



## Program Handbook

Revised March 9, 2026



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 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 centres we facilitate inclusive, responsive 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 Childcare Daycare Society is located on the traditional, unceded, and shared territory of the Secwépemc people. We are grateful to live, learn, and care for children on this land. In the Secwépemc worldview, children are sacred carriers of culture, knowledge, and the future. At our center, we honour that belief by supporting children's growth through love, play, connection, and community. We raise our hands in thanks to the Secwépemc people and commit to nurturing the next generation with respect and care.

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

Yours truly,

Cariboo Child Care Society staff.

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## **Cariboo Child Care Society – who we are**

Cariboo Child Care Society (CCCS) is a registered charitable non-profit organization that has been incorporated since August 14, 1973. The society was established to develop a high-quality childcare centre to support students, staff, and faculty at the College of the Cariboo, now Thompson Rivers University (TRU), by providing accessible childcare services.

Over the years, the demand for childcare has consistently increased, and CCCS has responded by expanding its range of programs and care options. Cariboo Child Care is the licensee for two child care centers; Cariboo Child Care and Beyond the Bell. The main campus location currently offers 111 spaces for children from eight weeks to five years old. In August 2021, the society introduced Beyond the Bell, a school-age program with the capacity for 24 children, bringing the total licensed capacity across all programs to 135 places.

The Cariboo Child Care Society prioritizes the implementation of programs designed to promote the physical, social, intellectual, and emotional wellbeing of every child. Our team of qualified and experienced educators collaborates closely with families, who are recognised as the primary caregivers and experts regarding their children. Many children begin with CCCS as infants and remain under our care until transitioning to kindergarten; with the addition of before and after school care, some children continue with us for an even longer duration. We are grateful for the opportunity to contribute positively to families' lives and value the strong, lasting relationships we build.

Governance is provided by a volunteer Board of Directors composed of parents whose children are enrolled in our programs, TRU staff and faculty, and members of the wider community. The fiscal year for CCCS runs from July 1 to June 30. The society is not unionized.

Families enrolling in a Cariboo Child Care Society program are required to pay an annual membership fee of \$5.00 per family.

## **Community Partners with Thompson Rivers University**

Thompson Rivers University (formerly The College of the Cariboo) has been a significant partner in our journey to date. In fact, it is true to say that without TRU 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 requires that parents or any individual responsible for a child must ensure that the child:

- is safe,
- receives adequate daily nutrition,
- has appropriate clothing, shelter, and access to health care,
- is not abandoned or neglected,
- is protected from physical abuse and emotional harm.

If there are concerns regarding a child's safety or wellbeing, an adult is required to contact the Ministry of Children and Family Development for advice and guidance.

## **Where and when**

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

Group care under 36 months

- Seedlings, 12 places.
- Marigolds, 12 places.
- Poppies, 12 places.

Group care 30 months plus

- Juniper, 25 places.
- Willow, 25 places.
- Sage, 25 places.

*Beyond the Bell* at 1580 Summit Drive, Kamloops V2E 1G5, serves South Sahali Elementary students only. We open before school at 7:15 a.m. until we drop the children at school at 8.30 a.m. Staff collect the children from

school at 2.49 p.m. and we are open until 5:30 p.m. On non-instructional days and holidays, hours are 8 a.m. to 5 p.m.

- Group care school age, 24 places (kindergarten through grade seven).

All programs are closed for the following statutory holidays,

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

*We are closed for four days after the August statutory holiday and between Christmas to New Year; childcare is unavailable during these times.*

*Please note that December 24 is an early closure day at 2:00 p.m. Prior to this date families will be required to report their childcare needs for the 24<sup>th</sup> so administration can assess expected attendance and support staff vacation requests.*

*For a list of complete operational dates please refer to our website home page calendar.*

## **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)

## **Our staff**

CCCS educators base their daily decisions for children's care and supervision on four core values: belonging, play, respect, and competence.

Children thrive in warm, caring settings with consistent caregivers, promoting healthy attachments and natural development. Our team includes certified Early Childhood Educators and Assistants, some with additional Infant, Toddler, and Special Needs qualifications.

All staff have a clear criminal record, Community Care First Aid certification, and complete annual professional development. Many also hold Food Safe Level 1 and other childcare-related certificates.

The main daycare centre serves as a practicum site for Thompson Rivers University's Early Childhood Education Program and other professions, implementing childcare philosophies and techniques specified in the BC Early Learning Framework.

## **Waitlisting for care policy**

*Cariboo Daycare.* Individuals seeking childcare services at Cariboo Daycare must be either current TRU students or members of TRU faculty or staff. Please be advised that priority placement is accorded to children of TRU students.

*Beyond the Bell.* Families requiring out of school care must be attending South Sa-Hali Elementary School.

### General Information

#### *How to waitlist*

Due to high demand for childcare, being placed on the waitlist does not guarantee a spot or fulfilment of specific family preferences or timelines. To add your child to the waitlist, please visit our website and complete the waitlist application on the home page.

## **Allocating childcare spaces policy**

#### *Shortlisting for a childcare space interview*

When we have an available upcoming space, we review our waitlist for the following criteria:

- Children whose age matches with the available space.
- Program eligibility
  - Parent's TRU status
  - child's elementary school
- Availability of places for the child to move into the next category of care (daycare only).
- Desired start date.
- Siblings of children already enrolled.
- Time spent on the waitlist.
- Ultimately, the Executive Director controls the wait list in the best interest of the society.

After potential matches are identified, families are contacted via email and invited to visit the center with their child for an interview. The invitation includes a specified reply deadline. If there is no response from the family by that date, the application will be removed from consideration. Families may choose to decline a space and remain on the waitlist for future availability.

The interview process allows parents to inquire about the center, its philosophy, and the care provided, while staff will ask questions regarding the child, family expectations, and confirm understanding of the outdoor, play-based curriculum and philosophy. Following the visit, if Cariboo Child Care Society determines it can meet the family's needs, an offer of space will be sent by email later in the week.

Participation in an interview does not guarantee placement, nor does it obligate the family to accept a space if offered.

Families are advised not to withdraw their child from other childcare arrangements until a formal offer of care at a Cariboo center is received.

