



Campus View
CHILDCARE

Policy and Procedure Manual

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Please retain this copy for your records. Parents are asked to read this manual, which states the Program's policies and goals.

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 incorporate society. The program became directed by its own Parent Board of Directors comprised of parents and guardians of the children registered in the Program.

As the need for care increased, the Program grew. At present, we are licensed for 70 childcare spaces at any given time. We run a morning, junior, intermediate and senior programs. We also offer Pro D Day, Winter Break, Spring Break and Summer Camps. In 2019 we received funding to grow our program and the type of care we will be offering the community so we are now under the name of Campus View Child Care.

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.

Management and Direction

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

The Program invites all parents with children in the program to become involved. Your participation and input is critical to the successful operation of both the Board and the Program.

The Director, staff, the Board and parents meet together once a month to discuss and offer input regarding the programs concerns and successes. Parents, who are not participating as Board members, are encouraged to attend the regular Board meetings to raise issues, suggest ideas and stay informed.

The Program holds the Annual General Meeting each October. At this time, the new Parent Board is elected, the profit and loss previous year comparison report is reviewed, look at the year at a glance and discuss general program goals for the upcoming year. The Board and staff members will have priority and early registration for care and camps our program offers.

The Island Health Authority Licensing Officer inspects each licensed space regularly.

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 program staff and will be asked to provide a current criminal record check.

A criminal record check is performed regularly on all staff members. All staff members have CPR/first aid training, 20 hours of childcare training, and immunization records.

Goals and Aims

Campus View Child Care 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

There are planned activities throughout the day, as well as indoor and outdoor free time. We provide snack time every afternoon. On the 1st of each month, you will receive through email a newsletter which will provide information for the upcoming month. Our after school club provides monthly calendar of activities on our website which lists planned activities and any extra information you may need. 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.

There are three separate spaces/groups of children within the program – junior, intermediate and senior. In order to provide care for the maximum number of families, children may be moved from one space to another during the school year. Parents will be notified of any change prior to their child being moved. The choice to move a child from one area to another (e.g., from junior to intermediate) will be made after careful consideration by the program leaders as to the ability of the child to adapt to the change. Age-appropriate activities will be provided to all children regardless of where they are situated in the program.

Hours of Operation

The Before and After School Program operates between the hours of 7:30 AM and 6:00 PM. Specific program hours are as follows:

Before school program	7:30 AM – 8:38 AM
After school program	2:41 AM – 6:00 PM
Pro D Day Program	7:30 AM – 5:30 PM
Winter/Spring Break/Summer Hours	7:30 AM – 5:30 PM

Notification of Absences Due to Vacation, Illness or Changes in Program Attendance

If a child is absent due to illness or vacations, the staff must be notified as soon as possible. Please do not do this through Sandbox or email. Planned absences must be given at least 24 hour notice. If your child is participating in any school run extracurricular activities, parents must fill out an Extra Curricular Activities Permission/Release form before the activity begins. Please do not email these notifications, please call us at 250-472-0881.

Closures

Out of School Club

The Out of School Club operates Monday to Friday throughout the school year, including Professional Development Non-Instructional days, with the following exceptions: December 25th-January 1st, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, Remembrance Day, and the last week of summer vacation. The program year runs from September through to the following June in any given year and a separate summer program is offered in July and August.

In the event of a school closure due to weather conditions, power outages, health concerns or school strikes 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. In order to ensure operating costs remain covered, any reimbursement of fees will take effect only in the event of an unplanned closure or more than two consecutive day duration. When repairs, painting, cleaning etc. are necessary, we may ask you to find alternative childcare arrangements, but we will exhaust all other possibilities first.

Registration

Out of School Club Registration

There are four registration options offered for before and after school care. Each of these are explained below. Regardless of the type of registration, parents are required to read the Campus View Child Care Policy and Procedure Manual and complete the appropriate registration form for each child for each school year. This is important to ensure that the information on the registration form is kept current.

We use Sandbox software for registering for before, after school care, and camp days. Registration forms are submitted online and must still be completed before a child can be enrolled in care. Our registration form must have emergency contact information, health information, immunization records, a current photo and other records required by Provincial legislation. 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.

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 are person(s) not permitted access to your child, please discuss with staff to ensure the safety of

your child(ren). Parents are also required to sign the Parent/Guardian Agreement indicating their awareness of program policies, and their support for the staff implementing these policies.

