

# Cariboo Child Care Society

## Beyond the Bell Program Handbook

Revised July 22, 2023



Dear Parents and Care Givers,

Welcome to Cariboo Child Care Society, and particularly to our Beyond the Bell Program

We look forward to working with you to provide quality care for your child before and after school and during school closures. This Program Handbook will provide you with an introduction to Cariboo Child Care Society and some basic information about our childcare programs. If you have any questions, please ask a member of staff or chat with our Executive Director.

In our centers we facilitate inclusive care. We believe that each child is unique and will discover the world around them in their own inspiring way. Children are encouraged to think for themselves, work as part of a community and be creative and spontaneous in their daily curriculum. We find that emergent learning moments allow us to delve deeply into topics that may be missed when following adult created theme-based learning. We like to explore subjects that enrich learning and encourage children to be curious and kind.

Cariboo Child Care Society is deeply and sincerely appreciative that we can be here on the unceded territory of the Secwepemc Nation. It is with honor that we acknowledge the people of this Nation, the Simpcwúl'ecw and all First Nation, Inuit, and Metis Peoples.

We are thankful to Interior Community Services who allow us to use their beautiful building for a very reduced rental rate, which in turn, allows us to keep childcare fees low and affordable.

Yours truly,

Cariboo Child Care Society, ECE (Early Childhood Educator) staff.

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## Cariboo Child Care Society – who we are.

Cariboo Child Care Society (CCCS) is a registered, charitable, non-profit organization and has been incorporated since August 14, 1973! The purpose of our society was to create an excellent center for childcare which would support students, staff, and faculty at the College of the Cariboo, now known as Thompson Rivers University (TRU), by providing childcare for students, staff, and faculty.

The demand for childcare has increased every year and we have been able to respond to community needs by adding more programs and different care types. Our main site on campus now has eighty-six (86) spaces for children aged eight (8) weeks to five (5) years. In August 2021 we added this school age program, Beyond the Bell, with capacity to care for twenty-five (25) children; we are the licensee for a total of ninety-eight (111) places.

It has always been a priority for Cariboo Child Care Society to facilitate programs which focus on and promote the physical, social, intellectual, and emotional wellbeing of each child. Our educators are trained and experienced, working in a collaborative manner with families who we recognize as the primary, expert care givers for their children. Many children come to us as infants and remain in our care until they transition into kindergarten. Now we provide before and after school care some children will remain with us even longer! We are sincerely grateful to be part of families lives for such an extended time and appreciate the benefits of developing long and meaningful relationships.

Cariboo Child Care Society is governed by a volunteer Board of Directors made up of parents of children enrolled in our programs, staff and faculty at Thompson Rivers University and community members. Our fiscal year runs July 1st through to June 30th. CCCS is not unionized.

Families who bring their children to Cariboo Child Care are charged an annual society membership fee of \$5.00 per family.

## Mission

Beyond the Bell Out of School Care's mission is to provide a safe, supportive and caring environment that incorporates recreational and free play experiences which compliments both the home and school setting.

## Vision statement

Cariboo Child Care Society is a community of competent contributors providing a play-based program that fosters respect through a sense of belonging.

At Cariboo Child Care we believe:

- Children learn best through play
- Respect is vital for our environment
- That everyone belongs
- In building competency in our community, professionally and personally
- We learn best when we belong

## Program Objectives: for the children

- To provide a quality out of school care program in accordance with the centre's operating principals and philosophy which accounts for the age range of the children enrolled, recognizes the individual and group needs of the children and incorporates play, variety, choice and structure.

- To ensure that the child develops to his/her fullest potential by focusing on self-awareness, self-worth, confidence, independence trust, responsibility, social acceptance and values development.
- To provide skill development, including creative, intellectual, physical, communication, social and leadership skills.
- To provide a healthy environment.
- To provide an environment that encourages play, curiosity, creativity and education.
- To provide and create a stimulating environment full of warmth, respect, understanding, safety and *FUN!*

### Program Objectives: for the Parent/Guardian

- To provide a quality out of school care program in a safe environment, staffed by trained, caring and supportive individuals who give the parent/guardian a sense of confidence that their child is being left in good hands.
- To provide a communication system between staff and the parent/guardian which ensures that the parent receives all the necessary information regarding registration procedures, the policies and procedures governing the programs operations, programs content, scheduling and special events.
- To provide the parent/guardian with a variety of opportunities to give advisory input into the programs operation and to receive feedback on the progress of their child in the program through communication, written reports, or individual interviews if needed.

### Child rights and our responsibility

In Canada, the law says that parents or anyone responsible for taking care of a child must make sure that the child:

- is safe.
- has enough food to eat each day.
- has clothing, shelter, and health care.
- is not abandoned or neglected.
- is protected from physical abuse and emotional harm.

We take this law very seriously and always have your child's health and welfare in the front of our mind. If ever there is a concern for a child's safety or wellbeing an adult must contact the Ministry of Children and Family Development for further advice and guidance.

