



Campus View
CHILD CARE

Early Learning Programs

Policy and Procedure Manual

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ABOUT

History and Philosophy

In the spring of 1992, the Campus View Out of School Club became a reality under the direction of the Campus View Parent Advisory Council. The program began with 20 children and in 1993, the facility grew to become independent from the school, operating as and governed by a non-profit incorporated society. The program became directed by its own parent Board of Directors composed of parents and guardians of the children registered in the Program. Campus View Child Care is licensed under the Island Health Authority and is inspected regularly following the provincial legislation as a licensed centre.

As the need for care increased, the Program grew. At present, our Out of School Care program is licensed for a maximum of 94 childcare spaces. We also offer Professional Development (Pro D) Day, Winter Break, Spring Break and Summer Camps. In 2019, we received funding to grow our program again and the type of care we can offer the community. As of September 2021, we now operate under the name Campus View Child Care (CVCC). In addition to our Out of School Care programs, CVCC also provides a full time daycare program for children ages 3-5 and a part time preschool program.

We believe that coming together and having a community to support our children is the best way to nurture, allow self-discovery and set children up for success from early learning through their early learning years. We strive to provide an environment where the children feel respected, loved, valued, and appreciated. By working together, we hope that the children can feel safe to be themselves and trust the staff in sharing both their victories and their difficulties.

Goals and Aims

CVCC is committed to providing the parents and children in our Program with:

- A safe environment where each child is treated as an individual.
- A team approach between staff and parents to nurture and guide children through open communication and mutual support.
- A stimulating environment that encourages curiosity, exploration and learning, where children can have fun and make positive choices.
- An atmosphere where children can learn to solve their own conflicts in a peaceful and constructive manner and develop positive social interaction skills.

PROGRAM INFORMATION

Management and Direction

CVCC is run by the Director, Tracy Frolek, with general guidance from the Board of Directors. The Director, Assistant Director, staff, and Board work together as a childcare team to provide quality care throughout the year.

CVCC invites all parents with children in the program to become involved. Your participation, input and volunteer abilities are critical to the successful operation of both the Board and the Program.

Management and Board meet once a month to discuss and offer input regarding the Program's concerns and successes. Parent volunteers, practicum students or observing students may be involved in the Program from time to time. They will be under the supervision of the Director and staff and will be asked to provide a current criminal record check.. All staff members have CPR/first aid training, 20 hours of childcare training, current criminal record check and immunization records. Our Early Childhood Educators and Assistants must also hold a valid BC certificate.

Hours of Operation

| | |
|---|-------------------|
| Full time Daycare | 7:30 AM - 5:30 PM |
| Part time Daycare | 9:00 AM - 3:00 PM |
| Preschool (3yr olds - Tues & Thurs) | 9:00 AM - 1:00 PM |
| Preschool (4yr olds - Mon, Wed & Fri) | 9:00 AM - 1:00 PM |
| Preschool multi age (4yr olds only - 5 days a week) | 9:00 AM - 1:00 PM |

Closures

CVCC is closed on the following days:

December 24th-January 1st, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, the National Day for Truth and Reconciliation, Thanksgiving and Remembrance Day.

Additional Preschool Closures:

Our program follows the same calendar for closures and breaks as the Greater Victoria School District (SD61). Preschool is closed on SD61 professional development days, winter break and spring break.

Additional Daycare Closures:

In addition to the CVCC closures listed above, the Daycare closes every Thursday and Friday before Labour Day weekend for annual cleaning.

In the event of a School District 61 closure due to weather conditions, power outages, health concerns etc. our Program will also close and remain closed until the school has reopened. If your child is in our Program at the time of closure, we will contact you, or if you are unavailable, others listed on the registration form, and ask that your child be picked up immediately. Although CVCC will do our best to be open during inclement weather, in accordance with police advisories, we may choose to close independently of Campus View Elementary School to ensure the safety of the children, families and staff. In order to ensure operating costs remain covered, any reimbursement of monthly fees will take effect only in the event of an unplanned closure of more than three consecutive day duration. In the event of unexpected staffing shortages or repairs/maintenance, we may ask you to find alternative child care arrangements after we have exhausted all other alternate care options.

