



## OUT OF SCHOOL PROGRAM PARENT HANDBOOK

12140 204B St. Maple Ridge, BC V2X 2Z5  
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For simplicity in this Handbook, the word “parents” is used with the full understanding that a number of our students are under the governance and care of persons other than the birth parent(s).

# Welcome to Maple Ridge Christian School – Out of School Program!

Dear Parents and Guardians,

Welcome to the **Maple Ridge Christian School Out of School Program!** We are so excited to have you and your child join our community. Our goal is to provide a safe, nurturing, and engaging environment where children can learn, play, and grow outside of regular school hours.

At Maple Ridge Christian School, we are committed to fostering each child's well-being through active play, creative exploration, and meaningful connections. We value the trust you place in us and are dedicated to working together to support your child's development.

In this Welcome Package, you will find important information about our program policies, procedures, and the forms required for your child's registration. Please take some time to review the Parent Handbook and complete and return all necessary documents.

If you have any questions, concerns, or would just like to introduce yourself, please do not hesitate to contact us. Communication and partnership with families are very important to us, and we are here to support you and your child every step of the way.

We look forward to a wonderful year together!

Sincerely,

Out of School Program Manager  
**Maple Ridge Christian School**

## 1. Welcome Letter

Welcome to the Maple Ridge Christian School Out of School Care (OSC) Program! We are excited to partner with your family to provide a safe, nurturing, and engaging environment for your child. This handbook outlines our policies, procedures, and program details to help ensure a positive experience for everyone.

## 2. Program Philosophy and Mission

Our mission is to provide a safe, nurturing environment where children are encouraged to grow socially, emotionally, physically, and spiritually. Guided by Christian values, we promote kindness, respect, and a love of learning through engaging activities and meaningful relationships.

## 3. Program Information

### Hours of Operation

- **Before School Care:** Monday–Friday, 7:00–8:10 am
- **After School Care:** Monday–Thursday, 3:00–6:00 pm
- **Early Dismissal Fridays:** 2:20–6:00 pm
- **Early Dismissal (last day before Christmas Break, Spring Break, and last school day):** 11:30 am–6:00 pm
- **Pro-D Days:** 7:00 am–6:00 pm

### Please note:

**The Out of School Care Program is closed during school breaks (Christmas Break, Spring Break, Summer Vacation) or on statutory holidays.**

### Contact Information

Program Manager: Lizette Tsuchiya  
Email: [l.tsuchiya@mracs.ca](mailto:l.tsuchiya@mracs.ca)

School Phone: 604-465-4442  
Email: [osc.mracs@mracs.ca](mailto:osc.mracs@mracs.ca)  
Address: 12140 204B St, Maple Ridge, BC V2X 2Z5

### Daily Schedule

Children's days include free play, structured activities, snack time, active play, and quiet time.

## 4. Enrollment and Attendance

### Registration Requirements, including for Drop-in days

- Completed registration and consent forms
- Emergency contact and medical information

### Arrival and Departure Procedures

- Children must be signed in and out daily by an authorized adult.

### Out of School Care Fee Schedule

*Effective: September 2025*

Care Option	Monthly Fee	Notes
Full-Time (5 days/week)	\$475	Includes before & after school care, early dismissals, and Pro-D days
4 Days/Week	\$420	Specify consistent days of attendance
3 Days/Week	\$335	Specify consistent days of attendance
2 Days/Week	\$275	Specify consistent days of attendance
1 Day/Week	\$130	Specify consistent day of attendance
Occasional/Drop-in	\$35/day	Subject to availability; advance booking required
Pro-D Day (Full Day)	\$45/day	For children not enrolled full-time; includes full-day programming

### Payment Policies

- **Billing Cycle:** Monthly, due on the 1st of each month.
- **Withdrawal Notice:** One month's written notice is required; otherwise, one month's tuition is payable.
- **Refunds:** No refunds for missed days due to illness or vacation.
- **Changes to Enrollment:** Subject to a \$75 administration fee.

### Financial Assistance

Families may be eligible for the **Affordable Child Care Benefit (ACCB)** provided by the Government of British Columbia. Parents must apply directly through BC's government website:

👉 [Apply for ACCB](#)

## 5. Behavioral Guidance & Inclusion Philosophy

- We guide children's behaviour through positive reinforcement, clear expectations, and collaborative problem-solving strategies.
- Minor incidents are documented in a logbook.
- Actions not permitted: hitting, spanking, withholding food/rest, or physical restraint.
- Families will be consulted regarding ongoing concerns and strategies will be developed together.
- Our program values **inclusion**. We work in collaboration with the **Inclusive Education Support Coordinator** and families to ensure children with extra needs receive appropriate support and accommodations.