### Where and when

Cariboo Child Care Society is the licensee for two centers:

**Beyond the Bell** is located at 1580 Summit Drive, Kamloops, V2E 1G5. Care is provided to children attending Sahali Elementary School only, from kindergarten to grade 7.

We are open before school, from 7.15 a.m. to when school opens and after school until 5.30 p.m. each day that school is in session. Our hours on non-instructional and early release days and during school holidays are 8 a.m. to 5 p.m.

- Group care school age, 24 places

**Cariboo Child Care** is located at 1274B McGill Road, Kamloops, V2C 0C8. The building is open Monday through Friday 7.30 a.m. to 5.30 p.m. Please see the individual rooms below for their opening times.

- Group care under 36 months, 36 places. Our rooms are divided into three groups:
  - Seedlings (infant, under 18 months), 12 places. 8.00 a.m. – 5.00 p.m.
  - Marigolds (infant/toddler), 12 places. 8.00 a.m. – 5.00 p.m.

- Poppies (toddler, 19 months plus), 12 places. 7.30 a.m. – 5.30 p.m.
- Group care 30 months plus, 75 places and three groups:
  - Sage, 25 places. 7.30 a.m. – 5.30 p.m.
  - Juniper, 25 places. 7.30 a.m. – 5.30 p.m.
  - Willow, 25 places. 8.00 a.m. – 5.00 p.m.

All programs are closed for all statutory holidays,

- New Year’s Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

***We are closed for four days following the August statutory holiday and for the period between Christmas and New Year. There are no childcare services available during these dates.***

\*Children may not attend either center for longer than nine (9) hours a day\*.

**Contact us**

**Cariboo Child Care Society, general inquiries**

- Main office                    250-828-5160                    [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca)
- Executive Director        250-371-5783                    [sbutcher@tru.ca](mailto:sbutcher@tru.ca)

**Beyond the Bell**

- Program phone                250-318-6065                    [beyondthebell@tru.ca](mailto:beyondthebell@tru.ca)

**Our staff**

The core values of the educators working at CCCS are belonging, play, respect, and competence. These values inform the decisions our staff make daily regarding the care and supervision of your children.

We know that children do best in a warm and caring environment where they are familiar with the adults caring for them. Continuity of care helps children develop a healthy attachment to the educators in their room. Each child’s ability to learn, grow and develop will naturally happen once attachments are formed All our staff are Early Childhood Educators or Educator Assistants.

All our staff have a clear criminal record check, their Community Care First Aid certification and take part in annual professional development to keep their certification current. Many staff also hold their Food Safe level 1 ticket and other certificates related to childcare.

**Expression of interest in care policy**

If you are interested in accessing childcare at Beyond the Bell your child must be a student at the South Sahali Elementary School. Please note that the demand for childcare is high and expressing an interest in care does not guarantee you will be successful in securing a place for your child. Parents are advised to register their interest in a childcare space as soon as possible.

When your child is matched with an upcoming available space, we will reach out to you by email. The email will contain a respond by date. If we do not hear from you, we understand

that you are no longer interested in childcare, and we move on to the next matched child. Your expression of interest in care is deleted.

Ultimately, the Executive Director controls who is offered care in the best interest of the society.

### **Scheduling policy**

Currently we only provide full time care for children at Beyond the Bell. This means your child has a secure space for both before and after school. Not all families choose to use both time slots, but they are included in the price of care. Please keep us informed of your required childcare needs so we can plan accordingly.

### **Registration and orientation policy**

Prior to a child attending Beyond the Bell we ask you to visit with us for an orientation session so we can answer your questions and you can learn about the program. During this visit we will help you complete a registration package and discuss how your child will start the program.

Families come in all different shapes and sizes. Please let us know what your family looks like as we talk about you lots with your child. We must also know if you have any court orders or legal documents around care or custody of your child. A copy must be attached to your child's file.

As part of orientation, you will be emailed:

- this program handbook.
- operational dates for the year.
- registration form.
- parent and caregiver agreement form.

Before your child begins attending you must provide us with a:

- ✓ completed parent and caregiver agreement
- ✓ completed registration form
- ✓ registration deposit and administration fee

### **Drop off and collection policy**

#### *Arrival before school care*

Please allow time to share any concerns with staff. We trust that you will keep us informed of special needs or events in your child's life as this helps us understand behaviours so we can provide responsive care to your child.

The sign-in sheet will be completed by staff when children arrive. Parents must make sure that they hand their child over to a staff member. The center is open at 7:15 a.m. for before school care. It is very helpful to have all children present by 8:10 a.m. so they can participate in some free play before we pack up and head over to school. Children are accompanied by an educator and together they walk to South Sa-Hali Elementary School to begin their school day at 8:30a.m.

#### *After school care*

School dismissal takes place at 2:40 p.m. each day. Kindergarten and grade one children are met by a Cariboo staff outside the kindergarten classrooms. Older children walk themselves to the upper school area beside the flagpole to meet a second staff. Staff sign



the children in to the program and do not leave until all registered children are accounted for. The two groups then walk back to the Beyond the Bell program together.