Absenteeism

If a child is absent due to illness or vacations, the Program must be notified as soon as possible. Please mark your child absent in the Esikidz app.

FINANCIALS

Payments

Regular monthly program fees are due by the first day of each month, and parents must sign and provide a Pre Authorized Debit (PAD) form to the Program prior to enrollment. All fees have been amortized over ten months for preschool and twelve months for daycare. Fees are determined each year by the Board of Directors. (Note: fees are subject to change with one month's notice). Credits will not be given for missed days or extended vacations.

Our program applies for grants from Child Care Operating Funding (CCOF) and Child Care Fee Reduction Initiative (CCFRI). CCFRI provides two levels of funding (ages 0 - kindergarten and grades 1-5) to lower parents' monthly fees. These grants aid our program in providing quality care at an affordable rate for families and are subject to approval each year.

An annual registration fee per child is required to attend CVCC. This registration fee helps cover some of the materials associated with returning children already attending the Program, as well as yearly updates for earthquake kits. At the time of registration, a one time deposit will be required to hold the spot. All deposits will be used towards your last month's fees.

Penalties

The automatic charge for regular payments received after the first of each month is \$5 per day. If fees are still outstanding by the 10th of the month, the child will not be permitted to attend the Program until such time as full payment has been made. Late payments and non-payment will be recorded in the Notice of Policy Violation. Late payment incidents may be removed by full payment of late fees. Exceptions here are where there is a continued pattern of late payment beyond the 10th of each month.

Any NSF or PAD reversals due to lack of funds are subject to a \$30 fee.. Each NSF cheque will be noted on the Notice of Policy Violation. Each violation may be removed after full payment, in cash or by certified cheque, of the NSF cheque charge. A continued trend of NSF cheques may result in the Board requiring regular payment by certified cheque, money order or cash.

If your child is late to be picked up, the following will occur:

1st & 2nd time – You will receive a written reminder of our late pick-up policy.

3rd & 4th time – You will receive a reminder of our late pick-up policy and be charged \$25 per each 15 minutes (or portion of) your child is late to be picked up.

1-15 minutes = \$25

15-30 minutes = \$50

31-45 minutes = \$75

5th + times – You will be contacted by the Director and your options for continuing care with CVCC will be presented to you.

Payment must be received within 5 business days of receiving the invoice.

Tax Receipts

Tax receipts will be available from the Parent Portal on Esikidz and it is the parent's responsibility to print their own records. Receipts for camps or extra care are sent by email upon confirmation of payment and enrollment when paid by credit card. Any requests for receipts for monthly programming fees will be available at cost of \$5 per receipt.

Affordable Child Care Benefit (ACCB)

Parents who will be applying for the Affordable Child Care Benefit (ACCB – formerly subsidy) must request an Arrangement Form to be completed by the Program Directors prior to your child attending the program. It is recommended that you contact ACCB at least six weeks prior to your child entering our program, as the processing times will vary throughout the year. Subsequently, if you need to renew the ACCB during the school year, please contact them six weeks before your current contract expires. Any portion of fees not covered by ACCB payments are due and payable on the first of each month. If confirmation of approval from ACCB hasn't been submitted to the Program, the full fees will be payable on the 1st of the month. Once authorization of approval has been confirmed by the Program, you will receive reimbursement of fees minus the parent portion.

ENROLLMENT

Registration Requirements

CVCC uses Esikidz software for registering for all our programs. Registration forms are submitted online and must still be completed before a child can be enrolled in care. The Program must have emergency contact information, health information, immunization records, a current photo and other records required by provincial legislation as a licensed facility. Please note that it is the parent's responsibility to provide the information requested. Incomplete registration forms may be in violation of provincial law and will prevent a child from being registered in the program until the form is completed. Parents are also required to read the Early Learning Policy and Procedure Manual, sign and submit a Parent Agreement form as well as submit a PAD form to confirm registration.

