/After School: 1 responsible adult for each 12 children from Kindergarten and Grade 1
- Before/After School: 1 responsible adult for each 15 children from Grade 2 and older

You can find out more about BC child care licensing regulations here:

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/332_2007

Operating Hours

Our Centre is open year-round. From September to June we run our Preschool, Occasional Care (being discontinued in June 2024) and Before/After School Care programs. Typically, we run summer camps for school age children in July and August.

School Care Program (September to June)

Preschool operates from 9:15am to 12:15pm from September to June, and is closed on all Pro-D days as well as Trafalgar Elementary School Winter Break, Spring Break, and Summer Holidays. Please refer to the Trafalgar Elementary School calendar for Non-Instructional Days and other school closure dates:

<https://www.vsb.bc.ca/trafalgar/page/4426/calendar?tab=monthview>

Occasional Care (being discontinued in June 2024) operates from 9:30am to 12:30pm from September to June, and is closed on all Pro-D days as well as Winter Break, Spring Break, and Summer Holidays.

Before/After School Care

The before/after school care program operates Monday to Friday from September to June. The hours of care on regular school days are:

Before School: 7:30am to 9:00am

After School: 3:00pm to 6:00pm

On school closure days (including *Non-Instructional Days, District Closure Days, Spring Break, Summer holidays, and Winter holidays*), care is typically available from 7:30 am – 6:00 pm. Additional fees and separate registrations are required for these days. Please refer to the Trafalgar Elementary School calendar for Non-Instructional Days and other school closure dates:

<https://www.vsb.bc.ca/trafalgar/page/4426/calendar?tab=monthview>

Summer Care Program (July and August)

If offered, our school-age Summer Program offers a wide variety of activities and trips each week, including games, crafts, neighbourhood adventures, and exploring nearby beaches, pools and parks/water parks.

Enrollment in the summer program is generally offered on a “by-the-week” basis and is subject to additional fees and a separate registration process. Information will be posted on our website and communicated each spring.

Centre Closures

TOOSCS has planned closures each year as follows:

- New Year’s Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- National Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

In addition, we are closed annually between Christmas and New Year’s Day. We are also closed for one day at the end of June and one day at the end of August annually to conduct a deep clean of the facility and to prepare materials for the new season of child care services.

CHAPTER 3 | Enrollment, Schedule Changes and Drop-ins

Enrollment

TOOSCS offers licensed child care spaces for children aged 18 months to 12 years old. Our programs are in-demand and we may not be able to accommodate all of the families who need care. While our goal is to provide child care for as many families as possible, our wait list does **NOT** operate on a “first come, first served basis.”

Priority is given to current TOOSCS families and families who attend Trafalgar Elementary School.

When a space becomes available, we offer in the following order for each of our programs:

Enrollment Priorities: School Aged Care

1. Current full-time members returning for full-time care.
2. Current part-time members returning for full-time care.
3. Current part-time members returning for part-time care.
4. Siblings of children currently enrolled in school aged care at TOOSCS (as determined by the eldest enrolled sibling’s start date).
5. Children who attended the TOOSCS Preschool or Occasional Care program (as determined by the child’s start date).
6. All other children on our waitlist as determined by the child’s application date.

Enrollment Priorities: Preschool

1. Current full-time members returning for full-time care.
2. Current part-time members returning for full-time care.
3. Current part-time members returning for part-time care.
4. Siblings of children currently enrolled in either Preschool or School Aged Care at TOOSCS (as determined by the eldest enrolled sibling’s start date).
5. All other children on our waitlist as determined by the child’s application date.

Other considerations that may affect the order in which spaces are offered:

- To be eligible for School Age programs, children must be enrolled in Trafalgar Elementary School.
- To support children with transition to the next age group, programs maintain a balance of children’s ages. As such this may impact the priority in which spaces are offered. For example, in our Juniors age group we aim to have a constructive balance between children in Kindergarten and Grade 1.

Please note that spaces in the next age group are not guaranteed.

Schedule Changes

Your registered schedule is locked-in for a three-month period to allow for staff and resource continuity in the programs. Requests to change your quarterly child care schedule must be made in writing according to the following deadlines:

- 1) In order to change your schedule beginning in January; requests must be submitted in writing by November 30
- 2) In order to change your schedule beginning in April; requests must be submitted in writing by February 28 or 29 (depending on the year)
- 3) In order to change your schedule beginning in September; requests must be submitted along with your return notice.