If your child is not attending school, you must notify Beyond the Bell staff before 2 p.m. on school days and 9:30 am on non-instructional days. We begin our day at the school grounds in **all weather**. You are welcome to do this by email or text message.

### *Departure*

Upon departure, staff will sign children out. It is important to make personal contact with the caregiver to make sure they are aware that you are picking up your child and to have the opportunity to share information about your child's day.

Children must be signed in and out so that if there is an emergency, staff can quickly check the sign in sheet and account for every child. Time will not be wasted tracking down children who may not have arrived or have already left for the day.

### *Late arrivals*

During full day programming you must notify us if your child will be arriving after 9:30 a.m. We may release additional staff not required in our staff to child ratio, or staff may leave the center with a group of children for a neighbourhood walk resulting in no available staff to care for your child when you arrive. If we have not heard from you by 9:30 a.m. we will assume your child will not be attending that day.

### *Late collection*

We ask that families are respectful of our opening and closing times. Families who are late to collect their child, either at the end of the day or after the allowed nine (9) hours of care, must pay a late fee of \$15.00 per child per fifteen minutes.

If you are late for collection at the end of the day, we will try to contact you immediately. If we cannot reach you, we will contact the people you have listed on your child's registration form and arrange for one of them to collect your child. If we cannot reach any contact person after one hour of closing, we will notify the Ministry of Children and Family Development and the RCMP to ensure everyone's safety. We then follow their directions on providing care for your child.

Continued and repeat late collections may result in termination of services.

### *Parking*

Parking is limited but available to parents free of charge for up to fifteen (15) minutes. Please do NOT leave your engines idling under any circumstances.

### *Other people allowed to collect your child*

For safety reasons we only let children go home with adults listed on your registration form. Please keep your child's file up to date, you can add or remove people at any time. If you are not able to collect your child and you ask a friend who is not on the registration form, you must phone the program to let staff know. If your person is not known to staff, we will ask for photo ID. We will always contact you if we are unsure about any arrangement regarding collection of your child.

Some families who live close to our program may like their child to walk home by themselves. If your child is allowed to walk alone you must complete the permission portion of the registration form and state what time your child may leave and what circumstances

would invalidate the permission, such as bad weather, darkness etc. Please note that if staff have safety concerns they may keep your child in the program and notify you to collect them.

Please let us know if a sibling or friend who is younger than 18 years will collect your child.

### *Safety concerns*

If we suspect the person collecting your child is unsafe or intoxicated, we will:

1. chat with the person regarding our concerns
2. offer to contact an alternate person on your child's registration form
3. offer to arrange alternate transportation if the impaired person is deemed capable of caring for your child

If the person leaves with your child against our advice staff will:

4. call the R.C.M.P. to ask for assistance and follow their guidance
5. share concerns with the Ministry of Children and Family Development

### *Absenteeism*

We appreciate you letting us know when your child has a planned absence for any reason.

### **Our play-based curriculum Policy**

Beyond the Bell Out of School Care recognizes the importance of physical activity for young children. Implementation of appropriate physical activity practices supports the health and development of children, as well as assisting in establishing positive lifestyle habits for the future. In accordance with Interior Health Authority licensing regulations, Beyond the Bell requires a certain amount of active play and outdoor play every day, as detailed:

- Full-day childcare, - 60 minutes (minimum of two 30-minute outdoor play times)
- Before/after school care -30 minutes of outdoor play time

We play outside in ***all weather*** and families are required to provide weather appropriate clothing for their children each day. If a child is too ill to be outside, they should not be attending the program.

When weather is acceptable will ideally spend all active time outdoors. When incorporating active play indoors,

The team will implement a combination of facilitated and un-facilitated activities such as:

- Music and movement
- Gross motor circle time activities, games and/or transitions
- Obstacle courses
- Free-play activities that encourage gross motor movement

Full day programs will spend the full minimum active time outdoors, but will also include additional active play time inside, as per the examples listed above. It is the goal of every full day program to achieve 120 minutes daily of active play.

Caregivers will ensure that such activities, and outdoor activity time are selected to encourage and support physical literacy. Active play will incorporate fundamental movement skills (including agility, balance, coordination and locomotor skills) and injury prevention. At Beyond the Bell caregivers will make an intentional effort to provide opportunities beyond the minimums for active play and will limit prolonged sitting activities, utilizing frequent short bursts of activity.

### *Clothing*

Please leave a change of clothing at the center, including indoor shoes. Children should come dressed appropriately for weather conditions. Daily outside play time is mandatory and required by Interior Health Authority licensing regulations.

### *Screen time*

Electronic media and devices can get in the way of exploring, playing and interacting with others, and may disrupt learning and healthy physical and social development. Children are not permitted to bring electronic devices (cell phones, tablets, etc.) to Beyond the Bell.

On special occasions, full-day programs may include a short video. This video selection will be age appropriate. Families will be informed of the event and must give permission for their child to watch. It is a choice for the children to watch and those who wish to play at something else are encouraged to while the video plays.

### **Guiding children's behaviour policy**

A positive approach is used to guide children; each situation and child is dealt with individually. Under no circumstances will corporal punishment be used for behaviour management purposes. It is the goal of our program to provide a healthy, safe and secure environment for all children. The team at Beyond the Bell teaches the core values of caring, honesty, respect, and responsibility.