Registration Options

Continuing Registration: Any child that is currently registered in Out of School Club for morning, afternoon, or both morning and afternoon, who requires the same hours of care in the following year, is assured a space for the same hours of care the following year. Registration forms will be available through email and our website. This completed form must be submitted electronically no later than 6:00 PM on the last day of registration to ensure continuing registration status is upheld. Each September, the continuing registration date will be announced on the year at a glance which will give you two weeks to re-register. A \$35 registration fee and a post-dated cheque in the amount of the September fee for the hours of care requested on the registration form (in accordance with the current fee schedule) must be submitted no later than the last business day of continuing registration. The September cheque(s) is non-refundable if a family decides to forfeit their registered space(s) after June 1st. When completing your registration, you will need to provide a digital photo, immunizations (only if there have been changes to records already on file), an emergency contact and their information as well as parent/guardian contact information.

Change in Registration: Any child that is currently registered at Out of School Club for morning, afternoon, or both morning and afternoon, and who requires different hours of care can apply for a change in registration at any time. Additional or different hours of care cannot always be guaranteed. If parents decide to drop either morning or afternoon care (or both), they will be asked to sign a withdrawal form indicating that they understand that they will no longer have continuing registration assured status for the dropped hours of care.

Addition of New Sibling: Although non-registered siblings are not automatically assured a space in our Out of School Club, parents with at least one registered child in Out of School Club for morning, afternoon, or both morning and afternoon care, may submit a registration request for a non-registered sibling(s) in February in the year immediately preceding the year that the sibling(s) will be requiring care. Registration is first come first serve and your request can be submitted on the first day of continuing registration and no later than the last business day of February of the same year in order for priority consideration over non-registered families. Once a spot is guaranteed, you will be required to fill out an online registration form and a post-dated cheque in the amount of the September fee for the hours of care requested on the registration form (in accordance with the current fee schedule) must be submitted with the registration form. The September cheque(s) is non-refundable if a family decides to forfeit their registered space(s) after June 1st.

New Registration/Non-Registered Families: Out of School Care registration is an ongoing waitlist on our website. Please fill out an application to join our online waitlist. Once spaces have been allocated for the above three registration categories, the non-registered families will be offered space on a first come, first served basis. A \$35 registration fee and a post-dated cheque in the amount of the September fee for the hours of care requested on the registration form (in accordance with the current fee schedule) must be submitted with the registration form. The September cheque(s) is non-refundable if a family decides to forfeit their registered space(s) after June 1st. A couple of times a year, the program will email all applicants on the waiting list to clarify who is still wishing to remain on the waitlist. If no response has been received within two days from the applying family, the child will be removed off the waitlist.

Registration for other programs offered at Campus View Child Care:

Pro-D, Spring Break, and Summer Camp will be offered on a first come, first served basis. Registered children will have priority over non-registered children for these child care options.

Early Dismissal Extra Care

On school early dismissal days, we try our best to accommodate all children registered in after school care to provide extra care on these days. However, registering for early dismissals will be dependent upon staffing availability and space. The program will contact registered families 3 weeks prior regarding how to register for these dates. Early dismissal care is an extra charge to your monthly fees.

Withdrawal of Registered Care

If you need to withdraw your child from AM care, PM care, Pro D Days, Winter Break, Spring Break, Summer Camp or require a change in registration, a Change in Registration/Withdrawal Form must be completed and signed **giving ONE MONTH NOTICE FROM THE FIRST OF THE MONTH** and be handed to the Director. **If one month notice is not given, fees will not be reimbursed.**

Time Sharing and Subletting

Time-sharing, defined as long term sharing of a single Campus View Child Care 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. The maximum number of time sharing spaces will be 4 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 Campus View Child Care, 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.

Should the Director approve the time share or subletting agreement, the following conditions must be met:

- a. The parent(s) of one child will have primary responsibility for the space. They will also assume responsibility for the full payment of monthly fees and division of the child care days (the Director will provide separate receipts which may be used for income tax purposes). In case of difficulty with the time-sharing arrangement and it becomes necessary to terminate the time sharing arrangement, the Campus View Child Care position will be viewed as the space being allotted to the primary parent's child.
- b. The 'secondary' parent(s) must ensure the child is registered with Campus View Child Care, having completed all of the required paperwork, and have paid the required registration fee(s). After registering, the secondary child will not be allocated a spot for yearly continuing registration. If wanting to register for a permanent space, you must register when open to public registration begins or add your child to the waitlist.
- c. All arrangements will be subject to placement of the primary parent's child in the program.
- d. If the primary parent's withdraw their child from the program (see section on Withdrawal of Registered Care), the full time space will first be offered to the secondary parent's child. Should the secondary parent's not wish to become the primary parents and be responsible for / pay for

the full time spot, the space will be offered to the first family on the waitlist. This may result in the secondary child not being able to continue the arrangement.