Where a court order exists regarding custody of a child, a copy of the court order or pertinent sections must be attached to the registration forms. The program policies, including payment and pickup policies, remain as stated in this manual regardless of custody issues and arrangements. In the situation that there is a person(s) not permitted access to your child, please discuss with staff to ensure the safety of your child(ren). The legal guardian is responsible for providing accurate and up to date information concerning the legal guardianship of the child and will provide all consents for authorized pick up. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent if they have authorization. If the non-enrolling parent is not listed on the authorization pick up list, the child will not be allowed to leave with that parent.

Preschool Registration and Withdrawal

Registration will be held early February prior to the next school year. Priority will be given to families already in the program before open to the public. At registration time, you will need to submit required paperwork, a yearly registration fee as well as provide payment of a deposit to hold your spot which will be used towards your last month of fees for the school year. Registration for our preschool will have the following tiers of priority:

1. Children of Staff & Board of Directors
2. Families currently registered in preschool
3. Families currently registered in CVCC Programs
4. Campus View Elementary School catchment (proof may need to be provided)
5. Open to public

If your child is currently attending our preschool and you are wanting to join our Out of School Care program for when your child enters kindergarten at Campus View Elementary, please see our year at a glance for the OSC registration date as well as our website. Children graduating our preschool program are not guaranteed a spot in Out of School Care, but they do get priority over non registered families.

If you need to withdraw your child anytime from preschool, a withdrawal form must be completed. Forms must be submitted to the Director providing **ONE MONTH'S NOTICE FROM THE FIRST OF THE MONTH. Failure to submit a Withdrawal Form with the required notice will result in fees not being reimbursed.** Once a withdrawal form has been processed by the Director, the Program will reimburse fees when required. The registration deposit is non-refundable if a family decides to forfeit their registered space(s) after June 1st.

Daycare Registration and Withdrawal

Priority will be given to families already enrolled in CVCC before open to the public. At registration time, you will need to submit required paperwork, a one-time program registration fee that is non-refundable, and a deposit that will be used towards your last month's fees. Registration for our daycare will have the following tiers of priority:

1. Staff & Board of Directors
2. Families currently registered in CVCC Programs
3. Campus View Elementary School catchment (proof may need to be provided)
4. Open to public

If your child is currently attending our daycare and you are wanting to join our Out of School Care program for when your child enters kindergarten at Campus View Elementary, please see our year at a glance for OSC registration date. Children graduating from our daycare program are not guaranteed a spot in Out of School Care, but they do get priority over non registered families.

If you are wishing to withdraw from our daycare, you must submit a withdrawal form to the Director giving **TWO MONTH'S NOTICE FROM THE FIRST OF THE MONTH.** Once a withdrawal form has been processed by the Director, the Program will reimburse fees when required. The registration deposit is non-refundable if a family decides to forfeit their registered space(s) after June 1st when having a September start date.

Time-Sharing and Subletting

Time-sharing, defined as long-term sharing of a single CVCC space by two different children of comparable ages, may be permitted on a case by case basis. A time-share agreement must be completed by both families and submitted to the Director for consideration/approval with a minimum one month notice from the first of the month. The maximum number of time-sharing spaces will be 2 spaces at any given time and at the minimum of a 60:40 split per childcare space, however this will be at the discretion of the Director.

Subletting, defined as permitting temporary placement of a child not in the program for a period of time until the child originally occupying the position returns from an absence from the CVCC, may be considered on a case-by-case basis. A Request to Sublet form must be completed by both families and submitted to the Director for consideration/approval providing a minimum one month notice from the first of the month.

CHILD/FAMILY INFORMATION

Our daycare is based on learning through imagination and play, hands-on exploration and experiencing the world around us. When communities and quality care come together, it sets the framework for early learning and enables children to be ready for success once they are of school age.

We believe that children learn in a variety of environments and will be offering a nature-based program by adding Adventure Fridays. On these days, the children will go offsite to play, explore and learn in the natural and forest environments surrounding our school. The group will head off site by 9:30 AM so please make sure your child is dropped off by 9:00 as the group won't wait for late arrivals.

Our Preschool is a ten-month curriculum based program. Our classes will adapt to the children's needs and interests with a balance of individual and group activities through indoor and outdoor play and exploration. A monthly calendar will be sent home and posted on our website showing upcoming events and themes.