Children who attend are expected to follow the behaviour guidelines and to interact appropriately in a group setting.

#### **We believe:**

- People are responsible for their actions.
- We respect each other and the environment.
- Honesty will be the basis for all relationships and interactions.
- We will care for ourselves and those around us.

If there are any concerns regarding a child following behaviour guidelines, we may take the following steps:

- Provide clear rules and expectations
- Model appropriate behaviour
- Encourage self-control, self-discipline, and self confidence
- Provide choices
- Redirect
- Encourage respectful communication
- Provide reflection time when the child is ready

Our program supports the "Guiding Children's Behaviour" booklet that is provided in connection with our licensing body. There is a copy in our information corner if you would like to read one.

### *When children simply need their parents*

Sometimes, when emotions are so overwhelming for a child that their safety and well-being is at risk, or the safety and well-being of other children is at risk, we may phone you or your emergency contact and ask you to collect your child. We do not 'blame' your child at these times, rather, we recognise that our staff are not able to provide what your child wants and needs.

If the behaviour continues, staff will schedule a conference that includes the parent, child (optional), staff and the executive director. Parents may bring others they feel would begin suggestions and support to their child.

### *Communication*

We ask that families are honest with us and share information about their home setting and child's school. In general, children's behaviour is greatly affected by their life experiences, therefore it's very helpful for us to be aware of what is going on in a child's life so we can provide care that supports them in a positive way.

In return, you can rest assured that you will never arrive to collect your child and hear only negative comments. We always recognise effort and individual successes and see many opportunities for positive interactions through the day. If your child should struggle (and every child does at some point as this is developmentally normal) through the day staff will consult with you so that we are providing collaborative care which reflects the way parents would like us to support their child.

Staff may ask you to participate in writing a plan that helps direct us on how we care for your child when behaviours become challenging. A care plan looks at reasons for behaviour, ways to manage behaviour and ways to prevent negative behaviours before they occur.

### *Some of the ways we ensure our programs are inclusive:*

- All staff understand and agree to support inclusive practices
- All staff attend special needs-focused training on inclusive programming whenever possible
- As soon as a child is identified as having extra needs a care plan is created in partnership with parents, care providers and other service providers that supports inclusive practice
- Staff adapt the environment and routines as necessary to meet the needs of the children enrolled
- Staff are respectful of confidentiality
- Staff work collaboratively with parents and outside service providers to ensure that the needs of the children are met.
- Staff support parents to access outside service providers when a need is identified
- All families interested in registering their child are dealt with in a fair and equitable manner
- Children with exceptionalities may require extra support

If the Centre is having difficulties meeting your child's needs, we will ensure that:

- Families are involved in decision making throughout our process
- Every effort to support a child with extra needs will be exhausted
- Families asked to withdraw their child are dealt with in a fair and respectful manner
- We will support families to find alternative care
- Reasonable care has been taken in assessing the child's needs and the Program's ability to support those needs
- Special needs resources and outside agency support have been exhausted prior to the termination of services notice.
- At no time is the child punished or to blame for behaviours that lead to service suspension or termination. We look to ourselves as not being skilled enough to be able to provide the resources the child needs.

### Food and drink policy

Beyond the Bell provides an afternoon snack for children during the school week. At all other times children bring enough food from home to keep them well-nourished all day. We can provide top up snacks if children forget their food or have an empty lunch box when they arrive.

Fresh water is available to the children all day. Staff sit and eat with the children during all meals. \*\*Please note that we are NOT nut free.

Please make sure that when you register your child with us you make us aware of any medical condition, especially allergies. You will then complete an action plan that supports us to keep your child safe. This plan must be returned before your child begins. Your child's safety is our top priority.

*If your child requires a special diet, we may ask that you provide their snack.*

- Food and beverages are provided to children as part of the after-school care program and will be done so with reference to the *Canada Food Guide*.
- Food and beverages provided are nutritious, varied and of sufficient quantity to ensure children have an appropriate amount to meet their growth and development needs. A minimum of two food choices are offered.
- Food and beverages supplied take into the account the culture, religious and health requirements of the children who attend the program.
- Children are encouraged to try new foods, but no child will be forced to eat something he/she does not like, or which is inconsistent with his/her religious/cultural or dietary needs. If the menu contains items which the child cannot eat parents are welcome to send a nutritional alternative that is comparable with what we are offering.
- Drinking water is always available.
- Food will not be used as a punishment or reward
- Food and beverages are prepared and stored hygienically in accordance with the *IHA public health safety standards*.
- Children are required to wash their hands prior to eating and after consuming food.

### Health and wellness policy

Your child's health and safety are top priorities for us. Our programs are licensed with BC Interior Health Authority. You can visit their web site at <https://www.interiorhealth.ca/YourEnvironment/ChildCareFacilities/Pages/default.aspx>

or contact a Licensing Officer by telephone on 1-250-851-7340.