Requests for a schedule change are not guaranteed. While we make every effort to accommodate requests, we cannot guarantee that all changes will be feasible.

Drop-Ins

TOOSCS may occasionally have available drop-in childcare spaces, if an existing family will not be using their space that day. Therefore, on the day-of, currently enrolled families may contact the Centre to inquire if a space is available. Drop-in rates will apply. Please note that there is no waitlist for drop-in care, and TOOSCS will not keep a record of families to contact when day-of spaces become available.

School-Age Program: Non-Instructional Days and School Breaks

TOOSCS provides school-age child care on non-instructional days and during most school breaks, excluding statutory holidays and centre-closure days. Enrollment for childcare on these days is separate from and in addition to any ongoing enrollment. It is often the case that these days have less demand than our before/after school care program. If that is the case, we are pleased to welcome children from our waitlist or from the broader community, provided that spaces are available after serving existing TOOSCS and Trafalgar Elementary families. Please note that access to non-instructional day and school break care does not change a family's waitlist position.

CHAPTER 4 | Deposits, Fees and Refund Information

Deposit and Fees

A refundable deposit equivalent to one month of child care fees and a \$25 non-refundable registration fee will be charged upon registration of your child at TOOSCS.

Monthly child care fees are established as part of the annual budget process on a cost-recovery basis, and approved by the Board of Directors. Monthly fees are averaged throughout the 10 months of the school year to account for school start and end dates, and school closures.

Recurring monthly fees are listed on our website and are payable on the 1st of each month by Pre - Authorized Debit withdrawal.

Separate registrations and fees will apply for drop-in childcare and care on non-instructional days or school breaks.

Failure to pay fees can result in termination of care. If funds are unavailable, we will attempt to withdraw fees a second time (up to 30 days from original payment date). A fee of \$15 may be applied if funds are unavailable at the time of withdrawal. TOOSCS will not be responsible for any costs charged by your bank/financial institution.

Government of BC's Child Care Fee Reduction Initiative (CCFRI)

The Child Care Fee Reduction Initiative (CCFRI) offered by the province of British Columbia is designed to enhance child care affordability by offering funding to eligible, licensed child care providers to reduce and stabilize parents' monthly child care fees. TOOSCS is a participating member of this program and automatically applies the subsidized rates for eligible families; families do not need to apply.

For more information, visit gov.bc.ca/childcare.

Government of BC's Affordable Childcare Benefit (ACCB)

The government's ACCB program is available to families based on provincial eligibility requirements. Parents who are approved for the provincial child care subsidy are responsible for the difference between the subsidy and TOOSCS fees. Parents are responsible for renewing their subsidy application(s) as appropriate, and for the full child care fee if their subsidy expires.

For more information, visit gov.bc.ca/childcare.

Refund Policy

Refunds for child care fees will not be processed for any of the following: missed days; vacation; sick days; public health closures; or inclement weather closures. This is because our fees are based on the number of

children enrolled. Our operational costs, including staff salaries and facility maintenance, still need to be covered to ensure a high-quality environment for your children once we resume normal operations.

If TOOSCS is not able to operate due to other issues out of our control (unexpected staff shortage, labour disruption, natural disaster, safety concerns etc.), attempts will be made to operate a modified program. All families will be notified as quickly as possible regarding the closure and any alternatives that are available.

If TOOSCS is not able to operate, the following refund policies will be in effect:

- There will be no refunds if the closure lasts 5 days or less
- After 5 days of closure: refunds of the child care fees will be given to those who were enrolled to attend on the non-operational days.

Tax Receipts

We will provide payers with an official Child Care Income Tax receipt on or before February 28 of each year for the prior year's fees.

CHAPTER 5 | Withdrawals and Terminations

Withdrawals/Change of Enrollment

Families are required to provide one full month's written notice on or before the last calendar day of the month in order to withdraw from the program or to change attendance (e.g. in order to withdraw effective May 1st , notice of cancellation must be received on or before March 31st). If the required notice is not given, one month's fee will be charged in lieu of notice. Withdrawals are implemented on a whole-month basis, without proration of fees for partial months.

Termination of Service

In some situations, TOOSCS reserves the right to withdraw services to a child or children.

In advance of terminating service, we will make every attempt to work with the family to resolve the issue to the mutual satisfaction of all parties, provided that the arrangement does not compromise the mission and values of TOOSCS, put staff, the child(ren) or other participants at risk, or diminish the value of TOOSCS' programs for other participants.

Situations are dealt with on a confidential and individual basis, taking into account the specific needs and circumstances of the child(ren) and/or family.