## 6. Nutrition Policy

- Children may bring their own snacks/lunch; healthy snacks are also provided.
- Water is available throughout the day.
- Healthy eating is promoted in daily practices.
- Allergies and cultural food needs are respected; families must provide information on dietary restrictions.

## 7. Active Play Policy

- Daily active play indoors (gymnasium) and/or outdoors (forest, playground).
- Parents are asked to provide weather-appropriate clothing and footwear.

## 8. Screen Time Policy

- Hands-on activities (board games, crafts, outdoor play) are prioritized.
- Screen time is limited, with occasional movie days (approx. once a week).

## 9. Health, Illness, and Medication Procedures

### Promoting Health and Hygiene

- Frequent handwashing is practiced.
- Toys and surfaces are cleaned and sanitized regularly.

### Illness Policy

- Children must stay home if they have fever, vomiting, diarrhea, unexplained rash, or contagious illness.
- Sick children at the program will rest in a designated area until picked up.
- Emergency contacts will be called if parents cannot be reached.

### Communicable Disease Response

- Public Health guidelines and Licensing recommendations are followed during outbreaks.

### Medication Policy

- All medication must be in its original container with pharmacy label intact.
- Written parental consent is required before staff can administer medication.
- Medication will be stored securely and administered only as directed.

## 10. Absence / Attendance Notification

- Parents must notify the Program Manager if their child will be absent.
- Advance notice helps staff plan and allows us to accommodate families requesting drop-in care.

## 11. Late Pick-Up Policy

- Our program closes promptly at **6:00 pm**.
- Families arriving after closing will be charged a **late fee of \$1 per minute**.
- Consistent late pick-ups may affect continued enrollment.

## 12. Clothing & Personal Belongings

- Families should provide:
  - Extra set of clothes
  - Indoor shoes
  - Weather-appropriate outdoor gear (jackets, boots, hats, gloves, etc.)
- Please leave valuables and personal toys at home.
- The program is **not responsible for lost or damaged items**.

## 13. Conflict Resolution Between Children

- Staff use problem-solving strategies to help children manage peer conflict.
- Children are encouraged to express feelings, listen to one another, and work toward respectful solutions.
- Discipline is supportive and never punitive.

## 14. Transportation and Field Trips

- Parents may transport children if approved, and driver abstracts are on file.
- Permission slips and detailed trip information will be provided in advance.

## 15. Staffing and Supervision

- Qualified staff maintain a safe, caring environment.
- Ongoing training ensures staff meet licensing requirements.

## 16. Complaint Resolution Process

- Concerns should first be brought to the Program Manager.
- If unresolved, matters will be escalated to the School Administration.
- Complaints and resolutions will be documented.
- Licensing will be notified if necessary.

## 17. Emergency Preparedness

- Emergency plans are in place for fire, earthquake, lockdown, etc.
- Regular drills are conducted.

## 18. Communication with Parents

- Primary communication will be through **email**.
- Newsletters and notices will also be shared as needed.
- Parents are always welcome to have brief conversations with staff during drop-off and pick-up.
- For longer discussions, please arrange a meeting with the Program Manager.

## 19. Family Involvement

- Families are welcome to participate in activities and events.
- Feedback and suggestions are encouraged.

## 20. Organizational Structure

- Licensee: Maple Ridge Christian School
- Lead Principal: Quentin Flokstra
- Program Manager: Lizette Tsuchiya
- Staff: Early Childhood Educators, Educational Assistants, Responsible Adults.

## 21. Holiday Closures

The Out of School Care Program is closed when the school is closed, including:

- Statutory holidays
- Christmas break
- Spring break
- Summer vacation

## 22. Parent Registration Checklist

Please complete and return the following before your child's start date:

- Registration Form (with up-to-date contact information)
- Emergency Contact & Medical Information Form
- Immunization Record (or status declaration)
- Parent Handbook Acknowledgment Form
- Consent Forms (Walking/Field Trips, Photo/Media, Emergency Medical)
- Custody Documentation (if applicable)
- Allergy/Dietary Needs Form (if applicable)
- Medication Administration Form (if applicable)

*Please return all forms at least one week before your child's start date.*

## 23. Parent Handbook Acknowledgment Form

### Maple Ridge Christian School – Out of School Care Program

Child's Name: \_\_\_\_\_

Parent/Guardian Name(s): \_\_\_\_\_

Date: \_\_\_\_\_

I acknowledge that I have received, read, and understood the Parent Handbook for the Maple Ridge Christian School Out of School Care Program. I agree to comply with the policies and procedures outlined and understand that I may contact the Program Manager with any questions or concerns.

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_