Here are some of the ways we ensure your child is healthy and safe with us:

- Regular inspections through Interior Health Authority, the fire department
- Excellent staff to child ratio
- Children are provided with the opportunity to rest or nap
- We clean and maintain inside and outside areas daily
- We respect our health and wellness policy – everyone must be healthy.
- All staff are first aid and CPR trained and know how to respond to emergencies
- Children practice emergency fire and evacuation procedures regularly
- All staff and volunteers have a clear criminal record check
- Relief staff are available so regular staff do not work when they are sick
- Individual care plans address children's extra needs
- We do not wear perfumes or use chemically scented products
- Children & staff wash their hands after using the toilet and before eating

- Smoking and vaping are not allowed
- Children are always supervised
- We let you know by a phone or text if we must close unexpectedly.

### *Protection from infections*

It is commonly thought that children attending a childcare program are exposed to more germs than children who stay at home. However, we know that daily activities bring many opportunities for exposure to germs, such as a trip to the supermarket, a ride on a bus or cross contamination from a sibling, or friend.

### *Health and Wellness*

We work hard to reduce the likelihood of illness in our programs and our health and wellness policy supports us. We follow these four steps.

1. Good hygiene, we ask that everyone entering our programs wash their hands on entering and frequently while they are with us.
2. Being physically well, please DO NOT send children if they are unwell. We understand this is challenging for parents as families often have commitments that require them to use childcare. However, if we care for children who are sick, illness is spread from one child to another in a cycle that can only be broken by the unwell child remaining at home.
3. Sanitation, our programs exceed the recommended hygiene standards of cleaning toys and equipment.
4. Immunization, all staff, and children are encouraged to comply with the BC Health Authority immunization schedule.

### *When to stay at home*

These conditions will require you to keep your child at home:

- Any type of pain – undiagnosed or diagnosed
- Infected skin or eyes or any undiagnosed rash
- Runny nose with green discharge
- Sore throat (please do not medicate your child to mask their sore throat)
- Severe body or scalp itching
- Diseases like Chicken Pox, Measles, Hand Foot and Mouth, etc.
- Vomiting and/or diarrhea
- Fever or chills
- Body aches and/or headache
- Sneezing, coughing, either or both
- Sore throat
- Loss of appetite
- Just not feeling well – low energy, tearful, unable to participate in the program

To return to our center, in accordance with our Health and Wellness Policy, please note that in instances of:

- **vomiting** your child must be symptom free for a minimum of 24 hours and be eating properly
- **diarrhea** your child must be symptom free for a minimum of 24 hours, be eating properly and have normal bowel movements
- **fever / chills** your child must be fever free without the use of fever reducing medications for at least 24 hours

If you think your child is ill, please keep them at home.

In some instances, a doctor's note may be required for your child to return to the center. Staff will let you know when that is the case.

We will let you know if your child has been exposed to an illness by posting a note which will explain what symptoms to look for. A page from the Interior Health "Guide to Childhood Diseases" will be available for you to read. All identifying information will be kept confidential.

If your child becomes ill during their day with us, to the point where they are not able to take part in normal activities, we will provide them with a comfortable place to rest and we will contact you to collect them as soon as possible. If we cannot reach you, we will phone your child's emergency contacts.

### *Covid*

The management of COVID in the community is now more aligned with the management of other respiratory infections.

For a full list of COVID symptoms go to: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

If you think you or your child may have COVID please use the self-assessment tool at <https://covidcheck.gov.bc.ca/> Or phone 8-1-1 to speak with a medical practitioner.

If you or your child tests positive for COVID you must follow the guidelines provided by BC CDC at <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/if-you-have-covid-19#testedpositive>

Children and staff may return to our centers when they are no longer required to isolate and are well enough to participate in all activities. Adults who have symptoms or test positive for COVID may not be present in our centers for drop off or collection.

### *Medication*

If your child needs medicine through the day, you must fill in a 'medication' form before we can administer it to your child. Remember though, your child must be well enough to participate in the general activities of the program. We can only give medicine that:

1. has been issued by a doctor
2. is in the original container with the doctor's name on the container
3. is clearly labelled with your child's name and birth date
4. provides directions for administration.

We cannot give children vitamin tablets or any other type of medicine (including topical ointments) unless a doctor has prescribed it.

***Children requiring medication for an allergy or illness such as asthma or anaphylaxis, may not attend unless they have their medication with them.***

Medicine is stored in a locked container out of children's reach and according to the storage instructions on the container.



### *Administration of medication*

When staff administer medication to your child, they will do so in a quieter area of the childcare program. Whenever possible senior educators will be responsible for this task. Two staff will be present whenever possible; staff one will read the label, measure the dose, and check the time, staff two will check the label, dose and time prior to the medication being given to the child. Both staff will watch to make sure the child swallows the medication. Staff one will record the administration on the medication form and both staff will initial and/or sign. Staff may administer medication alone if they are working by themselves.

### *Accidents and Injuries*

Our staff keep a record of any bumps, bruises and incidents that happen during the day, and this is shared with you when you collect your child at pick up time. If an accident is more serious and your child needs medical attention you will be contacted immediately. We may also phone for a doctor or ambulance depending on the severity of the injury.