- e. If the secondary parent's withdraw their child from the program, the full time space will continue to belong to the primary parent's child, and the primary parents will be responsible for payment of the full monthly fee. The secondary parent must follow Campus View Child Care withdrawal policy by completing a withdrawal form and giving one month's notice. Should the primary parents wish to enter into a new time share agreement with a different family, a new time share agreement must be submitted to the Director.
- f. Campus View Child Care staff will not advertise solicit space sharing opportunities. If a family wants to share a space, they must find a suitable time share partner on their own accord. Campus View Elementary e-mail distribution lists / PAC classroom reps shall not be used to advertise / post time share opportunities.
- g. The primary parents must provide the Program Supervisor in writing no later than the first of each month, with a detailed schedule outlining which child will be attending which days for the entire month.
- h. There will be no substitutions / changes permitted after the detailed schedule has been submitted. Example: On the schedule, the Primary Child is scheduled to attend afternoon care on Monday, Wednesday and Thursday for the week of October 14th. For whatever reason, the Primary child is not going to attend on Thursday, October 17th. The primary parents are expected to notify the Program to this absence as outlined in the policy manual. The secondary child is NOT automatically entitled to this open spot. Should the secondary parents need afternoon care for that day, they may call and see if there is a drop space available, and if so pay the relevant drop in fee.
- i. In the event of early dismissal, the child that is scheduled to be in attendance for the day of the early dismissal will be deemed to occupy the space in the program. The other child in the time-share agreement may request a drop in, and pay the relevant fee for drop-in if desired.
- j. Any disputes or difficulties arising from the time-sharing arrangement will be handled at the Director's discretion.

Fees and Payments

A registration fee per family per year is required. This registration fee helps cover some of the materials associated with returning children already attending the Program, as well as some of the one-time costs associated with children new to the Program (earthquake kits). This registration fee will also be used to hold the child's spot in the Program.

Regular program fees are due by the first day of each month, and parents are encouraged to leave post-dated cheques with the program. Place your enveloped payment in our mailbox in Portable A. Envelopes are provided by the mailbox for your use. You can pay fees by cash, cheques, or e-Transfer (please see the Director for more detailed instructions).

All fees have been amortized over ten months and credit will not be given for missed days or extended vacations. (Note: fees are subject to change with one month's notice). This does not include extra hours (early dismissals, pro d days, camps).

Parents receiving a Ministry of Children and Families subsidy must provide the authorization form by the first of each month, or pay the fees themselves and be reimbursed when the authorization is received

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any portion of fees not covered by subsidy must be made up by the parent by the first of each month. (Note: subsidy appointments usually take between 4 and 6 weeks to process so please allow plenty of time).

Tax receipts are will be available from the Parent Portal on Sandbox and it is the parent's responsibility to print their own records. Any requests for receipts prior to the 2019 taxation year will be available at a cost of \$5.00 per receipt.

Winter, Spring Break and Pro D Day programs are offered for an additional fee, if numbers warrant. We run a separate summer camp and parents are advised of the fees for this program in the spring.

Penalties

The charge for regular payments received after the first of each month is \$5.00 per day. If fees are still outstanding by the tenth 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 tenth of each month.

The charge for NSF cheques is \$25.00. 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.

A late pick-up penalty will be charged for children picked-up after closing hours. The charge is \$10.00 per quarter hour, or portion of, after closing time. Late pick-ups will be noted on the Notice of Policy Violation.

Reimbursement of Fees

Fees are reimbursed only upon permanent withdrawal from the program (AM/PM care, Pro D Days, Winter Break, Spring Break or Summer Camp) or in the case of a permanent change from full-time to part-time. In both circumstances, a Change in Registration/Withdrawal Form must be completed and handed to the Director giving one month notice from the first of the month.

Arrival and Departure

Before School Care and Camp Days

Each child must be signed in by a parent or guardian when dropping your child off to attend our program for before school care, pro d days, winter break, spring break and summer camp. For Kindergarten and grade 1 children attending before school care, when the school bell rings staff will walk children to their classroom lineups and wait with the classes until their teacher collects them and takes them inside. Children in grades 2-5 are responsible for arriving to their outdoor classroom line up on their own. Staff will remain outdoors if there are any problems until all classes enter the school.

School Dismissal

Kindergarten students are picked up by a staff member from their teachers at bell dismissal and escorted to their program room. Children in grades 1-5 are responsible for arriving in their designated after school care room no later than 10 minutes after the bell dismissal. If children do not arrive after 10 minutes, staff will contact the teacher/school office regarding being absent that day from school, search playgrounds and then call parents or guardians. If no contact has been made with parents/guardians, staff will then contact emergency contact on the child's registration form. If there still has been no contact between parents and emergency contact or if they cannot verify the whereabouts of the child, we will contact the police and a full search will be launched.