Toileting

CVCC staff ratios and facilities are based on the expectation that children are routinely using the toilet, rather than diapers. Our ratios do not allow the 1:1 attention a child in diapers or pull ups require. We will remind children to use the toilet and assist them with their clothing, if needed. We understand that *occasionally* there may be toileting accidents. Please provide two full changes of clothing in a labeled bag as well as a reusable wet/dry bag to send home used items.

Clothing and Outside Play

Weather permitting, we go outside every day. Appropriate clothing must be sent to the program every day i.e. boots, appropriate coats (winter/rain), sun hats and toques, as well as sunscreen for hot days. Proper footwear is important for safe play. In order to protect against inclement weather/accidental soiling, parents should leave an extra set of clothes in their child's cubby.

Personal Items and Toys

Any personal belongings left at the Program for more than one week will be placed in the Lost and Found in the school. It is your responsibility to claim items left behind. We have lots of age appropriate toys at the program. We ask for children to leave their personal toys at home except on Show and Share days. Toys from home could get lost or broken and can even cause arguments.

Active Play

Active play promotes children's health and wellness by requiring licensed child care facilities to ensure children are active daily outside with a minimum of 60 minutes per day of outdoor active play (continuous or 15 minute portions of time accumulated throughout the day). Children who attend a

program for three or less hours will not be offered screen time, screen time would only be used for a special occasion with prior notice to families.

What to Bring to the Program

Daycare

- * Indoor Shoes
- * Rain suit/muddy buddy
- * Hat (appropriate for season)
- * Change of Clothes
- * Sunscreen
- * Small blanket for rest time
- * Small stuffed animal for comfort during rest time

Preschool

- * Indoor Shoes
- * Rainsuit/muddy buddy
- * Hat (appropriate for season)
- * Change of Clothes
- * Sunscreen

Rest Time for Daycare

Children are not required to sleep in our Daycare but are expected to rest quietly on their cot for at least half an hour. After half an hour, children who are not sleeping will be invited to participate in table center activities. Children under 3 years of age will be separated from the larger group in our “open facility” by use of dividers to ensure their individual and specific needs are met.

Food and Drink

Children in our daycare, please provide your child daily with a full water bottle, a morning snack, lunch and an afternoon snack. Children in our preschool, please provide your child daily with a full water bottle and snack/lunch. Our days are very active, so we encourage healthy eating/lunches without candies, chips, pop and too many treats. We reserve the right to return this food to the parents. Some examples are fruit, vegetables, sandwiches, pasta, cheese, yogurt, muffins etc. Please see Canada's Food Guide for more examples. Please see your educators in regards to updates on food allergies in each classroom. We have rules around children sharing and swapping their food with one another to help us in protecting children with food allergies/dietary restrictions. We have fresh drinking water constantly available for the children. Educators will refill water bottles when needed and encourage water breaks throughout the day.

Special treats are welcomed to be brought in to share in family celebrations such as birthdays and holidays. Please let the educators know ahead of time so they can plan appropriately.

Preschool Daily Schedule

| | |
|-------|--|
| 9:00 | Welcome - Doors Open and Table Centres |
| 9:30 | Circle Time |
| 9:45 | Free Play |
| 11:00 | Clean up and Hand Washing |
| 11:30 | Snack/Lunch |
| 11:50 | Story Time |
| 12:00 | Outside Play |
| 1:00 | Home Time |

Daycare Daily Schedule

| | |
|-------------|--|
| 7:30-9:30 | Welcome - Centres & Free Play |
| 9:30-10:00 | Snack |
| 10:00-10:30 | Group 1 - Circle Time / Group 2 - Outside Play |
| 10:30-11:30 | Group 1 - Outside Play / Group 2 - Circle Time |
| 11:30-11:50 | Everyone Outside Play |
| 12:00-12:30 | Lunch |
| 12:30-2:00 | Rest Time / Table Activities |
| 2:00-2:30 | Music/Science/Art |
| 2:30-3:00 | Free Play |
| 3:00-3:30 | Snack |
| 3:30-4:45 | Outside Play |
| 4:45-5:30 | Free Play Inside |

Drop Off/Pick Up

It is the parents responsibility to ensure that your child enters their room and is signed in everyday.. Morning transitions can be difficult for some children. Please ensure your child is settled before leaving to help assist in a smooth transition for the child. Saying goodbye can be difficult and most children benefit from a familiar routine. It is important for children to know you are leaving and that you will be back. Children also need time to adjust to the prospect of going home. The group activities “wind down” shortly before pick up times. Please allow yourself enough time so that you are not staying past designated pick up times as educators need time to clean and prep for the following day. Upon departure, adults who are picking up a child are required to sign the child out and communicate with staff that they are leaving.