The following situations may be considered cause for terminating care:

- Inappropriate conduct by child(ren) and/or by families, including verbal and physical harassment, threatening behaviour or violent acts toward staff, children or other families involved in the program.
- Behavioural concerns (TOOSCS does not have the resources to deal effectively with a child whose behaviour requires ongoing significant intervention, such as persistent unprovoked physical violence, including biting, hitting, and scratching; persistent bullying; verbal harassment; or unauthorized departure from the centre).
- Unresolved custody issues (if a family's custody issues result in ongoing conflicts at the centre or with staff).
- Late pick-up issues.
- Non-payment of fees.
- When a family's requests cannot be accommodated, as they conflict with the principles, policies and procedures of TOOSCS.

Throughout this process, we prioritize fostering a safe, respectful and supportive environment for all. We encourage open dialogue and collaboration to address concerns and find solutions whenever possible. TOOSCS is dedicated to upholding its commitment to the well-being of all parties involved.

CHAPTER 6 | Centre Policies and Procedures

Attendance, Absences, Sign-in and Sign-Out

We plan to see every child on each day that they are scheduled.

Sign-in and Sign-Out

In order to ensure the safe arrival and departure of your child, they must be signed in and out. Parents/Caregivers are responsible for ensuring that their child is signed in/out upon arrival/departure. Parents must make verbal and visual contact with a staff member to ensure that the staff are aware of their child's arrival/departure.

We rely on the accuracy of our attendance sheets; any inaccuracies will activate our search procedures and divert our time and attention from engaging with children and families.

Some families may authorize their mature child to sign himself/herself out of our care. Conditions will apply; please inquire with a staff member.

Attendance: Transitions between School and TOOSCS

Only Kindergarten children are escorted by a TOOSCS staff member to/from their classroom. If attending morning care, our staff will walk the Kindergarten children to their classrooms at the bell. After school, we collect Kindergarten children from their classroom at the bell and bring them to the Centre.

Children in Grade 1 and older, if attending morning care, are dismissed from the Centre at the first bell and are expected to walk to their classrooms independently. In the afternoons, children are expected to come to TOOSCS promptly after school dismissal and check-in on the attendance sheet on arrival.

We verify that all children have arrived at our Centre or have been picked up safely from school grounds; we will search for and account for every child who doesn't arrive on-time, so it is imperative that you notify us if your child(ren) will be absent.

Absences

Please notify us **by 2:00pm** if your child will be absent. This allows us to plan more effectively, and for the afterschool school-age program, this saves significant time and effort because we must locate every child dismissed by the school who is supposed to attend with us. Repeated failure to notify us of your child's absence may result in a fine.

For your convenience, you may text us about your child's absence at: **236-994-1499**.

Safe Release and Authorized Pick-Up

Staff have a responsibility to ensure the safe release of all children in the program. This includes:

- Ensuring a child is only released to an adult on their Authorized Pick-Up list or who has been confirmed by the family as authorized for a one-time pick-up. Unfamiliar adults will be subject to an ID check.
- Refusing to release a child to a pick-up person who seems to be intoxicated or otherwise unsafe.

In case of an emergency or last-minute change to your schedule, parents may call the Centre beforehand to inform staff of a change in pick-up. If the person picking up the child is not on the Authorized Pick-Up list, the parent must provide information about the person picking up their child (name, address, telephone number, and a physical description). Anyone picking up a child must provide photo ID that either matches the name on the child's Authorized Pick-Up list or the information provided by the parent, in case of last-minute changes.

Late Pick-Up

Late pick-up fees will apply at the end of the program:

- a flat rate of \$10 for pick-up up to 5 minutes past end time
- a flat rate of \$20 for pick-up up to 15 minutes past end time
- a flat rate of \$30 for pick-up up to 25 minutes past end time
- a flat rate of \$40 for pick-up up to 35 minutes past end time
- a flat rate of \$50 for pick-up up to 45 minutes past end time

After 45 minutes, we will contact Child Protective Services for guidance.

Families may pay their late fees immediately or have the amount added to their monthly invoice. Please note that repeated late pick-ups and/or failure to pay late fees may lead to termination of services.

Custody and Access

If parents live separately, TOOSCS expects that the information provided by the enrolling parent to be accurate. If a family has a custody agreement or court order, a copy must be provided to TOOSCS, and placed in the child's file. Without a custody agreement or court order on file at TOOSCS, staff cannot deny access to the non-enrolling parent. In the event that either of the parents is not on the authorized pick-up list, TOOSCS cannot release the child to that person. If custody has not been legally determined and there is evident conflict between the parents and/or their family members, TOOSCS may require both parties to sign a written agreement confirming details regarding authorization for pick up and access to information about the child.