Only persons authorized on the registration form will be allowed to pick up your child from the Program. Should you wish an alternate person to pick up your child, you must inform us in advance in writing. 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. 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.

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. The staff will offer to call a relation, a friend or a cab to pick up the person and child. If the presumed impaired person gets in their vehicle, with our without the child, the staff will immediately notify the police and provide a description of the car and geographic vicinity. Should staff believe that the child is at risk or in need of protection; the staff 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 is no longer accepts responsibility for your child.

If your child remains at the Program after hours (6:00 PM or 5:30 PM during camp hours) and we have not heard from you, we will call: you, any emergency contact persons, and all other authorized to pick up your child. After exhausting all contact possibilities, staff may be required to contact the authorities or the Ministry of Children and Families if it is becoming excessively late (one hour after closing). This does not apply to parents who, due to a legitimate emergency, have contacted the Program staff and indicated they will be delayed. Please note that our Program is not licensed after 6:00 PM on school days and after 5:30 on Pro D Days, camp days and cannot legally take responsibility for children beyond this time.

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 or back pack. Portable A before and after school requests a pair of indoor shoes, labeled, to keep in your 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.

Food and Drink

Everyday our after school program has snack time. Please provide your child with a healthy after school snack daily. We are a nut aware environment; 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 are aware that they can ask for water at any time. We encourage healthy eating/lunches without candies, chips, pop and too many treats. We reserve the right to return this food to the parents. We suggest packing a separate labelled container for after school snack. Some snack suggestions: fresh fruit and vegetables with muffins/bars, cheese and crackers etc.

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 Campus View Child Care. 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.

Transportation/Out Trips

Parents are responsible for transporting their child to and from the Program. When out trips are planned we will utilize a rental bus and/or volunteer vehicles as needed. Staff driving rental vehicles will be adequately licensed and insured for the vehicles they will be driving. Staff may at times transport children in their own vehicles to and/or from field trips with the Program. All staff and volunteer vehicles will be required to provide a copy of their insurance for proof of adequate liability insurance. Signed consent on our registration form is required before your child may participate in any out trips.

Guidance and Discipline

The purpose of guidance and discipline in the Program 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. Parents can expect staff will:

- Strive to be appropriate role models for appropriate behavior, and as such, will show respect for children, parents, coworkers and their environment.
- Provide clear, simple and consistent limits regarding appropriate behaviors within the Program. Such limits will be established in a positive manner. Harsh or belittling language will not be used at any time.
- Demonstrate appropriate affection and caring for your child (staff may hug children in appropriate manner).
- Attempt to meet the needs of children as a means of a preventive discipline.
- Challenge and encourage your child to think of better ways to solve their problems and resolve their difficulties on their own.
- Reflect your child's feelings in situation that may be difficult for the child.

- Never practice or inflict any form of physical punishment (such as shaking, shoving, force feeding), verbal or emotional abuse (such as belittling, degrading, humiliating comments) or the denial of physical necessities (such as food, toilet) to any child in the Program.

The Program aims to meet the need of individual children, and as such, strives to respect individual children. One of the goals of the Program is to avoid, wherever possible, disciplining the groups for individual behaviors. Similarly, staff members encourage and recognize the positive achievements of children in the Program.

Occasionally a child may break Program rules or demonstrate inappropriate behavior, such as swearing, verbal/physical aggressions, running away from/not reporting to the program staff, disrespect of other children/staff belongings/Program facility, and continual disrespect of Program rules.

When a child is demonstrating inappropriate behaviour:

- The child will be reminded of the rules regarding such behaviour
- Should the child choose to continue the behaviour, or loses control and cannot reason, a timeout period of no more than one minute per year of age will be given in a non-isolated area, or until the child is ready to participate. Staff will discuss with the child the reason for the timeout, and the importance of the rule(s) broken.
- Staff may need to place the child in a different activity or program
- Staff may need to physically restrain a child if the child is out of control and presenting a danger to themselves or others. This restraint will involve holding the child, and will only be used until the child has regained self-control. In all situations where physical restraint is required, the parent will be contacted immediately by the Program staff to remove the child for the duration of the day.

If policies are not followed, a Notice of Policy Violations will be given. A maximum of three permanent policy violations will be permitted per program year. In the event of notification of three policy violations, parents will be asked to remove their child from the Program until such time as the issue(s) can be resolved.

