

Cariboo Child Care Society

Cariboo Child Care Program Handbook

Revised November 2024



Dear Parents and Care Givers,

Welcome to Cariboo Child Care Society.

We look forward to working with you to provide quality care for your child. This Family 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 centres 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, occupied lands of the Tk'emlups te Secwepemc within the Secwepemc'uluw, the traditional territory of the Secwepemc People. It is with honor that we acknowledge the people of this Nation, and all First Nation, Inuit, and Metis Peoples.

We are proud to work in partnership with Thompson Rivers University and are thankful for their ongoing, generous support.

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 centre 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 one-hundred and eleven (111) spaces for children aged eight (8) weeks to five (5) years. In August 2021 we added a school age program called Beyond the Bell with capacity to care for twenty-four (24) children; we are the licensee for a total of one-hundred and thirty-five (135) 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 recognise 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.

Community Partners with Thompson Rivers University.

As you can see, Thompson Rivers University (formerly The College of the Cariboo) has been a significant partner in our journey. In fact, it is true to say that without them we may not be in existence; the society was started by two female faculty members. From the very beginning the focus of creating childcare on campus was primarily to support students by achieving an enrollment rate of at least 70% capacity with children of students. Secondly faculty or staff may access places and finally, whenever possible, community members. TRU has provided a beautiful space for us to facilitate our programs and supported operations by providing utility and technology infrastructure. Their generosity has allowed us to keep childcare fees as low as possible making childcare extremely accessible while simultaneously supporting our staff to continue with ongoing professional development.

Most recently Thompson Rivers University developed a new centre for the Early Childhood Education department and simultaneously completed a massive centre relocation and upgrade project for us, CCCS. We share our new home with the ECE staff and students in a brand-new facility. Over the years we have been able to facilitate countless practicum placements where ECE students practise alongside our staff. This has truly created an environment where we continue to learn and remain current with modern child development theories and practises. CCCS has benefitted from the large number of excellent ECE graduates from TRU. Many of whom are now employed with us and share their knowledge and skills with students in the program today.

In line with TRU and CCCS being environmentally aware, our centre was created using a repurposed and modernised building, space that has a reduced carbon footprint and is operated

on sustainable practice. We recycle, compost, and use as little plastic as possible; most of our furniture is wooden and made in Canada.

Mission.

It is the mission of Cariboo Child Care Society to provide exceptional care for children and families in a safe and healthy learning environment.

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.

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 centres:

Cariboo Child Care is located at 1274B McGill Road, Kamloops, V2C 0C8. The building is open Monday through Friday 8.00 a.m. to 5.00 p.m.

- Group care under 36 months, 36 places. Our rooms are divided into three groups:
 - Seedlings (infant, under 18 months), 12 places.
 - Marigolds (infant/toddler), 12 places.
 - Poppies (toddler, 19 months plus), 12 places.
- Group care 30 months plus, 75 places and three groups:
 - Sage, 25 places.
 - Juniper, 25 places.
 - Willow, 25 places.

Beyond the Bell is located at 1580 Summit Drive, Kamloops, V2E 1G5. Care is provided to children attending Sahali Elementary School only. We are open before school, from 7.15 a.m. to the start of school and after school until 5.30 p.m. each day that school is in session. Our hours on non instructional days and during school holidays are 8 a.m. to 5 p.m.

- Group care school age, 24 places

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.

Contact us.

Cariboo Child Care Society, general inquiries

- Main office 250-828-5160 caribooadmin@tru.ca
- Executive Director 250-371-5783 sbutcher@tru.ca

Cariboo Child Care

You can contact your child's program directly by phoning or emailing:

- Willow Room 778-471-8686 willows@tru.ca
- Juniper Room 778-471-8685 juniper@tru.ca
- Sage Room 778-471-8684 sage@tru.ca
- Poppies Room 778-471-8683 poppies@tru.ca
- Marigolds Room 778-471-8682 marigolds@tru.ca
- Seedlings Room 778-471-8681 seedlings@tru.ca

Beyond the Bell

- Program phone 250-318-6065 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, some have their post basic Infant and Toddler and Special Needs certification.

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.

As a practicum site for Thompson Rivers University's Early Childhood Education Program, and other professions, the centre models and maintains best practice childcare philosophies and techniques as outlined in the BC Early Learning Framework.

Expression of interest in care policy.

If you are interested in accessing childcare at Cariboo, you must be an on-campus student at TRU, a TRU faculty or staff member. Please note that priority placing is given to children of TRU students. The demand for childcare is high and expressing an interest in care by adding your

child's name to our wait list 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.

This is how we allocate spaces:

1. Children whose age matches with the available space.
 - a. Siblings of children already enrolled if their parent is still a TRU student.
 - b. Children of TRU students.
 - c. Children of TRU staff and faculty.