Please let us know if your child arrives at the program with an existing injury. It is important for us to be aware so that we can provide the right care for your child.

### **Visitors, volunteers, and students' policy**

We like to limit the number of visitors to our program, so we ensure we create a safe and comforting space for your children. Multiple new and different faces can be unsettling for some children. Visitors should contact the center before arriving for an unplanned visit so the staff can assess whether the visit will fit with their daily plans and children's individual comfort levels.

Visitors must wash their hands on entry and sign in and out of the visitor's book. Parents dropping off and collecting their child are not considered visitors and do not need to sign in.

### *Privacy and confidentiality*

Once you accept a space for your child in our programs, we begin a file for your child which contains their registration form, emergency details, court agreements and support plans, if there are any in place. You are encouraged to check your child's form regularly and we ask that you remember to keep all your information up to date. Please let us know if your cell number changes or you move home. We must be able to contact you in an emergency.

We will not share any information about your child with anyone unless you request that we do. All information is stored in a locked filing cabinet. When your child leaves the center, the file is kept in a locked file room for two years before being shredded.

Parents, visitors, and staff may not share any photos or videos of children, other than their own, on any social media sites, such as Facebook or Instagram.

### **Emergency procedures**

Parents are responsible for signing their child into and out of the program each day when they arrive and leave the center. Staff sign the children in to the program at the afternoon school collection. Staff must know how many children are present and where each child is. Children are never left alone in our programs.

We have detailed and planned emergency procedures for every type of situation imaginable including fire, lock down, shelter in place and medical emergencies. We practice emergency procedures at least once a month, so they are familiar to all staff and children. We also teach children about the meaning of a hot door, how to crawl under smoke and about 'stop,



drop and roll.’ We also check our fire extinguishers and test smoke alarms monthly at minimum and complete a full emergency evacuation annually. Please note that we do not stop to put on shoes or coats during a drill. Children should always wear indoor shoes. Our emergency procedures are displayed on the program wall, or you can view them here: [Emergency procedures](#).

Please remember that you also have a duty to ensure the emergency contacts listed in your child’s file are up to date and your chosen contacts are aware they are listed. Please make sure they know if you are expecting them to cover for you when you are unavailable, for example if you are out of town and the distance is greater than half an hour away from the childcare program.

### *Emergency destinations*

Our emergency evacuation destinations have been chosen as they are easily accessible by foot and road, they have plenty of parking allowing for high traffic volume yet are not an area where emergency services will gather for coordination. They are large enough to provide safe shelter for an extended period until children are collected by their parents.

### *Emergency provisions*

At our facilities we keep an emergency box that contains enough food, water, warm blankets, emergency supplies and toiletries to keep our children and staff nourished and safe for up to seventy-two (72) hours.

### *Emergency transportation*

On the registration form there is a space for you to initial giving permission for your child to be transported in either a public transit vehicle or personal vehicle if there is a real emergency. Please note that car seats may not be available for all children but the need to evacuate will over-ride this requirement. Emergency evacuation is the only time this type of transport will ever be implemented.

### **Field trip policy**

Field trips are an exciting experience for children. They create an opportunity to connect with the broader community and explore the world outside of their program with their friends and care providers. Field trips occur when staffing levels, ages of children and the ability to safely travel to and from the event all line up. We encourage parents to actively participate in our field trips and welcome parents to accompany their child. *Please note that a field trip is different than a neighbourhood walk.*

### *Permission slips*

Parents must sign a permission slip prior to their child participating in a field trip. Children cannot participate if the form is not signed. The permission slip will detail:

- Purpose of the trip
- Date of trip
- Departure and return time
- Weather assessments
- Distance to the destination
- Transportation mode
- Facilities available

We try to keep extra costs to a minimum but sometimes there is a small fee attached to a field trip. If this is difficult for you please speak with staff as we may be able to assist with covering the cost.

### *Neighbourhood walks*

As part of programming, we love to explore the local community. If we are simply walking in the close neighbourhood, we do not complete field trip risk assessments. Our staff make sure we identify our planned route, share our whereabouts with CCCS reception, and that we can always be reached by cell phone. There is a spot for you to agree to your child participating in these spontaneous walks on your child's registration form.

### **Missing children policy**

Children's safety is our top priority and while your children are in our care they will never be left alone or unsupervised. Our staff are diligent in knowing where each child is always. We regularly complete head counts and talk with our children about safety.

### **Keeping in touch policy**

Effective communication between you and our staff is important to a successful experience for your child in our program. Here are some ways we stay connected with you:

- ✓ Parent & ECE meetings may happen at a parent's request
- ✓ We are available at drop off and pick up times to briefly chat with you about how your child's day went
- ✓ You are welcome to phone or email your program staff at any time
- ✓ We gather for family get togethers one or twice a year

### **Suspension of care policy**

CCCS may terminate childcare if our policies are not respected, or parents/caregivers behave in a way that frightens or intimidates any participant or staff member in a CCCS program. Foul language and aggressive or threatening behaviour will not be tolerated.