## **Registration policy**

Families who accept a space must complete the registration process within one week by

- Returning a completed registration form
- Returning a signed parent/caregiver agreement
- Providing proof of their program eligibility
  - TRU status (class schedule/TRU email/admissions letter)
  - South Sa-Hali Elementary school teacher name
- Paying a \$100.00 registration fee that will be deducted from the first month fees. This fee is non refundable if a family accepts a place but does not use it. This fee is invoiced once the registration form is received by administration.

## **Scheduling policy**

We provide full-time care at both our centers. In some cases, reduced hours may be arranged to support a child's participation and success. Parents may choose to keep their child home any day.

### *Beyond the Bell morning care.*

Many of our Beyond the Bell families do not access the before school care program. We kindly ask families to provide as much notice as possible if they would like their child to attend these hours as staffing accommodations must be made. Whenever we can we work with families around last minutes changes in their schedules and appreciate good communication on this topic.

## **Orientation policy**

### *Beyond the Bell*

Families are asked to attend the center together with their child for at least one visit prior to their child starting alone. Parents are responsible for making sure their child's teacher has the correct contact information and is aware their child will be collected by a new adult.

### *Cariboo Daycare, starting and orientating to the next age group.*

Parents are required to participate in at least two one-hour orientation sessions before the initial full session. These sessions allow the child to become familiar with the program and staff and provide an opportunity for staff to learn about the child. In some cases, parents can leave their child in the program but remain nearby, to assess how the child manages in their absence, depending on staffing ratios. Additional visits may be required if helpful for the child's adjustment. During orientation visits questions about transitioning into the program can be addressed with the senior educator.

As children get ready to move into the next age group program, families play a key role in the transition. Parents are encouraged to introduce their child to the new staff, review registration forms, and share important information with carers. They can also ask questions and learn about routines and expectations. Early involvement from senior educators helps ensure a smooth process. Before transitioning, children join several play sessions in their new room, and parents are updated about these visits to discuss them with their child.

A child's placement in the center becomes active on the first business day of the month in which fees are paid. Childcare hours typically begin shorter and may increase as the child becomes more comfortable, in consultation with the senior educator prior to starting daycare.

### General information for both programs

#### *Sharing information.*

Families are encouraged to share relevant information about their child and circumstances to support individualized care. If there are court orders or legal documents regarding care or custody, copies must be provided and attached to the child's file.

#### *Adjustment period*

Children transition into childcare at different rates. Staff use each child's comfort level to guide the process and collaborate with families to support the adjustment. Cariboo anticipates most children will feel settled within a period of four weeks. If a child continues to experience challenges and the program cannot meet their needs, services may be discontinued following discussions with the parents.

It is mandatory to list an emergency contact on the child's registration form. This person must be available to collect the child within thirty minutes if contacted by Cariboo.

#### *Family Involvement*

The more involved family members are with the centre the happier their child is likely to be, and families will know more about what their child is doing and more about the staff and program. It is a good opportunity to meet other families too.

Here are some ways we invite parents to be involved:

- Join us for a field trip.
- Share a skill or talent 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**

### *Cariboo Daycare*

#### *Supporting a child at drop off and collection*

Drop-off and collection times are key transition periods for children. Proper planning and preparation can assist children in managing the process of separating from their parent and starting their time at daycare. Below are some suggestions intended to ease anxiety and support children as they begin their day:

- Allow 5–15 minutes for drop-off.
- Avoid cell phone use—children need your full attention.
- Encourage older children to walk in and help with coats and shoes, empowering them with entry routines.
- If your child prefers to be carried and handed directly to a staff, please honour this wish and daily connection.
- Greet others confidently and positively.

- Inform staff of anything that could affect your child's day (e.g., lack of sleep, no breakfast).
- Help your child choose and settle into an activity.
- Prepare your child for separation by giving notice and explaining who will pick them up and what you'll do together later.
- Always say goodbye; avoid sneaking out or prolonging farewells to reduce anxiety.
- You may request a quick call once your child has settled.

Crying is a typical part of development and may indicate a secure bond between parent and child, especially at 10-15 months. Children of all ages use crying as a form of communication, program staff always acknowledge children's feelings, with the goal of promoting their sense of control and wellbeing, happiness and security.

The team understands that separating from a child can be difficult. They support both parents and children throughout this transition. Parents are asked to inform staff about any issues at home or within the program that might affect the child, so they can help address them and provide a positive experience.

Parents are welcome to call for updates as needed, though staff may return calls when available if occupied. Office staff are also able to take messages.

If a child remains upset for more than fifteen minutes, staff will contact the parents to keep them updated.

Drop-off is not permitted from 11:30 a.m. to 2:00 p.m. For exceptions, parents should speak with staff, who will attempt to accommodate requests when possible.

#### *Supporting a child at collection*

Picking up a child from full-day childcare can be as challenging as drop-off. Children are often busy when parents arrive. To help the transition staff:

- Remind children their adult will arrive soon.
- Discuss how to greet adults and what they might do at home.
- Talk about their day and upcoming activities.
- Reduce available toys near pick-up time.

Parents can support the transition by:

- Greeting their child at eye level, offering a hug, and allowing them to stay grounded.
- Giving full attention: listen, engage, and avoid distractions like phones.
- Providing clear directions—e.g., say, "OK, time to go home".
- Allowing enough time for the child to get ready without rushing.
- Arriving early if they wish to talk with staff, or request a private meeting as needed.
- Encouraging independence but being ready to help if the child is tired.

#### *Blending programs at Cariboo Child Care*

Staff may combine with other programs during the first and last half hour daily to maintain optimal staff-to-child ratios. After 4:30 p.m., if tidy-up and preparations are unfinished, staff will prioritize these tasks, inviting remaining children to help.

During summer and winter holidays with low attendance, we may merge same-age groups to ensure a positive childcare environment.

### *Cariboo Daycare - signing in and out*

Adults dropping off a child at daycare must:

- Sign in the child with the drop-off time.
- Check in with a staff member—children cannot be left unattended anywhere in the center.

When picking up, repeat these steps and note the pick-up time. Signing in and out ensures staff can quickly account for every child during emergencies, avoiding wasted time searching for those not present.

### *Beyond the Bell - signing in and out at*

In the morning parents must hand their child directly to a staff member who will then sign them in.

School dismissals occur at 2:49 p.m. daily. Children meet staff at a predetermined place on school grounds and staff sign the children in. When all children are accounted for the group walks to the Beyond the Bell program.

At the end of the day parents must sign their child out when they collect them from Beyond the Bell.