Programming and Activities

TOOSCS's programs are child-centered and play-based. Programs emerge from children's interests, and staff seek to engage children in meaningful activity based on their input. As such, programs are flexible and responsive, and actively seek out and integrate children's feedback. While our programs are generally flexible and rarely mandatory, some activities may have fixed timing, such as snack-time in our school-age program,

or specialty programs and off-site field trips in both the school-age and preschool programs. Staff will work with families to provide notice and flexibility as much as possible.

Active Play and Screen Time

Our programming focuses on active play and screen time is limited.

Preschool – Every day starts with a minimum of 40 minutes outside. Additional outside play may be offered during the session or as part of transitioning into pickup time.

School-Age Care before school – Every day (up to 1.5 hours per morning) includes the option for up to an hour of outside time.

School-Age Care after school – Every day (up to 3.0 hours per afternoon) includes a minimum of 60 minutes outside. Outside play is also a frequent option, up to an additional two hours. (*Depending on the day and barring severe weather.)

Programs are designed around a goal of zero passive screen time for children. However, staff may use screens occasionally under controlled settings to enrich the program, such as selecting and playing music, watching an occasional movie as a group, taking and editing photos, selecting a recipe, recording a play, or filming and editing a homemade movie.

Meals/Snacks and Nutrition

At TOOSCS we offer a wide selection of wholesome snacks that are prepared on-site. Our food offerings are guided by the Canada Food Guide. Staff encourage children to eat a variety of foods and provide sufficient time to eat. We do not force children to eat, and we do not use food as a reward or a punishment. Families are expected to inform staff of any food restrictions/allergies or changes to your child's food intake.

Allergies

Please inform TOOSCS of any allergies when registering your child for the Centre. Please note that TOOSCS is **a nut-free facility**.

Gluten-Free Procedures

TOOSCS is not a gluten-free space. The Centre does not have a gluten-free kitchen and is not a gluten-free facility. Families of children with Celiac Disease or gluten sensitivity are advised to provide their own snacks and be aware of the potential for cross-contamination.

Non-Smoking and Substance-Free Facility

TOOSCS is a non-smoking facility. Furthermore, staff will refuse to release a child to a pick-up person who seems to be intoxicated or otherwise unsafe. Per child care licensing regulations, we follow the Tobacco and Vapour Products Control Act and Cannabis Control and Licensing Act. These prohibit the consumption of any

substance, including vaporizers, cannabis or e-cigarettes, on school and other district property, including all school grounds and the outdoor areas around TOOSCS.

Health, Safety and Emergency Procedures

Illness

TOOSCS is not licensed to care for children when they are ill. For the health and safety of other children and staff in the Centre, please keep your child at home or make alternate arrangements if your child:

- Has a communicable disease
- Has a contagious infection, including pink eye
- Has a fever over 38 degrees Celsius
- Is vomiting or has diarrhea
- Has a skin infection or an undiagnosed rash
- Is not well enough to participate in all program activities including outdoor play

Please notify TOOSCS if your child has a communicable disease so that other families and the Community Health Department can be notified as appropriate.

For symptoms such as fever, vomiting or diarrhea, children should not return to the Centre until they have been cleared of such symptoms for 24 hours. If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact(s). We will provide a quiet resting area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation becomes urgent, we will follow the medical emergency procedures outlined further below.

Medication

If families would like our staff to administer medication to your child, Child Care Licensing Regulation requires that:

1. All medication be prescribed by a Medical Practitioner;
2. A permission form be completed and signed by the family; and
3. The medication be provided in the original container with clear dosage instructions.

Fire and Earthquake Emergency Procedures

TOOSCS has fire and earthquake emergency procedures that are regularly reviewed by staff and Child Care Facilities Licensing.

Emergency procedures related to fire and earthquake evacuation are scheduled and practiced on a regular basis. All staff members are trained in emergency first aid.

In case of an evacuation during which we cannot return inside the Centre:

Plan A – Children and staff gather on the gravel field behind Trafalgar Elementary School.

If Plan A is deemed unsafe: **Plan B** – Children and staff gather inside Trafalgar Elementary School (4170 Trafalgar Street, Vancouver, BC). The facility is equipped to handle emergency situations and provides a secure environment for children and staff.