Only persons authorized on the registration form who are 16 years and older will be allowed to pick up your child from the Program. Should you wish an alternate person to pick up your child, you can update your authorized pickups at any time on the Esikidz parent app. Anyone we do not know will be asked to show picture identification. Where a court order exists regarding custody of a child, a copy of the court order, or pertinent sections must be attached to the registration form.

We are obligated to ensure the safety and wellbeing of the children in our care and will not release a child to an authorized person who appears to be impaired or unable to adequately care for the child. If the presumed impaired person gets in their vehicle, with or without the child, the staff will immediately notify the police. Should staff believe that the child is at risk or in need of protection; the Program has a duty to report and will call the Ministry of Children and Families.

Upon departure, please come into the Program area to sign children out. Children with written permission from a parent to leave the Program on his or her own must be able to notify staff when they are leaving. Once your child leaves the Program, the Program no longer accepts responsibility for your child.

CVCC expects your child will be picked up by their scheduled pick-up time. If your child is not picked up by their scheduled pick-up time, the staff are required to follow these guidelines:

- After 5 minutes – Phone all contact numbers of parent/guardian(s). If there is no answer, leave voicemail messages.
- After 15 minutes – Phone all alternative pick up and emergency contact numbers
- After 30 minutes – Contact OSC Co Ordinator and/or Directors
- After one hour – Contact Authorities and/or Ministry of Children and Family Development

This does not apply to parents who, due to a legitimate emergency, have contacted the Program and indicated they will be delayed. Please note that our Program is not licensed after closing time and cannot legally take responsibility for children beyond this time. Please refer to the section **Penalties** on page 5 to see fees applied to late pick ups.

Transportation/Field Trips

Parents are responsible for transporting their child to and from the Program. When field trips are planned, we will utilize a rental bus or BC Transit. Signed consent on our registration form is required before your child may participate in any out trips. If the Program is offsite or another location on the school grounds, a sign will be posted on the door with location and return time. If there is an emergency at that time, please contact the office and the Directors try to assist you.

Communication

Program information is mostly distributed to families through email, Facebook page (Campus View Child Care) and posted on our website (www.campusviewchildcare.com). Parents can also expect ongoing verbal communication with staff concerning their child's progress, program activities and program operation. Individual parent/staff meetings will be arranged if concerns arise regarding your child.

Safety of Children

Staff inform the children of the Program rules regarding their safety while indoors and for when playing outside on the playground. The children must use signs in every program space when they need to use the washroom. This way the staff will always know if a child is in the washroom. Staff are constantly counting children whether they are indoors, outdoors or on an out trip.

Guidance and Behaviour Policy

The purpose of this policy is to provide a safe and healthy environment in which all children can feel secure, respected and valued. Each child will be encouraged and supported to develop positive relationships with the other children and staff.

Guidance is always given and modeled in a respectful and positive way. The Program does not use physical discipline, or language that humiliates or threatens a child. Each child will be supported in developing positive relationships with others. Staff will outline expectations for the children at the beginning of the program giving the child the best chance of success. Children will be encouraged and supported with practicing problem solving when working through challenging situations. When a child is attempting to resolve an issue with another child, the staff will offer guidance and suggestions to help the child have ownership of the solution. After guidance from staff, if a child is unable to participate in the Program, parents will be called to pick up their child immediately.

When staff are assisting children with managing their behaviours, we will seek to develop a partnership with the parents/guardians. It is desirable that we work closely and honestly with the families to guide children in learning how to manage their emotions. We will seek to create consistent strategies to help the child with behaviours. In the case of ongoing concerns, meetings between parents and staff may include involvement of Management.