Parents enrolling their children as a TRU campus student must provide proof of their student status with a letter of acceptance from TRU or their class schedule, showing an expected graduation date. TRU faculty or staff must provide their TRU email address.

When a space becomes available there are multiple factors that shape our decisions as to which child will be matched with the space, such as: age of the child, room for the child to move through all our programs, the number of children attending who are children of students, and when the child was added to our wait list, amongst other things.

Ultimately, the Executive Director controls the wait list in the best interest of the society.

When your child is potentially matched with an upcoming available space, we will reach out to you by email and invite you to visit our center with your child. The email will contain a respond by date. If we do not hear from you by that date, we move on to the next matched child and your child's name is deleted from our wait list.

During your visit will have an opportunity to hear all about our program and share your own expectations of childcare. If we are a good, compatible match, you will be offered a childcare space by email later in the week.

Please note that attending the visit does not guarantee your child will be awarded a space or that you must accept the space if it is offered to you. Families may remain on the list for a later date if they prefer. We try to provide families with at least two months notice of an opening.

Scheduling policy.

The number of childcare spaces available in each of our care programs is limited according to the size of the facility, staff availability and age of the children.

When you send your child to one of our programs you are guaranteed a full-time space which means you can send your child to the center any day that we are open but have the autonomy to keep your child at home for the day when you choose. We do not offer part time places.

Registration and orientation policy.

Leaving your child for the first time in a childcare center can be an emotional experience for you and your child. We ask you to visit with us for one or two orientation sessions 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.

Before your orientation session you will be emailed a registration form and a program agreement. Please complete the forms electronically and return them by email.

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

- ✓ completed program agreement.
- ✓ completed registration form.
- ✓ Proof of TRU status.
- ✓ Society fee, administration fee and childcare fees.

Before attending for their first full day, we ask you to bring your young child (under three years) at least twice for short periods. Older children may not need as many visits. We encourage you to stay for one to two hours per visit. You may be able to leave your child for a short while if staffing to children ratios allow. Your child's senior educator will coordinate these visits with you.

Once your child's place is active you may choose to complete a gradual entry where you leave your child for longer periods each day. You will discuss this with your child's educator to work out the best schedule for you and for the program.

Some children jump right into childcare and may not need much of a transition at all, others take longer. We are guided by your child's comfort levels and will work with you to help your child settle happily. Occasionally our programs may not be able to fully meet the needs of a child. We allow for a four-week transition period into the daycare or between rooms. If we cannot resolve any care issues services may be terminated.

Please note that there must always be an emergency contact listed on your child's registration form who is available to collect your child at short notice, within half an hour of Cariboo reaching out to them.

Orientating to the next age group program

As children age, we plan for their transition into the next age group program. We ask that you are the key facilitators of this transition and take your child to visit with the new group of staff, review your child's registration forms and share information about your child with their new team of carers. You will have opportunity to ask questions of your child's new team and familiarize yourself with the daily routine and any changing expectations. We know that if parents are comfortable with their child's educators, children are far more likely to find the transition easier.

Senior educators will reach out to you and include you in the planning process at an early stage, so the transition feels controlled and positive.

Children may participate in several play opportunities in their new space before their transition. Staff will keep you informed of any visits so you can chat with your child about their experience.

Family Involvement

The more involved you are with the centre the happier your child is likely to be, you will know more about what your child is doing and more about the staff and program. You will also get to meet other parents!

Here are some ways we invite you to be involved:

- Join us for a field trip.
- Share a skill or talent that you have with us.
- Visit with us and read a story / build or repair furniture /work in the yard.
- Become a board member.

Drop off and collection policy.

Supporting your child at drop off and collection.

Drop off and collection at a childcare program are very important times of the day for a child. A positive drop off sets up a good feeling for the rest of the day. Planning and preparation really help children cope through the transition of parting from you and entering daycare. These are our suggestions to reduce anxiety and help your child feel settled and ready for their day:

- Allow between five and fifteen minutes to drop your child off.
- Do not use your cell phone in the program—your child needs your full attention.
- Encourage your child to walk into the program rather than be carried (age appropriately of course). Take time to help your child remove their coat and shoes. Allowing your child to be in control of these entry activities is empowering.
- Greet other children, parents, and staff; show your child that you are happy to be with us.
- Let staff know if there is anything that may impact your child's day such as having had a sleepless night, no breakfast, friends arriving later etc.
- Help your child to choose an activity, then engage with them while they settle with it.
- Prepare your child for your leaving, say to them, "Two more minutes and I am going to school/work/home." Remind your child when you will be back, or who will be there to collect them and let them know what you are looking forward to when you see them again at the end of the day. These steps help your child mentally prepare for you to leave but also gives them a reconnection focus for the end of the day.
- ALWAYS say goodbye - never sneak away when your child is playing. This creates anxiety and breaks trust. If your child becomes upset, staff will be there to comfort and reassure them. When you have said goodbye – leave! Prolonging the separation, going back for one more cuddle, one more kiss, one more 'quick' story may cause more distress as you are responding to your child's anxiety.
- If you would like staff to let you know your child has settled, please ask us.

