A picture of my family at I hope family centre

Revised July 15, 2015

Family Services of the North Shore

Caring for our Community

I hope family centre

Play, learn and grow

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 fever, has been vomiting in the last 24 hours, 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
- treat others with fairness, honesty, and respect
- maintain the confidentiality of other participants
- put away your cell phone/personal devices and limit picture taking (for privacy reasons, only pictures of your own child are allowed)

We encourage you to:

- play with your children, following their lead in the activity of their choice
- assist your children with clean-up before moving on to another activity
- encourage your children to sit at the table during snack time
- model participation for your children by sitting with them and taking part in circle time
- contribute to our group snack by bringing to share one piece of fruit or vegetable
- donate towards program costs
- discuss alternate plans with your child/ren ahead of time should our centre be at capacity when you arrive

About Us

We Accept Donations
For most programs there is no fee, thanks to our generous sponsors and donors. Financial donations are very much appreciated and help us keep our doors open.

Family Services of the North Shore Acknowledges Financial Assistance
Government of Canada, United Way of the Lower Mainland, Province of British Columbia, City of North Vancouver, District of North Vancouver and the District of West Vancouver.

Community Diversity
Families come in many different forms and from many different backgrounds. At FSNS we believe that diversity enriches child development, families and community.

Location

Maplewood
399 Seymour River Place
(adjacent to Maplewood Farm, access through back gate)
North Vancouver, BC

Phone: 604-986-9311
Email: family@familyservices.bc.ca
Website: www.familyservices.bc.ca

Ihopefamilycentre

FSNorthShore

For current schedules: Check our website under quick links on the homepage.

Questions and Inquires

My Favourite I hope story is.....

Things we learned together at I hope are.....

Programs

Learning Together Through Play (LTTP)

Families embark on the adventure of learning together through play. Simple moments allow for inquiry, literacy, social skill development and create friendships that provide support for families to grow together through their lives. Your child will discover the joy of dramatic play, art, song, small and gross motor development and navigating the world with others.

Takaya Aboriginal Family Program

A family program for aboriginal families, combines family time with adult activity time while children are engaged in LTTP. Family time includes a shared lunch, circle, and playtime. Adult activities include life skills development, crafting and discussions. Families can access taxi vouchers, bus tickets, community resources and our toy/clothing exchange.

Parent Child Mother Goose

A musical group experience for parents, their babies and young children. The focus is on the pleasure and power of sharing rhymes, songs and stories. There are no toys, puppets or instruments - just language, eye contact and gentle touching to connect parent and child. Infant groups are from birth to approx. 11 months. Toddler groups are walking or 12 months to 2 ½ yrs approx. Registration takes place three times per year. Visit our facebook page for more information.

Parent Education

Facilitated by certified parent educators, early childhood educators and registered clinical counsellors. Programs are offered at the I hope family centre and in partnership with other community organizations in locations throughout the North Shore. Please contact us if you would like to book a Parent Educator on matters such as Positive Discipline, Coping with Transitions, Sibling Rivalry or other topics.

Family Support Counselling

Clinical counsellors and certified parent educators participate at LTTP to offer support to parents who are looking for guidance and practical assistance in order to more effectively parent their children. Reaching out for help when the job of parenting becomes overwhelming is a healthy way of coping.

Breastfeeding Postpartum Support Group

Facilitated by an internationally board certified lactation consultant, this group provides social connection, information, consultation and support for women in an empowering atmosphere where the wisdom of mothers is honored and shared. You can weigh your baby, get up to date information and problem solve challenges of breastfeeding and family life.

Clothing and Toy Exchange at Maplewood Location

We accept donations of clean toys and clothing for children birth to age six, as well as maternity clothes during hours we are open. Families are welcome to browse the exchange room and take what they can use.

Learning Together Through Play (LTTP)

A few helpful hints to make your visit smoother:

- **Is our open sign on?** When we are open and have space - the light in our window will be on. Please talk with your child about alternate plans such as visiting MapleWood Farms, a play at the park or visiting another family resource program.
- **First steps**. Register, sign-in, create name tags for you and your child, and add your fruit/veggie donation to the basket.
- **Are you wearing gear to play outside?** Rain or shine, at Maplewood we play outside everyday.
- **Leaving early?** Consider leaving at transition times and letting your child know ahead of time that you will be leaving "after clean up" or "after snack".
- **If you need a hand** while you grab a cup of tea or help a second child in the washroom, please ask a staff member for assistance.
- **Staff and resource people are full of good ideas**, have tons of experience (are parents as well as professionals) and know how to help you access the answers they don't have. Weekly resources are available by the exit and others are available.
- **Mornings are our peak times**. Please come only one morning a week and/ or visit in the afternoons so everyone can enjoy our space.
- **Cell phones usage is allowed only in emergencies**. Please limit picture taking and include only your child in any photos.

LTTP Daily Schedule
At transition times, staff will flash lights and tell participants what comes next.

Time	Activity
9:15 - 10:30 a.m. 1:15 - 2:30 p.m.	**Play Time for You and Your Child** - explore the world inside and outdoors through crafts, puzzles, play dough, books, bikes, balls, costumes etc.
10:15 - 10:30 a.m. 2:15 - 2:30 p.m.	**Transition to Circle Time** - activities will be cleared from tables for circle and snack time and staff will alert you that the transition to our group song and story time will be happening soon.
10:30 - 10:50 a.m. 2:30 - 2:50 p.m.	**Circle Time** - support your child by sitting on the carpet and participating. If your child has difficulty sitting through circle time, re-direct them to wash their hands and sit for a snack.
10:50 - 11:00 a.m. 2:50 - 3:00 p.m.	**Snack Time** - help your children to wash their hands, choose their snack and sit at the table to eat. After eating, you and your children can go outside to play.
11:00 - 11:30 a.m. 3:05 - 3:30 p.m.	**Play Time** - put on your outdoor wear and play outside. The indoor program is closed.

Loving Guidance During LTTP

Participating in play with your child provides a great opportunity to enhance your relationship.

- **Hear your child and follow their lead** - "Come play house with me!"
  Listen to their request and whenever possible, accept the invitation.
- **Show respect for your child and others** – "I know it is hard to wait. Let's ask if we can use the toy when he is finished."
  Model courtesy to teach your child to be respectful.
- **Acknowledge your child's feelings** – "I know it's hard for you to share the toy."
  Demonstrate you understand that your child's feelings are real and important.
- **Offer choices that meet the needs of your child** - "It's snack time. Would you like to sit at the square table or the round table today?"
  Provide appropriate choices and include your child in decisions to enhance their sense of independence.
- **Give calm, kind and firm directions** – "It's time to tidy up Lets put that toy back on the shelf."
  Remain calm while providing clear directions will let your child know that you trust their ability.
- **Create opportunities to overcome obstacles and develop coping skills** – "Oh no, your tower has fallen down! Lets pick up the blocks so you can build it up again."
  Demonstrate you believe in your child's ability.
- **Prepare your child for what will happen next** – "First we are going to take the snack dishes to the kitchen and then we will put on our coats and go to the farm."
  Include your child and tell them what they can expect to happen next.
- **Let your child know that challenges have solutions** – "That shape doesn't seem to fit in there. Maybe we can try a different one."
  Encourage your child to keep trying and honour their emotions.
- **Emphasize the process not the outcome** – "Look at all the paintings you have done today! You've been working very hard."
  Teach your child that their sense of self is not tied to the end result, but rather to the effort they have used along the way.
- **Model a positive attitude** – "I really like playing with you. I am having so much fun!"
  Communicate positively to let your child know that you enjoy being with them.