If a child presents with consistent challenging behaviours, the Directors will follow the following steps:

1. Meet with the parents/guardians and Directors to discuss the behaviour and the strategies that are being used in the classroom. Full parent/guardian and Program partnership is required throughout this process. The Directors may recommend observing the child and conducting a preliminary ASQ (Ages and Stages Questionnaire) with the child.
2. The Directors may recommend that the family request an assessment of the child's behaviour and/or development by Queen Alexandra Centre for Children's Health (QA). CVCC staff will work together with QA staff in support of the assessment and will make every effort to implement any resulting recommendations to assist a child to better manage their behaviours.
3. Meet with the parent/guardian to create a care plan for the child to outline behaviour expectations and strategies for supporting the care plan.

Extreme Behaviour

Extreme behaviour is when the actions of a child interfere with the well-being of an individual and/or the entire group. This may include, but is not limited to, purposefully running away, putting oneself or another in extreme dangers, repeated aggressive/unusual behaviour or verbal outbursts

When a child engages in extreme behaviour, the following will occur:

1. The Directors will issue a letter to the parent/guardian identifying the behaviour and the results of the child's actions.

2. The Directors and parents/guardians will meet to create a care plan for the child to outline behaviour expectations and strategies for supporting the care plan. Full parent partnership is a requirement of this process.
3. If a second incident of extreme behaviour occurs, the Directors will issue a second letter to the parents/guardians advising them that if the extreme behaviours continue, the child may be removed from the program.
4. If a third incident of extreme behaviour occurs, the Directors will contact the parent/guardian. The Directors and/or the Board of Directors may permanently remove the child from the centre.

Parent/Guardian Partnership

Without prejudice, the Director, Staff and Board expect parents to:

- Come to the Director or staff with concerns as soon as possible.
- Avoid discussing sensitive issues within earshot of the children.
- Avoid abusive or offensive language while at the Program.
- Avoid physical play with the children.
- Adhere to program policies.
- Behave appropriately around the children, staff and other parents.
- Respect the Program rules and encourage their child to follow them while at the Program.
- Respect and abide by the program's rules and boundaries during outside play (no twirly slide and not passing the cone "fence").

At CVCC, we treat children and staff in a very respectful manner and inappropriate behaviour towards or harassment of the staff will not be tolerated. We also require that all family members and visitors follow this policy by speaking in a respectful manner to all of the staff, other parents, children, and all individuals on the premises. If a parent has a concern with the care of their child, or any incidents in the Program they may set up an appointment time with Management. At no time will serious matters be discussed in front of the children.

If a conflict cannot be resolved, and/or family members or visitors engage in inappropriate or harassing behaviour towards staff, CVCC has the right to terminate the care that is provided for your child. If it appears that the safety of the children or staff members is in any way in jeopardy, this termination will be effective immediately.

Supported Child Care

CVCC is an inclusive learning environment, and welcomes all children and families into our program. If your child requires extra physical, developmental, emotional, behavioral, or dietary support, please contact the Director to discuss prior to attending the Program. The Director will consider each case separately to ensure the Program can safely care for the child and their needs with the other children enrolled in the program at the same time. If a space is available for your child, a care plan will be required and agreed to by the parents of the child and staff. Care plans will need to be re-evaluated every year.

If your child requires an Inclusion Support worker, it is the sole responsibility of the parents to arrange a contract with Supported Child Development through Island Health (Queen Alexandra Centre for Children's Health). This process must be in place a minimum of one month prior to the child's enrollment in the program. To ensure a successful transition into the Program, the support staff will need to be trained and hired before the child can attend the program. Unfortunately, there may be times where the program can't accommodate extra care outside of currently registered out of school care (i.e. early dismissals, Pro D Day, Winter and Spring Break, and Summer camp). Extra care will be assessed case-by-case due to the child's needs, support worker availability, funding from Island Health and first-come-first served registration.