A pattern of inappropriate behaviour (occurring more than twice) will be documented by the staff and brought to the parent's attention. If the child displays extreme physical aggression, every incident will be documented and the parents will be called to pick up their child immediately. This may be followed by a short term (up to one week) or long term (more than one week) suspension from the Program at the discretion of the Director and the Board of Directors.

When a child's behavior endangers his or her own safety or that of others, or results in staff neglecting the other children:

- The behaviour will be brought to the parent's attention immediately.
- In collaboration with the parents, a behavioral plan will be developed, including a timeframe for improvements.
- If the behaviour continues, alternative strategies may be explored, such as behaviour management consultation with a professional through the Vancouver Island Health Authority.
- If all attempts to resolve the situation have failed, the Board of Directors reserves the right to discharge the child from the Program, and may do so without thirty day notice if it is in the best interests of the Program.

Safety of Children

Staff inform the children of 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. When a group is exiting the portable or gym, there is a check list that all staff must follow to ensure that no children are left and nothing has been forgotten. If the Program is out on an out trip, there is always a sign posted on the door with our location and return time as well as an emergency contact number.

Communication

A monthly newsletter is produced at the beginning of the month, highlighting recent achievements, upcoming special events, and any additional program information distributed through email, Facebook page and posted on our website (www.campusviewchildcare.com). Parents are expected to read the newsletter as it is the main source of communication between parents, the Director and staff.

Parents can also expect ongoing verbal communication with staff concerning their child's progress, program activities and program operation. Parents can expect individual parent/staff meetings if concerns arise regarding your child.

Parents concerned with the care of their child, or any incidents in the Program are expected to speak with program staff or the Director as soon as possible. However, please remember that during club hours, staff cannot meet or talk at length because they are responsible for caring for all the children in attendance. If consultation with the Director is desired, please let us know ahead of time so that the Director can be available to take the time needed to properly address your concerns.

Expectations for Parents

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.
- Remind children to respect and abide by the programs rules even if parents are present, rules are encouraged by all.
- Respect and abide by the programs rules and boundaries during outside play (no twirly slide and not passing the cone "fence").

Incident Reports

In addition to documenting child behavioral incidents, staff will keep a Record of Incidents documenting inappropriate parental behaviour, late pick up, late payments, NSF cheques, or other policy violations. In addition to discussion with Program staff, policy violations will be communicated to parents through a written Notice of Policy Violation.

Parents have the right to appeal specific incidents recorded on the Record of Incidents to the Board of Directors and the Director. Incidents may be removed from the record in the event of a successful appeal or at the discretion of the Director and the Board of Directors. The Board reserves the right to remove a family after failed attempts to resolve the issue.

Toileting

Children must be fully toilet trained to enter our Out of School Club program. The leaders cannot assist them on an ongoing basis. Accidents are understandable, so please have a change of clothing in your child's back pack or cubby.

Illness

The Program does not have facilities or additional staff to care for the 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 of unexplained or undiagnosed pain.
- **Cold:** with fever, or runny nose and eyes, coughing and sore throat, obviously infected nasal discharge (thick and/or coloured) could be sign of another bacterial infection.
- **Cough:** Frequent bouts of coughing, and especially if choking or vomiting accompanies the cough. If your child is having difficulty in breathing, wheezing or persistent cough which has not been identified as a chronic condition as asthma.
- **Fever:** 38.3°C or higher accompanied by general symptoms such as 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 24hours and have had one solid bowl movement.
- **Lice:** If lice or nits have been found on your child during care, staff will call parents requesting a pick up 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 the 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.

Supported Child Care

Campus View Child Care welcomes and tries our best to accommodate children with special needs whether it is physical, behavioural, mental, medical, or dietary. Inclusion and integration is very important for our program. When a child with special needs requires care and enrolls in our 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 accepted for a child with special needs, 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. It is the parent's responsibility to arrange a contract with Supported Child Development through Island Health (Queen Alexandra Centre for Children's Health). The child will not be able to attend the Program until a support worker has been hired. 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 Break, and Spring Break). 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 serve registration.

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 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
- 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 in the Program will be documented by staff and reported immediately to the Ministry of Children and Families.

Emergency Preparedness:

Each month, every program performs evacuation procedures 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.

In the event of an earthquake or other disaster your child will only be released from our care when signed out by parent/guardians or any other person listed on your child's emergency pick-up list on the registration form. Staff will remain onsite until all children have been picked up.

Final Note

Campus View Child Care supports an "open door" policy. Parents are welcome to drop in and either participate or observe the Program at any time. Parent input is always welcome and encouraged. If you have any questions, ideas or concerns please share them with Program staff or the Director, either in person, by telephone or email. Our success depends on your involvement and input.