Do not forget too, that sometimes crying is age appropriate and reflects a secure attachment between a parent and child, especially around the ages of 10-15 months. Crying at any age is a form of communication and we never dismiss a child's feelings. We want our children to be happy and feel safe in their program; staff are very responsive to children's emotions.

We know that it can be very difficult to hand the care of your child to another person. Our staff are always available to support parents and children through this time. Helping us understand the cause of the distress is very important and we are thankful to parents who let us know of any at home situations that may be impacting their child's emotional health. If you are aware of something in the program that is causing your child to worry and be upset, please let us know. You will never offend us, and we will gladly make changes that support your child to have a positive experience with us.

We do not facilitate drop off between the hours of 11:30 a.m. and 2:30 p.m. as children arriving at that time do not have the opportunity to play and become settled in the program before quiet time or rest begins. If there are special circumstances that require these hours for drop off, please speak with staff and we will do our best to accommodate your request, if possible.

Collection of your child is as important, and can be as challenging, as drop off, particularly from a full day childcare program. Children are often busy and engaged in an activity when you arrive. Some of the things that we do to prepare children for the transition home are:

- Remind children that soon you will be here (or whoever will be collecting them)
- Talk about what your child will do when they see you.
- Talk about what your child will do with you when you get home.
- Talk about our day in the program.

- Reduce the number of toys available to play with.
- Talk about what we will do tomorrow/the next day they come to the program.

Some of the things you can do to support your child through the transition from care to home are:

- When you arrive, get down and greet your child at their level, open your arms offering a hug. Allow your child to keep their feet on the floor so they feel in control of their environment and body.
- Give your full attention to your child. Ask about their day, look at what they show you, listen to what they say. Let them know how important they are to you – do not be distracted by your cell phone or other children/parents or staff.
- Give your child clear directions and prepare them for the transition out of the program. Say, "Two more minutes and we are going home," rather than, "Would you like to go home?" When the two minutes is up, be clear and say, "OK, time to go!"
- Allow enough time to let your child put on their coat and shoes, so leaving is not rushed or chaotic.
- If you wish to speak with staff to discuss your child's day in more detail, arrive a little early as greeting your child is more important and should take place first. If you would like a more private meeting, please ask and we can arrange this.
- Encourage your child to be independent, they're often proud to collect and carry their own belongings but be prepared to step into the role of parent as children are often tired and simple tasks may be overwhelming at the end of a day.

You are welcome to phone us as often as you like to see how your child has settled, and please, rest assured, if your child is upset for more than a few minutes, we will be in contact with you. Remember though, if we are busy with the children, we may not be able to answer the phone but will call you back as soon as possible.

Please remember that you must take home your child's water bottle to sanitize it and any wet/soiled belongings each day. Please make sure to return them the following morning.

Parking

Parking at our centres is limited but available to parents free of charge for up to fifteen (15) minutes, longer for orientation purposes. Please do NOT ever leave your engines idling.

Signing in and out

When you arrive at the centre, please write the time you drop your child off. By signing your child into our centre, you are confirming that your child is well enough to participate in all activities during the day. Children may only attend if they are fit and healthy.

When you collect your child, please write the time that you leave the center.

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.

Children attending Beyond the Bell will be signed in by their educator and out by their parent.

Late arrivals

Please notify us if you will be arriving after 9.30 a.m. After 9.30 a.m. staff may leave the centre 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. You do not need to notify us if your child will be absent, only if you intend to arrive after 9.30 a.m.

Safe release of children to other adults

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.

Please let us know if a sibling or friend who is younger than 18 years will collect your child. You must also send an email stating that you agree to our staff releasing your child to a minor.

Blending programs

During the first and last half hour of each day staff may blend with other programs if the highest staff to child ratio is maintained.

Please note that if, after 4.30 p.m., tidy up and room preparation is not complete for the following day, staff will focus on these tasks. If your child is still present, they will be encouraged to participate in these activities.

We often experience low attendance during school holidays. At this time, we may chat with parents, so staff can mix our same age groups to create positive childcare experiences.

Late collection

We ask that families are respectful of our opening and closing times.

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 RCMP and Ministry of Children and Family Development to ensure everyone's safety. We then follow their directions on providing care for your child.