### *Escorting to classroom doors at the beginning of the school day.*

Kindergarten children and children in grades one, two and three will be escorted by staff to their classroom door. Beyond the Bell staff will ensure the children arrive and are handed into the care of a school district 73 employee. Once children reach grade four, they will cross Summit Road with all the children attending Beyond the Bell, supervised by a Cariboo Child Care Society staff member. Once the group enters school grounds grade four children and older will be able to walk to their classroom independently. Staff do not check that they have gone directly to their classroom. If you wish for your child to have extended supervision and be escorted to their class beyond grade three, please let the program manager know.

### *General Information for both programs*

#### *Absenteeism*

Kindly inform us if a child will be away for more than one or two days due to a planned absence. Notification of occasional full day absences is not necessary.

#### *Late arrivals*

Families are required to inform the centre if their child will arrive after 9:30 a.m. This procedure ensures that staff are available to receive each child, as many groups depart for community walks around this time. If notification is not received by 9:30 a.m., it will be assumed that the child will not be attending that day.

#### *Late collection*

Please respect our opening and closing times.

At closing, if a child isn't picked up, we call parents immediately. If unreachable, we contact other adults listed on the registration form to arrange pickup. After one hour with no contact, staff notify the RCMP and Ministry of Children and Family Development for guidance.

Late pickups incur a \$20 fee per child for each 15-minute increment or portion thereof. An invoice will be issued the next business day, and fees must be paid by week's end.

Repeated late collections may result in verbal notice, written warning, and possible termination of care.

#### *Safe release of children to other adults*

Children are released only to adults listed on their registration form; parents must keep this information current. If someone not on the form will collect a child, parents must notify us in advance, and unknown individuals must show photo ID. We contact the registering parent if there is any uncertainty about pickup arrangements.

If a sibling or friend under 18 will collect a child, they must be added to the registration form.

#### *Water bottles.*

Must be taken home and sanitized each day.

#### *Parking*

Parking is free for parents for up to 15 minutes; extended time is allowed during orientation. Engines may not be left idling.

#### *Safety concerns*

If a child's collector appears unsafe or intoxicated, we will:

- discuss our concerns with them,
- offer to contact an alternate from the child's registration,
- or arrange other transportation if appropriate.

If the child is taken against our advice, staff will:

- call the R.C.M.P. for assistance and follow their direction,
- and notify the Ministry of Children and Family Development.

### **Play-based curriculum policy**

At Cariboo Child Care Society, children and staff participate in outdoor activities daily, regardless of weather conditions. It is essential for children to have suitable clothing to ensure a positive experience outdoors, as we are unable to accommodate requests for indoor play due to inclement weather.

We recognise that optimal learning occurs when children are interested, engaged, and feel respected. To foster a rich educational environment, our educators thoughtfully design both indoor and outdoor spaces to stimulate curiosity, encourage exploration, and allow for independent creativity.

Acknowledging the diverse interests and needs of each child, we strive to create settings that cater to individual differences rather than a uniform approach. Our responsibility is to ensure all children are engaged, heard, valued, and supported.

Educators promote skill development by integrating topics that naturally emerge through children's play. Staff observe attentively, provide thoughtful prompts, listen actively, facilitate learning, and introduce new concepts

at levels appropriate for each child's readiness. Whether playing independently, with peers, or alongside adults, children are continually acquiring vital skills.

Play-based learning supports the acquisition of critical competencies such as negotiation, organisation, creative expression, problem-solving, and social interaction. We are committed to fostering holistic development in socio-emotional, cognitive, communicative, adaptive, and physical domains, recognising this as foundational for lifelong learning.

We encourage children to take reasonable risks and trust them to understand their boundaries. Our staff provide calm guidance and meaningful recognition of effort in place of generic praise.

Child-led learning also entails responsiveness to natural rhythms; young children rest when tired, eat when hungry, and play as needed. As children grow, our schedules become more structured, yet we remain attuned and responsive to the individual requirements of each child.

Daycare children spend most of their time outdoors. Our school age program ensures children participate in at least 60 minutes, two 30-minute sessions, of outdoor play during a full day or at least 30 minutes during before and after school programming.

Also please note, we don't celebrate calendar events such as Halloween or Christmas by making crafts. We prefer to quietly acknowledge events that are special to individual families when families are willing to share with us. We have a very diverse group of children attending and there are many special days and celebrations throughout the year.

By providing a safe and predictable daily routine, we aim to send children home rested and regulated, allowing families to celebrate in the way that works best for them. Typically, it is after the actual event that children's play and interests reflect what they have experienced.

#### *Personal belongings.*

We ask that children **do not** bring toys from home. If a 'home toy' does find its way to daycare it will be stored in the teacher's cubby until the child is collected at the end of the day. Staff are not responsible for the loss or damage of the toy.

Children may bring a soft toy or blanket for comfort during rest time, if needed. This will remain in the child's cubby until rest time begins and be returned when rest time is finished.

### **Care and supervision of children policy**

The Cariboo Child Care Society acknowledges the significant impact of early childhood experiences on a child's overall health and well-being. We are privileged to provide childcare services within our community and are dedicated to delivering high-quality care. Our staff members are held to elevated standards to ensure they offer a professional and nurturing service to every child in our care.

We take pride in having a team of committed childcare professionals who choose to grow their careers at Cariboo. Our objective is to maintain long-term staff retention, which supports consistency and stability for the children we serve. To foster staff retention and empower our team to deliver exceptional care, we:

- Allocate dedicated time for program planning and preparation outside of direct supervision duties.
- Offer ongoing opportunities for training and professional development.
- Conduct regular and supportive supervision meetings.
- Maintain flexibility in scheduling to accommodate staff family responsibilities.
- Provide designated areas for confidential meetings with parents and external professionals as needed.
- Execute a comprehensive interview and selection process.
- Take proactive measures to supply additional support when necessary.

Our program features a wide array of toys and activities designed to meet the developmental needs of children from birth through six years of age. All staff members hold an Early Childhood Educator certificate, with several possessing an ECE Diploma that includes specialties in Infant and Toddler as well as Special Needs Certification. We customise our approach to recognise that each child achieves developmental milestones at their own pace, implementing necessary adaptations to ensure every child feels valued and confident.

For field trips, staffing ratios are maintained at a minimum of two adults per group of children. Children requiring individualized assistance through the Supported Child Development program are accompanied by their support worker, who is not included in the staff-to-child ratio.