If plan B is deemed unsafe: **Plan C** – Children and staff gather at Connaught Park (located near 16th and Balaclava Street at 2390 W 10th Ave, Vancouver, BC).

Please do not call TOOSCS to enquire about the situation or your child; we should keep our lines available for emergency services. Instead, please find us at the field behind Trafalgar Elementary School to pick up your child. If we move from location to location (Plan A to Plan B to Plan C, for example), we will leave notes as best we can. If you are delayed and we are not at any of the three locations, we will leave updates/instructions with the Ministry of Children and Family Development at 1-800-663-9122 or 604-660-4927.

CHAPTER 7 | Behaviour Guidance Philosophy

Each child at TOOSCS will be encouraged and supported to develop positive adult and peer relations. We take the time to uncover each child's social, emotional, cognitive, and physical developmental levels and the current circumstances that may be influencing them. Staff will strive to:

1. Model open and respectful communication.
2. Promote the development of positive social skills including self-esteem, self-regulation, and safety.
3. Ask questions to support children in expressing their thoughts and feelings.
4. Encourage children to participate in the creation of behavioural guidelines and expectations in their program area.
5. Set and uphold positive expectations using reasonable, clearly stated, and consistent boundaries.

We use positive language and behave in positive ways to model the behaviours we expect from the children. Except in serious matters of health and safety, discussion is the preferred avenue of communication to help children recognize and share their needs, feelings, and desires. We ask parents not to approach individual children (other than your own) to correct behaviour or mediate conflict issues. Instead, please approach a staff member for assistance.

Harmful Behaviours Policy

Staff at TOOSCS are responsible for the wellbeing of every child at the Centre and, per BC's Child Care Licensing Regulation, must intervene if a child shows a repeated pattern of harmful actions and behaviours. This policy is designed to foster and maintain a safe and nurturing environment where every child can thrive.

Definition of Harmful Behaviors: Harmful behaviors encompass actions that pose a threat to the well-being, safety, and healthy development of the child, staff, other children, or participants in our programs. These behaviors may include physical aggression, verbal harassment, or actions that disrupt the positive social environment we strive to create.

Examples of Harmful Behaviors:

- **Physical Aggression:** Unprovoked physical actions, such as biting, hitting, scratching, or any form of violent behavior towards staff, peers, or participants.
- **Verbal Harassment:** Persistent use of hurtful or offensive language that targets individuals' appearance, background, abilities, or any form of verbal aggression.
- **Bullying:** Engaging in repeated acts of intimidation, manipulation, or exclusion that adversely affect another child's sense of safety and well-being.
- **Unauthorized Departure:** Leaving the center without proper authorization, which jeopardizes the child's safety and security.
- **Non-Compliance:** Consistently ignoring safety rules, instructions, or guidelines, leading to potential harm to oneself or others.

Intervention Strategies

In situations where TOOSCS staff observe harmful behaviours, we are committed to maintaining open lines of communication with families, working collaboratively, and taking action to ensure the well-being of every child in our care. TOOSCS uses a multi-step behaviour intervention model to address harmful actions and behaviours including any combination of the following steps:

- Communication and collaboration with the family
- Proactive programming:
 - Increasing responsibilities with achievable goals and leadership opportunities.
 - Modifying responsibilities to ease transitions, such as providing a "2-minute warning."
 - Using positive reinforcement, such as responsibility points and decision-making opportunities.
- Meetings with child:
 - build relationship and trust, uncover underlying needs, make space for feelings schedule routine check-in's
 - re-define expectations
 - recommit to social contracts
 - co-develop desirable programming
- Changes to context:
 - move friends or conflict-heavy toys (single day, multiple days, indefinitely)
 - reassign group (single day, multiple days, indefinitely)
 - increase time with individual staff and/or enable staff switch-offs
- Individualized care plan with clear expectations of the child, family and TOOSCS staff
- Restriction to TOOSCS programs/services (reduced days, reduced hours, etc.)
- Application to and acceptance by Supported Child Development

Every child's situation is unique and will be treated accordingly. The steps outlined in this policy may be bypassed, repeated, or prolonged as appropriate. If harmful behaviors are not satisfactorily resolved, child care services may be reduced, suspended, or terminated at the discretion of TOOSCS.

CHAPTER 8 | Roles and Responsibilities

At TOOSCS, we value having open and collaborative channels of communication with families and caregivers.