Families who are late to collect their child must pay a late fee of \$15.00 per child, per any portion of fifteen minutes used. Families will receive an invoice detailing the late collection and fee the following business day. Late collection invoices must be paid by the end of the week they are received.

Repeat late collections will result in a verbal notice, written warning and finally termination of care.

Absenteeism

We appreciate you letting us know when your child has a planned absence for any reason longer than one day. There is no need to notify us if you decide to keep your child at home for the day. We assume that if you have not arrived by 9.30 a.m. you will not be attending. Please let us know if you plan to arrive later than 9.30 a.m.

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.

Our play-based curriculum policy

Our children and staff play outside every day in ALL weather. Please make sure your child has the appropriate clothing to support a positive outdoor experience. We are not able to keep children inside because of inclement weather.

At Cariboo Child Care Society we know children learn best when they are interested, engaged in the process, and feel valued. To ensure we create an environment rich in learning opportunities our educators consider the way their rooms and outdoor spaces are designed and set up. Each area is presented in a way that invites children to play, while leaving room for imagination, exploration, further investigation, and individual creativity.

We are aware that children have varied interests, one size does not fit all. It is our job to make sure that each child is stimulated, heard, valued, and encouraged.

Promoting growth in skill development requires educators to lean into topics children explore through play. Staff watch, prompt, listen, learn, extend, and introduce ideas to children at a level the child is receptive to. All the while through play, either by themselves, with peers or an adult, children are learning.

Through play children develop skills that are critical to their future success. They learn how to negotiate, organise, manipulate, create, imagine, interact, pretend, explore, and make sense of the world around them. We believe the holistic development of a child, incorporating socioemotional, cognitive, communicative, adaptive, and physical skills, is a very solid foundation for all future learning.

We trust our children to take risks and know when they reached their limits. Our staff are ready with calm guidance and words of acknowledgment of effort rather than praise. From any point in our centres staff can see the children in their care and we practice active supervision.

Child-led learning includes responding to natural body rhythms. Our young children sleep when they are tired, eat when they are hungry and play as they need. As the children age our daily schedule becomes a little more defined but regardless, we are very in tune with children and responsive to the individual needs.

Care and supervision of children

Cariboo Child Care Society recognises the knowledge that early childhood experiences are critical to a child's health and well-being. We consider ourselves fortunate to be in the position of offering childcare to our local community and are committed providing quality care. Expectations on staff to deliver a professional and caring service to our children is very high.

We are fortunate to have a dedicated team of childcare providers committed to working at Cariboo. We hope that we will retain staff for a long period of time, allowing us to provide continuity of care for the children. In order to encourage staff to remain with us and provide excellent quality of care we:

- allow staff time to plan programs and prepare when they are not responsible for caring for the children.
- provide opportunities for training and professional development.
- provide frequent supervision.
- are flexible in our working hours allowing staff to support their own families.
- provide areas where staff can meet with parents and other professionals when necessary.
- are thorough at our interview and selection process.
- are proactive in providing extra support should it be required.

Our program contains a considerable variety of toys and activities that meet the needs of children aged birth through six years. Staff are qualified Early Childhood Educators and tailor care to meet individual needs recognising that children meet their developmental milestones at different times. Any necessary adaptations will be made so each child feels valued and confident.

Staffing ratios for field trips are a minimum of two adults to group of children. Children requiring extra support through the Supported Child Development program are accompanied by their support worker who is not included in staff to child ratios.

Staff practice active and positive supervision while always maintaining a constant line of vision with the children. Our indoor and outdoor areas have been designed to provide an interesting and educational safe play environment where children are able to move freely between activities with minimal hazards.

Active play

Children need to move their bodies and explore their environment, and we encourage and support this skill. We know that the opposite skills of sitting, and listening are closely linked with free, large body movements such as running and jumping. One without the other creates an imbalance resulting in frustration. Our play-based curriculum incorporates large periods of active play.

Please note that requests to keep children inside during outdoor play time cannot be accommodated – your child must be well enough to participate in all activities at our program.

Weather

Our children and staff play outside every day in ALL weather. Please make sure your child has the appropriate clothing to support a positive outdoor experience. We are not able to keep children inside because of inclement weather.

Staff are mindful of extreme weather conditions such as air quality, access to shade or shelter and children's ages and abilities when planning outside play. Times outside are adjusted according to all these factors.

Screen time

Children in our programs are not exposed to any type of screen activity.

Clothing

Children should come dressed in clean, comfortable, seasonally appropriate clothing, for both in and outdoor activities.

Natural curiosity and motivation to learn means our children frequently delve into messy projects. Please make sure your child wears clothing that supports this type of learning. Concern for keeping clothing clean can increase anxiety and hinder creativity and learning.

Every child should bring at least one spare set of clothing, even children who are not expected to have toileting accidents. Please check your child's backpack daily and remove wet or soiled clothing and replace it with fresh items.