Staff engage in active, positive supervision and maintain constant visual contact with children at all times. Both indoor and outdoor environments are purposefully designed to create a stimulating, educational, and safe play space, allowing children to transition between activities freely and safely.

Staff are always aware of how many children are present and ensure that children are signed in and out of the program according to policy. Staff complete regular head counts of children to ensure all children are accounted for.

At Beyond the Bell, children have the option of playing inside or outside the center. Before venturing outside children must ask permission of their supervising staff and identify the area they will play in, either the back or front yard. Staff will then ensure that they either escort the children outside or position themselves inside so they can observe children in both settings. Children at the main center are never outside unless accompanied by an adult.

## **Active play policy**

Children need physical movement and exploration, which we actively support. Skills like sitting and listening develop alongside activities such as running and jumping; both are essential for balance. Our play-based curriculum offers extended active and quiet play periods. Please be aware that children cannot remain indoors during outdoor play—participation in all activities is required for attendance.

### General Information

#### *Weather*

Children and staff go outside daily regardless of the weather, so proper clothing is required. We do not keep children indoors due to inclement weather. At Cariboo, we believe there is no bad weather, just inappropriate

clothing. However, occasionally children are unable to play outside due to weather or environmental extremes. At these times staff facilitate a variety of structured and unstructured activities including

- Music and movement
- Gross motor circle time activities, games, and transitions
- Obstacle courses
- Free-play opportunities promoting gross motor development

Staff consider factors like air quality, shade, shelter, and children's ages and abilities when planning outdoor activities, adjusting time outside as needed.

### *Screen time*

Children in our under five years programs do not participate in screen-based activities. Occasionally, school age full-day programs may include a brief, age-appropriate video, which requires family permission. Watching the video is optional, and children may participate in other activities if they prefer.

### *Clothing*

Children should wear clean, comfortable, weather-appropriate clothes for indoor and outdoor activities. Messy, hands-on projects are common, so clothing should allow for active learning without concern for stains. Each child needs two spare outfits, regardless of age or toileting habits. Parents must check backpacks daily, replace dirty clothes, and return any borrowed center clothing, washed, within three days. The center has limited spare clothes for emergencies. Borrowed clothing must be laundered and returned within three working days.

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

Staff guide children's behaviour respectfully, avoiding any humiliating, isolating, or physical discipline. We understand behaviour communicates needs children may not verbalise. Staff demonstrate calmness, label emotions, and offer a safe space for expression.

We:

- Set clear rules and expectations.
- Model appropriate behaviour and empathy.
- Use positive language to reinforce desired behaviours.
- Help children regulate emotions.
- Acknowledge that strong feelings are normal.
- Offer choices.
- Allow time for reflection as needed.
- Foster respectful communication.

Our program aligns with the "Guiding Children's Behaviour" booklet, available at reception for parents.

As children age, we support them to take ownership and responsibility for their actions, respecting the environment and each other. Learning honestly and care for ourselves and those around us helps establish an excellent basis for all relationships and interactions.

### *When children simply need their parents*

If a child's emotions are significantly affecting their safety or well-being, or that of other children, parents or an emergency contact may be called to arrange for early collection. In these situations, staff acknowledge that they are unable to meet the child's current needs.

### *Communication*

We encourage families to share details about their home environment, as these experiences often affect children in childcare. Understanding a child's background helps us support them more effectively—for example, changes at home like parental separation or a new sibling can impact behaviour and emotions. When staff are informed, they can provide proactive care and create a more positive experience for the child.

Parents will always hear about their child's achievements and efforts, not just challenges. If a child struggles—an expected part of development—staff will consult with parents to ensure our approach aligns with their preferences and supports the child's needs collaboratively.

## **Inclusion policy**

The Cariboo Child Care Society is committed to advancing inclusive practices that effectively address the needs of all children and families served at our centres. We welcome all children, irrespective of ability, needs, background, culture, religion, gender, or economic circumstances. By embracing inclusive practices, we aim to represent our broader community and foster appreciation for both commonalities and differences among individuals. Our curriculum, activities, resources, and physical environment are intentionally designed to reflect the diversity within our society. When necessary, we implement accommodations and modifications to ensure every child has the opportunity to succeed within our programs. We recognise that inclusive approaches must be tailored to each child and family and therefore may vary accordingly.

We value parents as the foremost experts on their children, with comprehensive insight into their unique histories and family contexts. Parental involvement remains paramount well beyond participation in our programs. Our team actively seeks the input that only families can provide and collaborates closely with parents to:

- support understanding of their child's development,
- offer relevant resources and information,
- empower informed decision-making,
- collaborate with and advocate on behalf of families,
- encourage community support for all children, youth, and families.

If a child is identified as potentially requiring additional supports, we partner with families and professionals to develop an individualised care plan that recognises the child's strengths, developmental stage, specific needs, and those of the family. This care plan outlines strategies to support the child's experience, ensuring continuity and a positive, inclusive environment within our centre.

Our commitment to inclusivity is reflected through the following measures:

- All staff agree to uphold and are trained in inclusive practices that deliver high-quality programming.

- Equity is emphasised, acknowledging that fairness does not always result in identical treatment for every child.
- Staff participate in ongoing professional development regarding inclusive programming.
- Each child is valued as an individual who contributes uniquely to our programs.
- For children identified as having additional needs, a comprehensive care plan is collaboratively developed with parents, program staff, and external service providers to support inclusion.
- The environment and routines are adapted as needed to accommodate all enrolled children.
- Confidentiality is always maintained.
- Collaboration with parents and external agencies ensures that children's needs are met holistically.
- Support is provided to parents seeking access to external services when required.
- All families expressing interest in registration are treated fairly and equitably.
- Children with additional needs may require specialised support during transitions between age groups or programs within our centres.

If the centre encounters challenges in meeting a child's needs, we are dedicated to the following procedures:

- Engaging families in all decision-making processes,
- Exhausting every possible avenue to support children with extra needs,
- Ensuring any requests for withdrawal are managed with fairness and respect,
- Carefully evaluating the child's needs and our program's capacity to provide adequate support,
- Utilising all available special needs resources and agency support prior to considering termination of services,
- Upholding that, under no circumstances, is the child penalised or held responsible for behaviours resulting in service termination.

## **Food and drink policy**

### *Cariboo Daycare*

At Cariboo Child Care children are required to bring two snacks and a lunch from home each day.