HEALTH & SAFETY

Health Guidelines

The Program does not have facilities or additional staff to care for sick or injured children. Children with mild or contagious illnesses are encouraged to stay at home until the risks of infecting the others have passed. Parents must not send a child to the program if the child is suffering from one or more of the following symptoms:

- **Pain:** Any complaints or unexplained or diagnosed pain.
- **Cold:** with fever, or runny nose and eyes, coughing and sore throat, obviously infected nasal discharge (thick and/or coloured) could be a sign of another bacterial infection.
- **Fever:** 38.3°C or higher accompanied by general symptoms of listlessness, sore throat or trouble swallowing. A child may not return to school until the child's temperature has been normal for 24 hours and no further illness has developed.
- **Infected skin or eyes:** or an undiagnosed rash (this does not include chronic conditions such as eczema or dermatitis).
- **Headache** and stiff neck.
- **Diarrhea:** Must be symptom free for 24 hours and have had one solid bowel movement.
- **Lice:** If lice or nits have been found on your child during care, staff will call parents requesting a pickup to begin treatment. Once you have treated your child, and all lice and nits have been removed, your child can return to the Program. Please inform staff if you suspect your child has lice so that we can provide head checks on other children.
- **Antibiotic treatment:** Children may return to school 24 hours after the start of medication, if none of the above symptoms are evident.
- Is not well enough to take part in regular Program activities.

If a child becomes ill during the day, staff will contact the parents or an alternative authorized person to pick up the child from the Program as soon as possible. Children who have been removed from the Program due to severe illness are not permitted to return without a note or phone call from a doctor assuring that the child is fit to return to regularly scheduled Program activities. If you suspect your child has contracted lice, chicken pox, mumps, measles, fifth disease etc., you must let the Program know immediately.

Medications

Some children require medications to maintain their health, overcome illness or control their behavior. Such medications may be taken or used either on a temporary or long term basis. The administration of medication is done as a service to the children, and is not a regular part of the Program.

If your child requires any medication while they are in the Program, you will be required to fill out a Permission to Administer Medications Form. Dosage and timing for administering medications to your child will be based on information on this authorization form. Any changes in dosage or timing must be communicated to the Director and staff in writing. Information on this authorization should include:

- Name of medication
- Dosage

- Method of storage
- Method of administering (ex. oral, topical)
- Known side effects and treatment of side effects
- Known consequences of missing a dose, receiving it too early or too late, etc
- Name and phone number of child's physician
- Prescription number

No prescription drug will be given unless the container clearly states the child's name, name of medication and its strength, the physician's name and the directions for its administration. Program staff will not administer non-prescription cough and cold remedies or medications that are meant to reduce or suppress symptoms that would otherwise require a child to be absent from the program (i.e. fever medication/headache relief).

Injuries

Injuries occurred during Program time will be treated with the best of staff knowledge and abilities. All staff members are certified with first aid and CPR training. All incidents involving injuries are documented by the program staff. Should your child require more immediate attention, any cost incurred will be the responsibility of the parent(s). If a staff member feels an injury is serious enough (example broken bones), staff will call an ambulance and the parents will be notified about the injury. Any case of suspected child abuse or disclosure of abuse by a child, the Program has a duty to report immediately to the Ministry of Children and Families and Island Health Licensing. All information will be documented by the Program.

Nutrition/Allergies

Everyday our after school program has snack time. Please provide your child with a healthy after school snack daily. We are a nut-aware program; please do not send foods that contain nut products. We also have rules about children sharing and swapping their food with one another to help us in protecting children with food allergies/dietary restrictions. We have fresh drinking water constantly available for the children; they are informed of the water fountain and can ask for water at any time. We encourage healthy eating/lunches without candies, chips, pop and too many treats.

Special treats are welcomed to be brought in to share in family celebrations such as birthdays and holidays. Please let the Program staff know ahead of time so they can plan appropriately.

If your child has any dietary/special health concern, please discuss these with the program before starting care at CVCC. Parents may be required to complete a care plan as well as you must keep the program staff updated on any health changes or changes in treatment.

Emergency Preparedness:

Each month, every program performs evacuation procedures to prepare the children in the event of an earthquake, fire or other disaster. Children practice the duck and cover method in preparation of an earthquake and how to safely evacuate their room in case of fire or earthquake. All programs when evacuating meet out in the middle of the field with first aid kits, phones, sign out sheets etc.