We have a limited supply of spare clothes if you forget. If your child uses some childcare clothing, please launder, and return it as soon as possible.

Guiding children's behaviour policy.

Staff are considerate in their approach to guiding children's behaviour and never use discipline that is humiliating, isolating or physical in nature.

We recognise that behaviour is a form of communication. Understanding behaviour often decreases anxiety and reduces challenging behaviours. Staff always model calm and kind behaviours, label emotions and provide children a safe space to express themselves.

In short, we

- ✓ Provide clear rules and expectations.
- ✓ Model appropriate behaviour and empathy.
- ✓ Use language that states behaviours we want to see.
- ✓ Support emotional regulation.
- ✓ Recognise big feelings are a normal part of development.
- ✓ Provide choices.
- ✓ Provide time for reflection when appropriate.
- ✓ Encourage respectful communication.

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.

Communication

We ask that families are honest with us and share information about their home setting. Often what children see and hear at home influences their experience in childcare. If we have knowledge about your child's experiences, we will be in a much better able to understand and support your child. For instance, a child whose parents separate may have anxiety and be tearful, a child who did not sleep well the previous night may be tired, grumpy, and even unwell, a child whose parent starts a new job may wonder where their parent is going and fret, a child who welcomes a new baby may also show anger and aggression as well as pleasure. When our staff are aware of what is happening for a child, we observe and provide proactive care rather than reactive care, this is a far happier and more positive experience for a child.

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.

Inclusion policy

Cariboo Child Care Society actively promotes inclusive practice to best meet the needs of the children and families at our centers. All children are welcome to attend our centers regardless of their ability, need, background, culture, religion, gender, or economic circumstances. Through inclusive practice, we aim to reflect the wider community and promote positive attitudes to both similarities and differences in each other. The curriculum, activities, books, material, and environment are used to reflect the diversity of all children, families, and the wider community. When necessary, we will provide modifications and adaptations to help all children achieve success in our program. We believe that inclusive practises are tailored to suit each individual child and may therefore look different for every child and family.

Parents know their children better than anyone and have a complete understanding of the child's history and family situation and will continue to be involved in the care of their child long after they have left our programs. Our staff look to you, the family, for the in-depth knowledge only you can bring to the table regarding your child. Our staff work to support families:

- in understanding their child's growth and development.
- by providing resources and information.
- by engaging families to make informed choices.
- by working with and advocating for families.
- by encouraging the community to support all children, youth, and families.

When a child is identified as potentially needing additional supports we work with families and professionals to design a care plan that recognises the child's strengths and challenges, current stage of development and specific needs, including the needs of the whole family. The care plan identifies strategies to support the child's inclusive and individual experience, ensuring continuity of care and a positive, inclusive experience in our center.

Some of the ways we ensure our programs are inclusive:

- ✓ All staff understand and agree to support inclusive practices providing quality programming.
- ✓ Fair does not always mean every child receives the same.
- ✓ All staff attend training on inclusive programming whenever possible.
- ✓ Every child is an individual, unique person, and brings value to our programs.
- ✓ As soon as a child is identified as having extra needs a care plan is created in partnership with parents, program staff and other service providers that supports inclusive practise.
- ✓ 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 additional needs may require extra support when transitioning to a new age group or program within our centers.

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

- ✓ Families are involved in the decision-making 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.
- ✓ 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 termination.

Food and drink policy

At Cariboo Child Care we are thankful for funding from BC Gaming that supports our meal program so we can provide all the food children need with no cost to families. Our cook serves the children with a fresh morning and afternoon snack and a delicious lunch – a vegetarian option is available if required. We are guided by the Canada Healthy Food Guide to help us make sure

children get their daily nutritional needs met. We do not serve any foods with high content of trans fats, sodium, sugar or nitrates.

If your child has dietary needs outside of eating vegetarian or meat-based meals, you must provide all your child's food from home. Food must be sent in ready to serve containers. We suggest families use an insulated lunch kit and add ice packs to keep food at the correct temperature. Families must choose to either take part in the food program or provide all their child's food as we are unable to serve children a mix of food provided from home and daycare.

Menus are posted in each room every week for family information. Any adjustments will be documented by staff on the menu.

We want mealtimes to be a sociable and happy experience. We feel it is important to let children control their experience within safe and predictable guidelines so we:

- Allow children to decide if they are hungry and would like to eat.
- Allow children to decide how much they will eat and in what order.
- Make sure children can rest their feet on the floor when sitting at the table.
- Encourage children to help each other.
- Promote participation in clean up after eating.

Parents are expected to bring a sanitized water bottle with fresh water in to and from daycare each day. We will refill the water bottle if necessary. Please note that we do not wash or sanitize water bottles, this is a family responsibility.

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 a plan that supports us to keep your child safe. This plan must be returned before your child begins and will be posted in the child's room so that all staff are aware of the plan and any actions to be taken. Your child's safety is our top priority.

Cariboo supports a mother's right to breastfeed her children and parents are welcome to visits and feed their baby whenever they wish. Measures taken to support breastfeeding include:

- Proper handling and storage of bottled breast milk.
- Providing a comfortable space for mothers to breastfeed.
- Being responsive to infants needs and communicating with parents

Staff are very happy to find time to sit with an infant and snuggle while feeding them a bottle, parents are also very welcome to join us through the day if they wish to feed their baby themselves. For staff to safely feed babies formula parents must:

- Bring all bottles with pre made formula to the child care program
- Label the bottles with your baby's name, staff will store bottles in the refrigerator
- Only fill the bottles with the amount of formula your child usually drinks. Once the bottle has been heated any formula the infant does not drink will be thrown away after half an hour or less of being at room temperature.

Celebrations policy.

At Cariboo Child Care Society we appreciate that every family puts their own individual emphasis on celebratory days. When you bring your child to our center our efforts are focused at making their day as predictable and 'normal' as possible. In our experience it is much better for your child

to have a steady and routine experience with us, and celebrate with you, in the style your family chooses.

Some of the ways we keep our program and routine grounded for our children is to not bring attention to celebratory days such as mothers or fathers' day. We do not decorate our centre at Halloween or Christmas and do not pre-make gifts or cards for children to present to you. However, in line with our child led curriculum, we are very willing to support children who choose to explore these occasions as part of their natural curiosity of the world around them.

We encourage you to share with us about your culture and special occasions so that we are aware of topics your child may talk about.

We are always glad to wish your child a happy birthday but do not celebrate by sharing food or gifts. Parents who choose to hold a party for their child and invite friends from daycare may place invites in guests cubbies. Please do not ask our staff to give out invitations, or to provide children's/parent's names, phone numbers and emails. Staff do not share private information with anyone.

Unfortunately we cannot serve any food that is made at home or in an unlicensed kitchen to our children.

Gift policy.

Cariboo Child Care Society staff strive to provide professional and equitable care for all children. Part of this process is to demonstrate warm, responsive care for every child and family who attends our center. Our staff do this by working together as a team where no one person is more important than another, or instrumental in a child's daily experience.

To support our staff in this collaborative approach we ask that families do not give educators gifts. When staff receive gifts from families, it distorts the value of care by inadvertently putting pressure on other children, families and staff in the center.

We recognize that gift giving may have strong cultural connections for some families while other families may simply enjoy giving a gift as a token of appreciation. To facilitate this experience, we welcome home made cards, letters or child drawn pictures that can either be handed to individual staff or placed on our notice board in the entry way.

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 practise 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, diapering, 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 an older sibling, or friend, who attends school.

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.
- Sore throat (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, green runny nose, any combination.
- Loss of appetite.
- Just not feeling well – low energy, tearful, unable to participate in the program.

To return to our centers, 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.
- **Communicable diseases** families must comply with guidelines in the BC Ministry of Health 'A Quick Guide to Communicable Diseases' booklet.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/diseaseguide.pdf>

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 centre. 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.

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. Parents must have an available adult to collect their child within half an hour of being contacted.

Covid

The management of COVID in the community is now 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 well enough to participate in all activities.

Medication

If your child needs medicine through the day, please fill in a 'medication' form. Remember though, your child must be well enough to participate in the general activities of the program.

We can only administer medicine that:

1. has been issued by a general practitioner / 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 complete directions for administration.

We cannot give children vitamin tablets or any other type of over-the-counter 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.

Diapering policy.

Feeling comfortable is a priority and staff will make sure that children remain clean and dry to promote healthy skin and comfort. Diapers will be changed at least after morning snack, lunch, afternoon snack and at any other time as necessary. Staff try to make diapering a positive experience for your child by connecting in a warm and friendly way by incorporating play and language throughout the diaper change.

Children do NOT need to be out of diapers to attend any of our programs.

Parents, you must provide:

- Enough diapers for your child every day, at least five.
- Wet wipes.
- Two 'wet bags' if using cloth diapers.
- Diaper cream if it is needed.
- Spare clothing in case of leakage.

Preparing children for a diaper change

Staff let children know that soon their diaper will be changed by saying, "Five more minutes and then time for a clean diaper," and/or showing your child a diaper. Staff never comment negatively or make fun of children due to smells or messes associated with soiled diapers. Children are encouraged to move to the diaper changing area by themselves, so they are more included and less resistant to the process. We never leave your child alone on the change table and always keep a hand on your child. Staff wear vinyl gloves for diaper changing, this does not replace the need for thorough hand washing procedures.

Children who are old enough and prefer to stand during a diaper change can.

We support children to wash their hands after every diaper change.

If families use washable diapers, we ask you to bring a double lined waterproof bag that we can put used diapers in. This bag in turn must be placed inside another water proof bag. Please note that we do not rinse or wash the diapers, and they go into the bag as they come off your child, without disturbing the contents.

Toilet training

We are very happy to work with you to support your child through potty training. We ask that you always let us know when you begin training, especially when you first send your child in underwear. There is a short form for you to fill out which give us lots of information about how you have been approaching the experience so we can continue to use the same strategies (please note that we cannot use food/candy as a reward).

Please also send three changes of clothing and a large waterproof bag to store soiled clothing in. You must check your child's backpack daily for wet or soiled items.

During potty training it is natural that children will, on occasion, not get to the toilet on time. We are happy to change children and support them through this learning process. However, if a child has multiple accidents during the day or runs out of spare clothing we will put on a diaper/pull up for hygiene purposes and reassess their readiness with you. During the training process we ask that children always wear either underwear or a pull up/diaper as this helps us keep our environment sanitary for all the children in attendance.

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 policy.

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 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 practise 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 and coats when we practise a drill. Children should always wear indoor shoes. Our emergency procedures are displayed in each room, 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 override 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 childcare 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. If a child goes missing, after quickly searching the immediate area, staff will contact the RCMP for assistance.

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.

Photograph policy.

We like to take photos of your child occasionally to document their experiences with us and share them with you. On the registration form there are three options to choose from:

1. No photographs (a camera will not be placed in front of your child, ever)
2. Photographs may be taken and will be used in the center and by ECE practicum students.
3. Photographs may be used for any Cariboo Child Care Society purpose.

If you would like us to email photographs of your child to you, please choose option 3. Photos may have images of other children, whose parents have also chosen option 3, playing with or near your child.

We ask that you respect everyone's privacy and do not share any images of children, other than your own child, on any social media platform such as Facebook, Twitter, Instagram, Tik Tok or blogs, discussion forums or You Tube etc.

Visitors to our center may not photograph or upload digital images of any child other than their own child.

Leaving Cariboo Child Care Society.

We hope that when your child leaves one of our childcare programs it will be for happy reasons, such as going to preschool, kindergarten or even on to high school, and that they will feel confident and ready for their next steps. Whatever the reason, we are here to support both you and your child through the process; we know that leaving can be as daunting as starting something new. Understanding the steps involved with change really help children process what is happening to them.

To support children with the process we talk about memories, read books, chat about up coming changes and of course, on the last day give hugs and good wishes.

Please provide one calendar month notice to withdraw your child from care. You can easily submit a withdrawal notice form through our website that will go directly to administration.

Suspension of care policy.

CCCS may suspend or 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 reducing, suspending or

terminating services, however some situations may result in childcare services being terminated immediately.

When TRU faculty or staff leave TRU and students graduate, their enrolled children will continue with us until they graduate from Cariboo Child Care. The family may apply for space for subsequent children not already attending if our community application is open at the time.

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, payable every September. You will pay a pro rated amount if your child joins us part way through the year.

You are required to pay a registration fee of \$150.00 to secure your child's place. This fee is deducted from your first month fees when your child begins attending. If you decide, at a later date, not to send your child, this 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 centre 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.
- Parents must 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.
- Childcare fees are based upon the age of your child, not the room in which they are placed.
- Payment of fees is the sole responsibility of you, the parent.
- Fees must be paid by electronic transfer.
- There is a \$20.00 fee for overdue payments (after the first of each month).
- Late collection charges of \$15.00 per child, per any portion of each 15 minutes apply for children who are at our centre 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.
- Parents at Cariboo who are not students pay a levy of \$25.00/month.

Invoices and receipts.

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

Fee reduction initiative (FRI)

Both our centres are eligible to participate in the BC Provincial Government fee reduction initiative which reduces fees according to the age of each child.

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 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 your child by name in the memo section to help us receipt correctly.

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.

Withdrawing your child from our center

You must give us a full calendar month notice to withdraw your child. Please use the withdrawal form on our website. You can find it on the "Program handbooks, operational dates and forms" tab. Without notice fees are due.

Our fees (September 1, 2024)

Age of child	Fee before FRI	FRI	Parent portion
18 months & under	\$ 1,182.00	\$900.00	\$ 282.00
19 months to 36 months	\$ 1,096.00	\$896.00	\$ 200.00
37 months to kindergarten age	\$ 900.00	\$545.00	\$ 355.00
Additional fees			
Annual \$5.00 family society membership fee			
\$150.00 deposit, non refundable if child does not attend			
Annual \$65.00 administration fee			
Monthly \$25.00 levy per child for all non-TRU students			

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 centre.
- speak with the Executive Director.
- fill in the form in this handbook, drop it off at the CCCS office or email to sbutcher@tru.ca

Complaints submitted to the Executive Director will be responded to within ten working days. If your concerns are not addressed in a manner, you find satisfactory, you may withdraw your child immediately. Any prepaid, unused fees will be refunded. The situation will be investigated by the Executive Director. If a resolution cannot be achieved a board representative will be in touch with you. You may also email your complaint directly to the Cariboo Child Care Society president at CCCSpresident@gmail.com

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 small, light blanket sent home once a week for laundering.
- Inside shoes or slippers.
- At least two full changes of clothing including underwear and socks.
- Diapers, if needed.
- Wet wipes, if needed.
- Water bottle, to be taken home and sanitized daily.
- Appropriate outdoor clothing for the weather.

Children under three years will also need:

- Something to help them rest, like a teddy or soother.
- Any bottles and formula as they will be served to your child.

Cariboo Child Care emergency procedures.

Facility; **Cariboo Child Care Society.** 1274 McGill Road. Kamloops. BC V2C 6N9

Telephone; 250-371-5783 or 250-828-5160

Email; caribooadmin@tru.ca or sbutcher@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. use strollers, cribs or sleds to transport infants and toddlers.
6. take the emergency backpack, attendance record, any medication and grab and go kit.
7. leave the building through the closest, safe exit.
8. escort the children to assembly point 34, at the Cariboo car park entrance.
9. take attendance, accounting for all children, volunteers, and other staff.
10. call 911 and state the nature of the emergency.
11. follow directions to remain in place or move to assembly points 32 or 33.
12. evaluate the situation with the help of first responders (police, fire, and ambulance) prior to re-entry.
13. will keep parents informed by group email.

Site evacuation

If further evacuation is required, the Executive Director or designate will:

14. determine which host facility will be most appropriate based on situation, hazard, and weather.
15. 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).
16. secure the childcare building, shutting off utilities if possible and put out signs for parents.
17. staff will transport children and emergency supplies to re-location site, either on foot or in vehicles invoking the emergency transportation policy.
18. take attendance on arrival.
19. stay with and support children until they are reunited with family members or return to the childcare facility.
20. the Executive director will notify families by group email and provide re-location information. Staff will contact parents by phone when the children are settled and safe.
21. 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:

ECE Department

1274 McGill Road
Kamloops
BC, V2C 0C8
Tel: 250-371-5666

**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 cook will turn off all electrical appliances and provide support to the infant room.*

**The ED will check all unoccupied rooms in the building and close all internal doors.*

**The Program Administrator will go directly to the assembly point and begin a head count, consulting with senior staff.*

Shelter in place procedure

Staff will:

1. gather all children in to the room with the least windows and doors, or most intact.
2. place all emergency supplies in the room where they are sheltering.
3. close and lock all doors, windows and vents.
4. close off non-essential rooms and storage areas.
5. seal gaps around windows, doors and vents with duct tape and plastic sheeting.
6. place a damp towel or blanket at the bottom of door openings.
7. the executive director or designate will contact security to turn off ventilation systems including heat and air conditioning.
8. exit the building only when an all clear has been issued.
9. keep parents informed by group email.

Lockdown Procedure

Staff will:

1. immediately lock all external doors where the intruder has not gained access.
2. call 911 as soon as possible.
3. communicate with staff to initiate lockdown procedures by stating 'lockdown'.
4. alert executive director and administration.
5. close door and place door barricade in position to prevent intruder access to program room.
6. gather all children and staff inside the room where the intruder is not.
7. keep everyone away from doors and windows – choose an inner wall to sit against. Turn phones on to silent.
8. close, lock and barricade shelter room door if possible.
9. speak as calmly as possible around the children. Provide quiet activities to help keep children focused and quiet.
10. 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:

1. Cariboo administration will immediately send a group email to all families to collect their children.
2. staff will immediately attempt to contact all parents or emergency contacts by phone to collect their child.
3. children will remain inside our building and safe.
4. Once all children have been collected the program will be closed.
5. If the evacuation alert occurs during hours when our program is not operational, our facility will not open the next day.
6. 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.
7. If the 'evacuation alert' changes to an 'evacuation order' we will follow the directions of the City of Kamloops, see point 21. The program will remain closed until further notice.

Complaints or compliments form

Your name: _____

Your contact #: _____

Childcare program name: _____

Please share your concern or compliment in as much detail as possible:

Signature: _____

Date: _____ Check if you would like anonymity

Alternatively, you may email the Executive Director at: sbutcher@tru.ca or the Cariboo Child Care Society President at ccsboardpresident@gmail.com