Families should:

1. place food in a named, insulated lunch kit.
2. include an ice block or bottle of frozen water.
3. send warm food in a thermos flask/bowl that can be eaten out of.
4. send the cutlery needed.
5. expect uneaten food to be sent home, except opened yogurts etc.
6. not send candy, pop, juice or vitamins.

We strive to make meals times enjoyable and social, empowering children within structured, safe guidelines.

Specifically, we:

- allow children to determine if they wish to eat and how much, as well as the order in which they consume their food.
- ensure proper seating so that children's feet rest comfortably on the floor.
- encourage peer support among children.

- promote participation in post-meal cleanup.
- require parents to provide a sanitized water bottle filled with fresh water each day; bottles will be refilled as needed but not washed or sanitized at the centre—this remains the family’s responsibility.
- ensure staff members sit and dine alongside the children during all mealtimes.

#### *Serving milk to infants (breast and formula).*

Cariboo is committed to supporting mothers' rights to breastfeed and welcomes parents to visit and feed their infants or toddlers at any time. The following measures are in place to facilitate breastfeeding:

- Proper handling and storage of bottled breast milk.
- Provision of a comfortable area designated for breastfeeding.
- Responsiveness to infants' needs and ongoing communication with parents.

Staff members are pleased to spend time with infants, providing comfort and bottle feeding as needed. Parents are encouraged to join throughout the day if they wish to personally feed their child. For formula feeding, the following guidelines must be observed to ensure safe practices:

- Parents are required to bring pre-made bottles of formula to the childcare program.
- Bottles must be clearly labeled with the child's name; staff will store them in the refrigerator.
- Each bottle should contain only the amount of formula the child typically consumes in one feed. After heating, any unused formula or breast milk remaining after 30 minutes at room temperature will be discarded for health and safety reasons.

#### *Beyond the Bell*

Beyond the Bell provides an afternoon snack during the school week. Children are expected to bring sufficient food from home at all other times. Fresh water is available throughout the day. Food and beverages are offered in alignment with the *Canada Food Guide* and take into account the cultural, religious, and health needs of the children. Snacks are nutritious, varied, and served in appropriate portions, with at least two options available. Children are encouraged—but not compelled—to try new foods.

#### *General information.*

**Please note: our facilities are NOT nut-free.**

Upon registration, parents must disclose any medical conditions for their child, especially allergies. Depending on the child’s individual needs parents and staff work collaboratively to develop either a care plan or a food safety plan, which must be submitted before a child’s start date. This plan will be displayed in the child’s classroom to inform all staff of necessary procedures. The safety and wellbeing of every child is our highest priority.

At all times:

- fresh drinking water is accessible.
- food is never used as a form of punishment or reward.
- all food is handled hygienically, following *IHA public health safety standards*.
- hand washing is mandatory before and after eating.

## **Celebrations policy**

At Cariboo Child Care Society, we respect each family's approach to celebrations. Our staff aim to provide children with stable routines, letting families celebrate special days in their own ways.

To comply with our celebrations policy, we do not decorate for holidays like Halloween or Christmas, nor do we prepare gifts or cards for children to give to parents. However, if children show interest in such occasions, we support their exploration in line with our child-led curriculum.

We welcome parents sharing information about their culture and special events to better understand topics children may discuss.

Birthdays are acknowledged with well wishes only; we do not celebrate with food or gifts. Parents hosting private parties may place invitations in cubbies, but staff may not distribute invites or share other family's personal information.

Food made at home or in unlicensed kitchens cannot be served to children.

## **Gift policy**

The Cariboo Child Care Society is committed to delivering professional and equitable care to all children. As part of this commitment, our staff provide warm and responsive interactions with every child and family within our centre. We emphasise teamwork and collaboration among staff, ensuring that no individual is considered more significant or influential in a child's daily experience than any other.

In support of this collaborative approach, we kindly request that families refrain from presenting gifts to educators. The receipt of gifts may inadvertently place pressure on other children, families, and staff, impacting the equitable environment we strive to maintain.

We acknowledge that gift-giving holds cultural significance for some families, and that others may simply wish to express appreciation. To accommodate these sentiments, we invite families to share homemade cards, letters, or children's drawings with staff members or display them on our notice board at the entrance.

## **Health and wellness policy**

Children's health and safety are top priorities for us. Our programs are licensed with BC Interior Health Authority. Parents 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 children are healthy and safe with us:

- Regular inspections are conducted by the Interior Health Authority and the fire department.
- An excellent staff-to-child ratio is maintained.
- Children are given opportunities to rest or nap as needed.
- Both indoor and outdoor areas are cleaned and maintained daily.
- The health and wellness policy is strictly followed, requiring all individuals to be in good health.

- All staff members are trained in first aid and CPR and are equipped to respond to emergencies.
- Children participate in regular emergency fire and evacuation drills.
- All staff and volunteers have completed clear criminal record checks.
- Relief staff are available to ensure that regular staff do not work when unwell.
- Individual care plans are developed to address the unique needs of each child.
- Perfumes and chemically scented products are not used on site.
- Staff and children wash their hands after using the toilet, during diapering, and before eating.
- Smoking and vaping are strictly prohibited.
- Children are supervised at all times.
- Parents are promptly notified by phone or text in the event of an unexpected closure.
- Adults are asked to remove wet or soiled shoes before entering programs, especially group care under 36 month programs.

*Protection from infections*

It is a common perception that children enrolled in childcare programs encounter greater exposure to germs compared to those who remain at home. Nevertheless, various daily activities—including visits to supermarkets, public transportation use, or indirect transmission from older siblings or friends attending school—also present numerous opportunities for contact with germs. We do our best to reduce exposure to germs and infections by only accepting healthy children in our center.

*Health and Wellness*

We are committed to minimising the risk of illness within our programs, guided by a comprehensive health and wellness policy. We implement the following four key measures:

- Good hygiene: All individuals entering our programs are required to wash their hands upon arrival and to do so regularly throughout their stay.
- Physical wellness: Children who are unwell should not be brought to our programs. While we recognise the challenges this may pose for families with other commitments, it is essential to prevent the spread of illness. Allowing unwell children to remain at home is the most effective way to break cycles of infection.
- Sanitation: Our sanitation protocols consistently exceed recommended standards. Toys and equipment are cleaned thoroughly and frequently.
- Immunisation: All staff members and children are encouraged to adhere to the BC Health Authority's immunisation schedule.