Our Staff

Our staff are trained to:

- Communicate regularly with families about their child’s progress;
- Plan activities based on their knowledge of childhood development;
- Observe and document the progress of each individual child; and
- Maintain high standards of child safety and protection.

From time to time, we may find it useful to speak with classroom teachers and other personnel from your child’s school. With your permission, we will carry out such communication only for the benefit of your child. Any information obtained in the course of this communication will be treated as strictly confidential.

Duty to Report

BC’s Child, Family and Community Service Act states that all children in the Province of BC “are entitled to be protected from abuse, neglect and harm or threat of harm.” The Act also states that any “person who has reason to believe that a child needs protection must promptly report the matter” to the Ministry for Children and Family Development. TOOSCS staff have a legal duty to report if they suspect a child is experiencing abuse or neglect, whether sexual, physical, emotional, psychological, and financial/material abuse. Families that would like more information on this topic are welcome to speak with our management team.

Families and Caregivers

Families and caregivers are encouraged to connect with staff to learn about your child’s experiences and provide input into the care your child receives at TOOSCS. Parental involvement is a key element to the success of your child’s experience at TOOSCS. Participation can include: verbal or written feedback; sharing information about your child’s development; attending meetings, workshops, social events; or volunteering on field trips or in the centre. Whatever your special talent, interests or schedule may be, there are plenty of ways to get involved.

TOOSCS has a zero tolerance policy for verbal aggression, threats or harassment of any kind, whether to Centre staff, management, or the Board. Any such behaviours may result in suspension or termination of child care services. If you have concerns about the Centre, program or a member of staff, we encourage you to take the following steps:

1. Speak to the Program Supervisor.
2. Speak directly to the Centre Manager.
3. If you are unable to reach a consensus, the issue may be taken to the Board of Directors for discussion.

CHAPTER 9 | Privacy of Information

TOOSCS complies with BC's Personal Information Protection Act (PIPA) and we are committed to collecting, using, and disclosing personal information in a manner that complies with the Act. TOOSCS recognizes that all persons involved with the organization (staff, parents, children, etc.) have the right to privacy and their personal information will remain confidential. TOOSCS takes the following steps to ensure the security and confidentiality of all personal information:

1. All documentation remains onsite at all times and is physically secured in locked cabinets or digitally password-protected.
2. We share confidential information only with authorization from the appropriate authority or when legally mandated or morally obliged by a duty to protect individuals from harming themselves or others. Sharing of personal information will be on a "need to know" basis.
3. We follow policies and procedures set out in PIPA in collecting, using, storing, sharing, and discarding personal information from families, staff, and others.
4. TOOSCS's Centre Manager serves as the designated privacy officer and handles all privacy questions or issues.

TOOSCS staff and volunteers are expected to follow all protocols and procedures regarding the privacy and confidentiality of children, families, staff, and support persons, either currently or formerly at TOOSCS.

Furthermore, staff are expected to keep matters regarding children and families at TOOSCS confidential and within the organization. Everyone at TOOSCS is responsible for ensuring that no private or personal information is revealed that may cause another individual harm, and that personal issues will remain confidential to the people involved. Confidentiality excludes the responsibility required by legislation and/or when information is subpoenaed by the court.

Find out more at: https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/03063_01

Children's Privacy

Custody and control of enrollment and personal information related to the children in our care will belong solely to TOOSCS unless contractual arrangements and/or legislation alter this policy. Parents will have ready access to files and records of their own children, but not of any other child. Children's personal details will not be passed on to another person or people, nor shall photos or identifying information of TOOSCS children leave the Centre or be posted online, without prior knowledge and consent from the child's parents. Please indicate your privacy choices in Appendix B; additional privacy options may be available if needed. TOOSCS places a picture of each child in their file for identification purposes. Staff will shred any documentation with children's names or images once the child is no longer enrolled.

Appendix I | Key Contacts

Report an Absence	Text:	236-994-1499
Main Office	Call:	(604) 732-8220
Management Team	Centre Manager Candice Sharpe	manager@tooscs.org
	Program Supervisor Alyssa Alforque	supervisor@tooscs.org
Board of Directors	Email:	tooscs.board@gmail.com

Appendix II | Acceptance of the Terms of the TOOSCS Family Handbook

I acknowledge that I have received and reviewed the TOOSCS Family Handbook. Furthermore, I understand and agree to abide by the policies and procedures described therein.

Printed name of Enrolling Parent/Guardian:

Signature of Enrolling Parent/Guardian:

Date of Signature:

Name(s) of Enrolled Child(ren):

The Handbook I received was last updated on:
