

I hope family centre programs

- Learning Together Through Play (LTP)
- Takaya Family Centre
- Parent Child Mother Goose
- Parent Education
- Counselling & Building Family Bonds Program
- Breastfeeding & Post Natal Support Group
- Clothing Exchange at Maplewood location

I hope family centre resources

- Infant Development Consultant
- Speech Language Pathologist
- Nutritionist
- Community Health Nurse
- Dental Hygienist
- North Van City & District Libraries
- Bilingual Staff (Farsi/English)

I hope family centre

Empowering all families in their role as the primary caregivers of children.



Promoting Young Children's Healthy Development and School Readiness.

10 Guidelines*

1. Be warm, loving and responsive.
2. Respond to child's cues and clues.
3. Talk, read and sing to your child.
4. Establish routines and rituals.
5. Encourage safe exploration and play.
6. Make TV watching selective.
7. Use discipline as an opportunity to teach.
8. Recognize that each child is unique.
9. Choose quality child care and stay involved.
10. Take care of yourself.

**Source: The First years Last Forever parenting booklet, a component of the I Am Your Child campaign. Distributed in Canada by the Canadian Institute of Child Health.*

FSNS acknowledges the financial assistance of the Public Health Agency of Canada (PHAC), Province of British Columbia, City of North Vancouver, District of North Vancouver and the District of West Vancouver.



I hope family centre, located at:
101-255 West 1st Street
North Vancouver, BC



399 Seymour River Place
(adjacent to Maplewood Farm)
North Vancouver, BC

Phone: 604-988-5281

Email: family@familyservices.bc.ca

Website: www.familyservices.bc.ca

Check website for current schedules



I hope family centre

**North Shore Families
Learning Together**



Caring for our Community

www.familyservices.bc.ca

I hope family centre

A place where:

- You and your child can play together.
- You can meet other families.
- You can participate in activities that will help you grow and develop together.
- You can get to know trained professionals who can help you support and encourage your child and offer research-based resources on parenting and child development.

Welcome to the *I hope family centre*, a community hub that provides programs and services to promote wellness and the optimal development of children birth to age six.

I hope family centre recognizes that all families need resources and support regardless of economic or social circumstances and believes that diversity in the community enriches child development.

The early years from birth to six provide a “window of opportunity” for early brain development. Through play and validating responses from a parent/caregiver, children receive nurturing and stimulation that can have a lasting effect on their physical, emotional and intellectual development.

Learning Together Through Play (LTTP)

LTTP is the centre’s core program. This play-based early childhood development program takes place in an inviting, literacy-enriched setting, and includes many different areas for learning. Each session includes child-led play, songs, stories and a healthy snack with appropriate transitioning from each activity modelled by staff.

Welcome

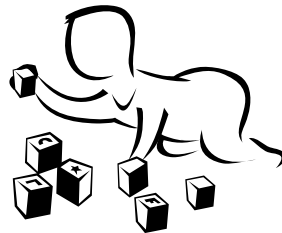
Parents, caregivers, grandparents and children birth to six years of age are welcome. Please visit the centre only when you and your family are well.

Capacity

The centre can comfortably accommodate a maximum of 45 people at Maplewood and 35 people at the West 1st location. We will make every effort to accommodate families on their first visit to our program. We encourage you to make and discuss alternate plans with your child/ren ahead of time should our centre be at capacity when you arrive. The centre schedule may change without notice particularly if the weather is poor (i.e. snow, storms). We apologize for any inconvenience this may cause.

Resources

Research based parenting resources are available on site along with a variety of parent education opportunities



Snack

Snack time is a an opportunity for children to sample a variety of foods and socialize with other families while sitting together at the tables. Each family is encouraged to bring a piece of fruit or vegetable only to share. Please refrain from bringing other foods into the centre. We will provide other healthy snack options as well as water. For adults coffee and teas are available.

Key Centre Guidelines

1. We encourage you to enjoy this opportunity for quality playtime with your child. Minimizing the use of cell phones and other personal devices is advised.
2. Supervise your children at all times. Provide support by sitting on the floor with them at circle time and participate by singing and modelling the actions. If this is difficult for either of you please inform a staff member.
3. Our professionally qualified staff are available to support you in your role as a parent or caregiver, to answer your questions and provide quality resources – they are not child minders. Should you need assistance for a few minutes please do not hesitate to ask.
4. We encourage child-led play while modelling safe and respectful interactions.



Hours of Operation

Please refer to our monthly calendar at www.familyservices.bc.ca for LTTP times and upcoming guests to our centre.

Cost

There is no fee thanks to our generous sponsors and donors. Donations are very much appreciated.

Staff

Staff are trained in early childhood development, experienced, competent and committed to working with parents, caregivers and young children.

I hope family centre

Participant Rights and Responsibilities

You have the right to:

- be treated fairly, honestly and respectfully
- be considered an expert in your own life experience
- make a suggestion or complaint regarding our services
- inquire about the qualifications, training, and experience of our staff
- privacy and confidentiality should you choose to share personal information. *(Exceptions to confidentiality include suspected or confirmed child abuse or neglect, danger to self or others. In the case of supervision, consultation, quality improvement or accreditation processes at Family Services of the North Shore confidentiality may also be excepted. However, all personnel involved are bound to maintain strict confidentiality.)*

You have the responsibility to:

- supervise your children at all times
- bring only healthy children to the centre *(please do not attend if your child has a cold, fever, has been vomiting, or has a communicable illness)*
- inform staff of any allergy, medical condition, disability, or cultural need that requires our awareness or sensitivity in providing services
- complete a registration form and advise staff of ongoing changes *(ie. Emergency contact information)*
- treat others with fairness, honesty, and respect
- maintain the confidentiality of other participants
- minimize the use of cell phones and other personal devices

We encourage you to:

- play with your children following their lead in the activity of their choice
- assist your children with pick-up and clean-up before moving on to another activity
- have your children sit at the table during art activities and snack time
- help your children take part in circle time by sitting with them and participating
- bring a piece of fruit or vegetable **only** to share with the other participants, we strive to be a peanut/nut free centre
- make a donation towards program costs
- make and discuss alternate plans with your child/ren ahead of time should our centre be at capacity when you arrive *(Maplewood capacity 45, West 1st capacity 35)*

I hope family centre
North Shore Families Learning Together



Learning Together Through Play (LTTP)
Daily Schedule for Attending Families

<p>9:15 – 10:30 a.m. 1:15 – 2:30 p.m. 5:30 – 6:30 p.m. – <i>Wed. only at W 1st</i></p> <p>*Consider alternate plans should our centre be at capacity when you arrive: A full sign will be posted outside our centre. (<i>Maplewood capacity 45, West 1st capacity 35</i>)</p> <p>* Please minimize the use of cell phones & other personal devices.</p>	<p>Arrival at the centre is encouraged between 9:15 and 9:45 a.m.*, 1:15 and 1:45 p.m. and 5:30 and 5:45 p.m. to allow children sufficient play time before transitioning to clean up and circle time. Please sign in and fill in a registration form or update as needed. Please place fruit or vegetable donation in basket provided. Play time. An opportunity for parents/caregivers and children to play together. A time to explore all activities available such as painting, gluing, puzzles, playdough, manipulatives, books, dramatic play etc. Also a time to gain information and resources and connect with other families and staff.*</p>
<p>10:10 – 10:30 a.m. 2:10 – 2:30 p.m. 6:15 – 6:30 p.m. – <i>Wed. only at W 1st</i></p>	<p>Staff will begin to clear art activities from tables and paint from easel in preparation for circle time and snack time. Staff will notify families that the transition to our group song and story time will be happening soon.</p>
<p>10:30 – 10:50 a.m. 2:30 – 2:50 p.m. 6:30 – 6:50 p.m. – <i>Wed. only at W 1st</i></p>	<p>Staff will dim the lights as a “stop, look and listen” cue for any announcements. Please note if we model respectful listening, the children will learn and respond appropriately as well. Staff will give the message that it is time to put the toys away and then join together on the carpet for circle time. Join in singing the “tidy up” song and work along with children to put toys away. At circle time please support your child by sitting on the carpet with them and participating in singing and modeling the actions.</p>

<p>* Please be advised that important announcements are made during circle and/or snack time. Please ask staff if clarification is needed.</p>	<p>Please leave space on the couches for pregnant and new moms and those who may have difficulty sitting on the floor. If your child has difficulty sitting through the 10-15 min. circle time, please do not allow them to resume playing but rather redirect by taking them to the washroom for hand washing and then sit with them at the tables for snack. Encourage your child to watch the circle and speak quietly until circle time is over. *</p>
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<p>10:50 – 11:00 a.m. 2:50 – 3:00 p.m. 6:50 – 7:00 p.m. – Wed. only at W 1st</p>	<p>Snack time. Encourage your child to wash hands well and then to sit at the table while they eat their snack. When your child has finished eating he/she may resume playing. Please wash and dry your child's snack dish and any cups used or place them in the dishwasher.</p>
<p>11:00 – 11:25 a.m. 3:00 – 3:25 p.m. 7:00 – 7:30 p.m. – Wed. only at W 1st</p> <p>*Highlighted weekly resources are available by the exit. Please ask staff for any additional resources.</p>	<p>More playtime or gathering of belongings and resources.* Final clean up message given at 11:25 a.m., 3:25 p.m. and 7:25 p.m., as the program ends at 11:30 a.m., 3:30 p.m. and 7:30 p.m.</p> <p>Thank you for your participation and we hope to see you soon.</p>

We are grateful for funding from:
Public Health Agency of Canada (CAPC), Young Foundation, Family Resource Programs of BC

We recognize the continuing contribution of the City
of North Vancouver, District of North Vancouver and
District of West Vancouver



A United Way Member Agency

Centre Guidelines

- We encourage you to enjoy this opportunity for quality playtime with your child. Please minimize the use of cell phones and other personal devices while with your children.
- Supervise your children at all times. Provide support by sitting on the floor with them at circle time and participate by singing along and doing the actions. If this is difficult for either of you, please inform a staff member.
- Our professionally qualified staff are available to support you in your role as a parent or caregiver, to answer your questions and provide quality resources; they are not child-minders. Should you need assistance for a few minutes please do not hesitate to ask.
- We encourage child-led play while modelling safe and respectful interactions.
- The Maplewood centre can comfortably accommodate 45 adults and children while the West 1st centre can comfortably accommodate 35. When we reach this number we will close the doors and invite arriving families to another session. The doors may also be closed at less than capacity at staff discretion for the safety and enjoyment of all.
- Due to the popularity of our program, we ask families to attend only 1 morning per week and/or attend afternoon sessions. This will allow new families to enjoy the program as well.
- The centre is designed for families with children birth to six years of age. We will allow families with older siblings to visit provided the centre is quiet and the older child is not attending their own school due to illness. The staff at the centre will ask families with older siblings to leave if the program becomes busy so families with appropriately aged children can participate. Children cannot be babysat at the centre by a person under the age of 19.
- If you or your child has a contagious illness (runny nose, cough, cold, eye infection, rash etc.) please refrain from attending until your family is well.
- For the health & safety of participants with peanut/nut allergies we strive to be a nut free facility. Please bring only fruit or vegetables to the centre. Also, if nuts or nut butters are eaten before arrival at the program please wash hands well. We encourage all participants to wash hands before eating and remain seated with any food or beverage.
- Please help us by washing your coffee cup and your child's snack dishes or place in dishwasher. Also, encourage your children to clean up art materials or put away toys before moving on to another activity. This will reduce clutter on the floors, making the centre a safer place, and instill positive behaviour at home.
- We encourage you to make and discuss alternate plans with your children ahead of time, should our centre be at capacity when you arrive. Centre schedule may change without notice particularly if the weather is poor (i.e. snow or storms). We apologize for any inconvenience this may cause.
- In order to maintain universal access to I hope family centre any donations towards program costs are gratefully accepted.

Family Services of the North Shore

101 – 255 West 1st Street
North Vancouver, BC V7M 3G8

Phone: 604-988-5281

Fax: 604-988-3961

Web address: www.familyservices.bc.ca

Family Services of the North Shore

I hope family centre

Communicable Illness Information

Safe Environment

Dear Parents and/or Caregivers,

I hope family centre strives to ensure a safe environment for the families we serve and for our staff.

To prevent the spread of communicable illnesses or conditions, please refrain from attending our program if you or your child/ren are ill. We ask all affected family members to be checked & treated



by a medical professional to ensure they are no longer contagious and all symptoms have gone away before returning to our centre. Please refer to the following list.

Thank You.

Illnesses, Symptoms, Conditions

- Runny nose, cough, cold
- Fever, scarlet fever
- Sore throat, swollen glands
- Vomiting, diarrhea
- Impetigo, hand foot and mouth, fifth disease
- Chicken pox
- Pink eye
- Head lice
- Ringworm, scabies

If a child or family member contract any of the following reportable illnesses or communicable diseases please contact Vancouver Coastal Health Authority at (604)-983-6700 and ask for CDC on call or call FSNS I hope family centre and leave a message at (604)-988-5281 ext. 233:

- Measles
- Mumps
- Pertussis (Whooping cough)
- Meningitis
- Hepatitis A
- Gastroenteritis (2 episodes of vomiting or diarrhea in 2 days)

For more information please see:
www.vch.ca/sneezesdiseases
 or call 604-675-3900