*When to stay at home*

Symptoms	When to stay away from daycare
<ul style="list-style-type: none"> <li>• Vomiting and/or diarrhea</li> </ul>	Children and families are required to remain at home for at least 48 hours after their last bout of vomiting or diarrhea. To return children must be eating normally and able to participate in all activities.

<ul style="list-style-type: none"> <li>• Fever and/or chills</li> <li>• Sore throat</li> <li>• Body aches or headache</li> <li>• Unexplained or undiagnosed pain</li> <li>• Sneezing, coughing, nasal discharge</li> </ul>	Children must remain absent until they are eating normally and able to participate in all daycare activities <b>without</b> the use of medication
<ul style="list-style-type: none"> <li>• Infected skin/eyes</li> <li>• Undiagnosed rash/itching</li> </ul>	Children must remain absent until they are eating normally and able to participate in all daycare activities <b>without</b> the use of medication. In some cases, a doctor's note may be required to return to daycare.
<ul style="list-style-type: none"> <li>• Communicable diseases like chicken pox, measles, hand foot or mouth</li> </ul>	We follow the BC Ministry of Health guidelines. Families will be notified of exposures with a posted note listing symptoms and required protocols. In some cases, a doctor's note may be required to return to daycare.
<ul style="list-style-type: none"> <li>• General malaise, loss of energy or appetite</li> </ul>	Children may not attend daycare until they are eating normally and able to participate in all daycare activities <b>without</b> the use of medication
<ul style="list-style-type: none"> <li>• Constipation</li> </ul>	Families should communicate with daycare about their child's experience. Children may be required to avoid daycare if they are in pain or are experiencing diarrhea from the use of laxatives.

### *Becoming ill at childcare*

If a child becomes unwell during their time with us and is unable to participate in regular activities, a suitable place will be provided for them to rest, and parents will be contacted for collection. If a parent cannot be reached, the child's emergency contacts will be notified. Parents are required to arrange for an adult to collect their child within thirty minutes of being contacted.

### **Medication Policy**

If a child requires medication during the day, a 'medication' form needs to be completed. Children are expected to be able to participate in the general activities of the program.

Medication can only be administered if it:

- is prescribed by a general practitioner or doctor,
- is kept in its original container bearing the prescribing doctor's name,
- is clearly labelled with the child's name and date of birth,
- includes complete directions for administration.

Vitamin tablets and other over-the-counter medications (including topical ointments) will not be given unless prescribed by a doctor.

Children who need medication for allergies or conditions such as asthma or anaphylaxis are required to bring their medication to attend.

Medication is stored in a locked container out of reach of children and according to the storage instructions provided on the container.

#### *Administration of medication*

Staff administer medication to children in a quieter area of the program. Two staff will be present whenever possible; one staff will read the label, measure the dose, and check the time, the second staff will review these steps prior to the medication being administered. Both staff will watch to make sure the child swallows the medication. One staff will record the medication administration on the form, and both staff will initial and/or sign. Staff may administer medication alone if they are working by themselves.

#### *Accidents and Injuries*

We record any bumps, bruises, or incidents during the day and share this with the collecting adult. For serious accidents needing medical care, we contact parents right away and may call a doctor or ambulance if required.

Please inform us if your child arrives with an existing injury so we can provide appropriate care.

### **Diapering policy**

Ensuring children's comfort is essential; staff keep children clean and dry with regular diaper changes after snacks, meals, and as needed. Diapering is made positive with friendly interaction, play, and language.

Children are not required to be out of diapers to attend our programs. We request that children wear diapers rather than pull ups as diapers have better leg elastic and are easier to change when standing. Once a child begins learning to use the toilet, parents can speak with staff, and a child can transition to wearing pull ups.

Parents should provide:

- At least five diapers per day.
- Wet wipes.
- Two wet bags for cloth diapers.
- Diaper cream if necessary.
- Spare clothes for leaks.

Staff notify children before changing their diapers and never make negative remarks about messes. Children are encouraged to walk to the changing area independently and are never left alone on the change table. Staff wear gloves and always wash hands thoroughly. Children who prefer to stand during a diaper change may do so, and all children wash hands afterward.

For washable diapers, families should supply a double-lined waterproof bag placed inside another waterproof bag. Diapers are stored as they are removed; staff do not rinse or wash them.

### *Diapering procedures*

1. Prepare:
  - Gather supplies (clean diaper, wipes, diaper cream if the family has provided some, gloves, plastic or water proof bag for soiled diaper/clothing, extra clothes) and place next to diapering area.
  - If diaper cream will be used, dispense it onto a tissue now.
2. Clean the child:
  - Place the child on the diapering surface and unfasten their diaper
  - Clean the child's diaper area with disposable wipes. Always wipe front to back.
  - Keep soiled diaper/clothing away from surfaces that cannot be easily cleaned. Securely bag soiled clothing.
3. Remove trash.
  - Place used wipes in the soiled diaper.
  - Discard the soiled diaper and wipes in the trash.
  - Remove and discard gloves.
4. Replace diaper.
  - Slide a fresh diaper under or onto the child.
  - Apply diaper cream if needed with a freshly gloved finger.
  - Fasten the diaper and dress the child.
5. Wash child's hands.
  - Use soap and water to wash the child's hands thoroughly.
  - Return the child to the supervised area.
6. Clean up.
  - Wipe up any visible soil from the diaper change surface with wet wipe.
  - Clean the entire surface with a fresh wipe.
  - Wet the entire area with disinfectant (bleach 10mls/water 90mls)
  - Allow to air dry or allow at least a contact time of 2 minutes.
  - Wash hands.
7. Wash your hands thoroughly with soap and hot/warm water.

### **Toilet training policy**

Our centre collaborates with families to assist children during potty training. A short form is used to assess whether staff can adequately support a child within the staff-to-child ratio. The form gathers information on the family's approach, language used, successes, and challenges related to their child's potty training. This helps ensure consistent strategies are used (note: food and candy cannot be used as rewards).

Families are required to inform the centre before leaving their child with us in underwear for the first time. Children who are toilet training must bring three spare changes of clothing and a large waterproof bag for soiled items. Parents are responsible for checking their child's backpack daily for wet or soiled clothes.

It is expected that accidents may occur during potty training, and staff will change and assist children as needed. If a child uses all spare clothing or has multiple accidents, a diaper or pull-up will be used for hygiene reasons. Staff will discuss a child's readiness with parents if progress is not observed.

Children at the centre must always wear either underwear or a diaper.

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

To maintain a secure and supportive environment for children, we limit the number of visitors to our program. A high volume of unfamiliar faces can be unsettling for some children. Therefore, we kindly request that all visitors contact the centre in advance of any unplanned visits, enabling staff to determine if the visit aligns with daily schedules and the comfort levels of each child.

Our centre regularly facilitates practicum placements for students enrolled in the TRU ECE program. We also welcome nursing students for short-term observations, as well as students from the Social Work program and the Educational and Skills Training Program (ESTER). As a teaching centre, we are committed to our role as educators. Should you have any questions regarding individuals present in our classrooms, please do not hesitate to inquire. Students participating in placements exceeding a two-hour observation are required to submit documentation verifying their suitability to be present in a childcare setting.

All visitors are to sign in and out in the visitor logbook. Please note that parents or guardians dropping off or collecting their children are not classified as visitors and are therefore exempt from the sign-in procedure.

## **Privacy and confidentiality policy**

Upon acceptance into our programs, each child will have an individual file established containing their registration form, emergency contact details, court agreements, and support plans as applicable. Parents are required to review and update their child's information annually and are asked to promptly notify the centre of any changes in contact numbers or addresses. Maintaining accurate contact information is essential for effective communication, particularly in emergency situations.

Confidentiality is strictly upheld; no information regarding any child will be shared without explicit parental consent. All records are securely stored in a locked filing cabinet. When a child leaves the centre, their file is retained in a secure archive for two years before being confidentially destroyed.

To protect privacy, parents, visitors, and staff are prohibited from sharing photos or videos of children—other than their own—on social media platforms, including Facebook and Instagram.

### *Emergency planning*

Parents are required to hand their child to a staff member each day. Depending on the program, either parents or staff will sign the child in and out upon arrival and departure. Staff must maintain accurate records of attendance and be aware of each child's location at all times. Children are never left unsupervised within our programs.

Comprehensive emergency procedures have been established for various situations, including fire, lockdowns, shelter-in-place scenarios, and medical emergencies. Emergency drills are conducted at least monthly to ensure that both staff and children are well-prepared. Instruction is provided on key safety topics such as identifying a hot door, safely navigating smoke by crawling, and practising 'stop, drop, and roll.' Fire extinguishers are inspected and smoke alarms tested monthly, with a full-scale emergency evacuation carried out annually. Please note that during drills, we do not pause to put on shoes or coats; therefore, children should always wear indoor shoes. Emergency procedures are posted in every room and can also be reviewed here: [Emergency Procedures](#)

It is the responsibility of parents to ensure that emergency contact information in their child's file remains current and that designated contacts are informed of their role. If parents will be out of town or otherwise unavailable, they must ensure their emergency contacts understand and are prepared to collect the child if needed.

### *Emergency Destinations*

Our emergency evacuation locations have been carefully selected based on accessibility by both foot and road, ample parking capacity to accommodate increased traffic, and distance from sites designated for emergency response coordination. These locations are sufficiently spacious to provide safe shelter for extended periods until children can be collected by their guardians.

### *Emergency Provisions*

Our facilities maintain an emergency supply box equipped with sufficient food, water, warm blankets, essential emergency supplies, and toiletries to support the nourishment and safety of children and staff for up to seventy-two (72) hours.

### *Emergency Transportation*

The registration form includes a section for parents to provide initial consent for their child to be transported by public transit or personal vehicle in the event of a real emergency. Please be aware that car seats may not be available for every child; however, in urgent evacuation situations, the need to evacuate will take precedence. This method of transportation will be used exclusively during emergency evacuations.

## **Field Trip Policy and Procedures**

Field trips create an opportunity to connect with the community and give children the chance to explore the world outside of daycare. They are an exciting experience for children.

The frequency of field trips occurring is dictated by staffing levels, ages of children and the ability to safely travel to and from the event. We encourage parents to actively participate in our field trips and welcome parents to accompany their child.

Field trips often take place quite spontaneously. Parents who agree that their child may take part in well practised and familiar field trips are asked to sign a waiver attached to a risk assessment for those specific destinations. Parents will always be notified when their child is participating in a field trip but may not be required to sign an individual permission slip if they have signed the waiver.

Planning for a field trip involves understanding the environment and potential dangers. Every environment comes with its own unique challenges. Urban areas are surrounded by traffic and multiple people, rural areas have less traffic but wild animals and poor cell service. Reconnaissance of the area will establish whether cell service is viable and if not a scheduled check in via satellite phone must be included in planning. When exploring in the bush children must not be out of sight of adults.

### *Before a Field Trip:*

- A Field Trip Risk Assessment form must be filled out.
- Field Trip Risk Assessment form must be reviewed with your manager.
- Field Trip Risk Assessment form must be displayed for parents to review.
- Field trip Permission Slips must be given to parents ahead of time.

- Field trip forms must be signed and returned to the program educators.

*NOTE: A child cannot participate without the permission slip returned and stored in their file.*

*Off Campus Field Trips:*

- Consider the following questions when planning a field trip:
  - What is the purpose of the field trip?
  - Why has the field trip destination been chosen?
  - What children are going?
  - Is the trip suitable for all ages?
  - Are there enough staff that day to have two educators off site?
  - Who will accompany the children on the trip?
  - What qualifications and experience do the staff have?
  - Will any parents be going?
  - What does the weather forecast for the day of the trip?
  - Are there toilets or handwashing facilities?
  - Will food be packed?
  - How will food be stored?
- The following are required once planning process is complete:
  - Parents must be notified of the planned departure and return time to the program.
  - Thought must be given to how long the group will be at the destination.
  - Thought must be given to how long travel time will take.
  - Weather reports must be reviewed before leaving.
    - ANY weather concerns (storms, snow, extreme wind etc.) should be reviewed with the manager and may result in postponing the trip.
  - Child and staff must wear clothing and footwear that is appropriate for the weather and nature of the field trip.
  - The distance of the trip must be recorded in kilometers.
  - Plans for safe travel must be reported to the Executive Director or designate before leaving the centre.