Occasionally we may not be able to adequately meet the needs of a child for a variety of reasons. Staff will attempt to resolve any concerns with a family prior to suspending or terminating services, however some situations may result in childcare services being terminated immediately. Any unused, prepaid fees will be refunded to families who are asked to withdraw their children.

### **Fee policy**

We are honoured and privileged to care for your children and hope that one-day childcare will be free to all families. Until that time, we try to keep our fees as low as possible.

### *Administration and registration fees*

There is an annual \$65.00 administration fee, per child, that must be paid when completing the orientation package and then each following September.

Please pay a one-time only family registration fee of \$150.00 before your child attends our center. This fee secures your child's place in our center and is deducted from the first month fees when your child begins attending. If you do not send your child, the fee is non-refundable.

### *Payment terms*

- Fees must be paid before the month begins and your child attends.

- Children may not attend if fees are not paid
- Fees are averaged over the year and therefore there is no reduction to monthly fees when the center is closed for professional development, holidays, or statutory holidays.
- Fees are due even if you are away, for any reason, such as holiday or illness.
- Children who do not attend regularly may forfeit their place if the program has a wait list.
- We ask parents to pay the full cost of care until their Affordable Child Care Benefit has been approved. Any fees paid in advance, covered by the Affordable Child Care Benefit plan will be refunded once the plan has been shared with us.
- Payment of fees is the sole responsibility of you, the parent.
- There is a \$20.00 fee for non-sufficient funds and a \$20.00 fee for overdue payments.
- Late collection charges of \$15.00 per child, per 15 minutes apply for children who are at our center longer than nine (9) hours or after closing.
- There is an annual \$5.00/family society membership fee which entitles families to one vote on society issues.

#### *Invoice and receipting*

Invoices are sent by e mail, approximately one week before the new month begins. Receipts are emailed directly to you each month on receipt of payment. We do not provide year end receipts. There is a \$25.00 administration fee to provide duplicate receipts.

#### *Fee reduction initiative (FRI)*

Beyond the Bell is eligible to participate in the BC Provincial Government fee reduction initiative which reduces fees payable by parents. Your total amount of fee reduction initiative will show on your invoice.

#### *Affordable Child Care Benefit (ACCB)*

We encourage all families to apply for the BC Governments Affordable Child Care Benefit. You can apply on line at; <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

You can also phone the ACCB office at 1-888-338-6622 option 1.

#### *Payment Methods*

Fees must be paid by electronic transfer directly from your bank. Send the **correct** amount to [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca) Electronic transfers are automatically deposited so there is no need to create a password.

We do not accept cash or cheque payments.

If you have more than one child attending our centres, you are welcome to combine your payment although you will always receive individual invoices and receipts. Please make sure you identify names, programs and amounts in the E transfer memo section.

#### *Refunds*

- Any unused portion of pre-paid fees, outside the required withdrawal notice period, will be refunded at the end of the month.
- If, for any reason, we are unable to operate our childcare program as agreed at the time of invoicing, fees paid for days of no service will be deducted from the following month invoice.

### Withdrawal

You must give us four (4) weeks' notice, in writing to withdraw your child. Without notice fees will be due as normal.

### Our fees

| <b>Beyond The Bell</b>   |                         |                       |            |                       |
|--|-------------------------|-----------------------|------------|-----------------------|
| <b>Age of child</b>  | <b>Attendance</b>       | <b>Fee before FRI</b> | <b>FRI</b> | <b>Parent portion</b> |
| Kindergarten children  | Before and after school | \$ 460.00             | \$260.00   | \$ 200.00             |
| Grade 1 plus   | Before and after school | \$ 460.00             | \$115.00   | \$ 345.00             |
| Kindergarten children  | Summer holiday, closure | \$ 850.00             | \$260.00   | \$ 590.00             |
| Grade 1 plus   | Summer holiday, closure | \$ 850.00             | \$115.00   | \$ 735.00             |
| <b>Additional fees</b>   |                         |                       |            |                       |
| *Professional development days cost an additional \$19.50/day*           |                         |                       |            |                       |
| *Spring break costs an additional \$97.50/week*                          |                         |                       |            |                       |
| *Annual \$5.00 family society membership fee*                            |                         |                       |            |                       |
| *Annual \$65.00 administration fee per child*                            |                         |                       |            |                       |
| *\$150.00 deposit, non-refundable if child does not attend as agreed*    |                         |                       |            |                       |
| *Late collection fee: \$15.00 per child for every portion of 15 minutes* |                         |                       |            |                       |

Winter & spring and summer camps must be prebooked as spaces are limited to 12. Additional charges apply and will be added to invoices the preceding month and must be paid to reserve a child's space.

### Complaints or compliments policy

If there is something you would like to share with us, we encourage you to do so. You will never have services restricted because you have a question or worry. You can:

- speak with the staff at the center
- speak with the Executive Director
- fill in the form in this handbook and drop it off at the CCCS office or email it to [sbutcher@tru.ca](mailto:sbutcher@tru.ca)

If you complete the form due to a concern, and submit it to the Executive Director, she will be in touch with you within ten working days to address your worry. If your concerns are not addressed in a way that you are satisfied with you may withdraw your child immediately, there is no need to provide four weeks' notice. Any fees you have prepaid will be refunded immediately. The situation will be investigated by the Executive Director. If a resolution cannot be achieved a board representative will be in touch with you.

If you have good news to share about your experience, we would love to hear that too.

### Family check list

To help your child have the best experience possible, please take a minute to go through this check list and make sure your child's backpack has all their belongings in it.

- A nutritious lunch and snack, no candy, pop, or juice (Beyond the Bell only, full day of care)
- Inside shoes or slippers
- One full change of clothing including underwear, socks and shoes
- Water bottle

- Appropriate outdoor clothing

## Emergency Procedures

Facility; **Beyond the Bell.** 1580 Summit Drive. Kamloops. BC V2E 1G5  
Telephone; 250-318-6065 (program) or 250-828-5160 (administration)  
Email; [beyondthebell@tru.ca](mailto:beyondthebell@tru.ca) or [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca)

### Building Evacuation

*At the sound of the smoke alarm or on being alerted to an emergency situation requiring evacuation, program staff will:*

1. quickly and calmly help the children line up by the nearest exit ensuring all children are accounted for.
2. make a quick assessment of the situation.
3. evaluate the evacuation route to ensure a safe and clear evacuation.
4. assemble children in pairs with an adult in front and one at the rear of the children.
5. take the emergency backpack, attendance record, any medication and grab and go kit.
6. leave the building through the closest, safe exit.
7. escort the children to the assembly point at the top of the hill by the seven eleven.
8. take attendance, accounting for all children, volunteers, and other staff.
9. call 911 and state the nature of the emergency.
10. evaluate the situation with the help of first responders (police, fire, and ambulance) prior to re-entry.
11. will keep parents informed by group email.

### Site evacuation

*If further evacuation is required or re-entry to the facility is impossible the Manager or designate will:*

12. determine which host facility will be most appropriate based on situation, hazard, and weather.
13. contact the host facility with estimated time of arrival and number of staff and children (a staff member may be sent ahead to determine the route and facility are safe).
14. secure the childcare building, shutting off utilities if possible and put out signs for parents.
15. staff will transport children and emergency supplies to re-location site, either on foot or in vehicles invoking the emergency transportation policy.
16. take attendance on arrival.
17. program staff will notify families of evacuation by group email and provide re-location information.
18. stay with and support children until they are reunited with family.
19. if the city of Kamloops requires evacuation, the program staff and children will follow the direction provided by the City of Kamloops; Tel 250-828-3461

Host facilities are:

**Between Friends  
Out of School Care**  
1565 Summit Drive  
Kamloops  
BC, V2C 0C8  
Tel: 250-828-0038

**TRU Student Union  
Building**  
1055 University Drive  
Kamloops  
BC, V2C 0C8  
Tel: 250-828-5289

**Children's Therapy & Family  
Resource Center**  
801 McGill Road  
Kamloops  
BC, V2C 6R1  
Tel: 250-371-4100

*\*The Manager will contact Cariboo Child Care Society main office for support\**

### Shelter in place procedure

#### *Staff will:*

20. gather all children in to the room with the least windows and doors, or most intact.
21. place all emergency supplies in the room where they are sheltering.
22. close and lock all doors, windows and vents.
23. close off non-essential rooms and storage areas.
24. seal gaps around windows, doors and vents with duct tape and plastic sheeting
25. place a damp towel or blanket at the bottom of door openings.
26. exit the building only when an all clear has been issued.
27. keep parents informed by group email.

### Lockdown Procedure

#### *Staff will:*

28. immediately lock all external doors and windows.
29. call 911 as soon as possible.
30. communicate with staff to initiate lockdown procedures by stating 'lockdown'.
31. alert CCCS executive director and/or administration.
32. gather all children and staff inside the laundry room.
33. if possible close kitchen access and room divider.
34. keep everyone away from doors and windows – choose an inner wall to sit against.  
Turn phones on to silent.
35. close, lock and barricade shelter room door if possible.
36. speak as calmly as possible around the children. Provide quiet activities to help keep children focused and quiet.
37. remain indoors until receipt of further instruction from emergency personnel that it is safe to exit.

### Evacuation Alert Designation by the City of Kamloops (community fire or flood)

*If an Evacuation Alert Designation is issued by the city of Kamloops for our immediate neighborhood:*

38. Cariboo administration will immediately send a group email to all families to collect their children.
39. staff will immediately attempt to contact all parents or emergency contacts by phone to collect their child.
40. children will remain inside our building and safe.
41. Once all children have been collected the program will be closed.
42. If the evacuation alert occurs during hours when our program is not operational, our facility will not open the next day.
43. The center will re-open once the order has officially been rescinded by the city of Kamloops; families will be notified by a group email from the Cariboo administration team.
44. If the 'evacuation alert' changes to an 'evacuation order' we will follow the directions of the City of Kamloops, see point 19. The program will remain closed until further notice.