*Note: Trips outside regular hours will require additional in-depth planning on the Field Trip Risk Assessment Form.*

***Staff to Child Ratio:***

The minimum staff: child ratio for any field trip is two staff, regardless of how many children are attending. Staff will consider the ages and stages of the children participating, their ability to follow instructions and any extra needs/learning challenges they may have. Increased staff or adult volunteers may be necessary to best ensure the safety of everyone attending the field trip. Children who require a support worker must have that support worker accompanying them on the field trip. The support worker **WILL NOT** be included in the staff: child ratio.

### *Parent and Volunteers:*

Staffing may be adjusted depending on the number of parents and volunteers attending. All accompanying volunteers must have a personal file complete in accordance with BC Interior Health licensing regulations. Parent volunteers who will only be responsible for their own child are exempt from this requirement.

### *Walking*

When walking to a field trip destination staff must have means to comfortably and safely transport tired or sleeping children. Staff may choose to use a stroller or cart that is equipped with safety harnesses. Children are expected to be able to walk in a group or in pairs, they must also understand and respond to the commands “Stop” and “Go”. Children under three years of age who prefer to walk rather than ride in a buggy must hold an educator’s hand or wear a restraint or harness. This is for safety purposes, allowing staff to quickly support should the child stumble or step away from the group. One staff must lead while the other walks at the back so that the children are between the two ensuring that all children are always observed. Road safety must be taught in programs as a life skill and practised during the journey.

### *Vehicle Transportation*

**Cars:** Children travelling in cars must have a BC safe car seat. A copy of any staff’s drivers license, drivers abstract and proof of \$5,000,000 car insurance for the vehicle transporting children must be provided to the manager. Parents must be informed if anyone other than a staff member will be driving their child. The driver of a vehicle cannot be responsible for more than four children.

**Public Transit:** Times and collection/drop off points must be ascertained and reviewed for safe access and dismount from the vehicle. There must be a seat for each child, staff and accompanying adult on the bus. If a seat belt is provided children, staff and accompanying adult must use it. There must be room for extra items such as a stroller and back packs.

### *Restroom Facilities*

It is expected that many field trips will not be in a building but out, in a natural setting, and therefore, away from handwashing and toileting facilities. Consideration must be given to how staff will support children to maintain hygienic standards and safe hand washing practises. Please be respectful of the environment and clean up after visits. It is our responsibility to be respectful of the environment so please clean up after the group, hopefully leaving the space clean for other visitors.

Soiled clothing will be placed in a plastic double lined bag and brought back to the centre via the backpack carried by a staff member.

### *Emergency Backpacks and First Aid*

One backpack containing a first aid kit, copies of each child’s registration forms, and a change of clothing must accompany the group. All staff will hold a first aid certificate, be able to respond to medical emergencies and care for children present in the group. All medication will be stored in a small, locked bag inside the emergency backpack along with the Allergy Action Plan or Medication Plan.

## **Missing child policy and procedures**

Children's safety is Cariboo Child Care Society's top priority. While children are in our care they will never be left alone or unsupervised. Both Cariboo Child Care and Beyond the Bell meet or exceed Interior Health Authority Licensing's staff to child ratio. We understand children thrive when they have positive, frequent interactions with adults, which means there are usually more staff than legally required in our programs.

In the unlikely event of a child going missing, we will immediately check all areas inside and out at the program. If we cannot find the child, we will immediately phone the RCMP and the child's parents or emergency contact person.

### ***In the event of a child going missing staff must:***

1. Check with other staff to see if they know where the child is.
2. Calmly but quickly check the number of children present against the sign in and out sheet to make sure the child has not been collected without knowledge.
3. Clearly and quietly alert other staff to the child's absence without alarming the remaining children. Under no circumstances cause panic.
4. If on a field trip, keep all other children grouped together with at least one adult. Children and staff must remain in place until cleared to move. Do not compromise the safety of anyone else in the program.
5. Immediately search all areas inside and outside the building, or in the immediate vicinity of the field trip.
6. If the child is located return to the group. If the child is unwell or unable to return to the group consult with the senior staff, call an ambulance, notify parents and the Executive Director or designate.
7. If the child is not located after a quick but thorough search you must immediately phone the police; dial 911, notify the Executive Director, or designate, and notify the child's parents.

The police will want to know

- Where you are.
  - Your telephone number.
  - The name and details of the missing child.
  - A detailed description of the missing child, including the clothing they are wearing.
  - Details of what happened in the lead up to the child going missing.
  - Who is looking for child and where they have searched.
  - Emergency contact information for the child.
8. Follow all directions from the Police Officers.
  9. Notify the Licensed Child Care Programs Manager immediately.
  10. Report the incident to Licensing Direct, Interior Health Authority within the next 24 hours and complete an internal report and review.

## **Keeping in touch policy**

Communication between parents and staff is maintained to support each child in the program. Methods of communication include:

- Meetings between parents and Early Childhood Educators (ECEs) upon request.
- Availability for brief discussions during drop-off and pick-up times.
- Parents may contact program staff by phone or email as needed.

- Occasional family gatherings held once or twice per year.

### **Photograph policy**

We occasionally photograph children to document their experiences and share them with families. On the registration form, you can select:

- No photos taken of your child.
- Photos used within the center and by ECE practicum students.
- Photos may be used for any Cariboo Child Care Society purpose.

To receive photos by email, please choose option 3; these may include images of other children whose parents also chose option 3.

Please respect privacy by not sharing photos of other children on social media or online platforms. Visitors may only photograph their own child. You may not take photographs of photographs used in displays at either center.

The number of photos shared by programs varies due to room activities, staffing, and each family's preferences. When cameras are in use, staff interactions with children are reduced.

### **Leaving Cariboo Child Care Society policy**

We anticipate that children departing from our childcare programs will do so for positive reasons, such as progressing to preschool or kindergarten, equipped with confidence and preparedness for their next steps. Regardless of the circumstances, our team is committed to supporting both the child and their family throughout this transition, recognising that leaving can be as challenging as beginning a new journey. Familiarity with the stages of change can significantly assist children in understanding and coping with these developments.

To facilitate this process, we engage children by reflecting on memories, reading relevant books, discussing upcoming changes, and offering support and kind wishes on their final day.

Please note that parents are required to provide one full calendar month's notice when withdrawing a child from care. Notice may be given via email to [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca) or [sbutcher@tru.ca](mailto:sbutcher@tru.ca).

### **Suspension of care policy**

CCCS reserves the right to suspend or terminate childcare services if its policies are not upheld, or if parents/caregivers engage in conduct that may cause fear or intimidation among participants or staff members of any CCCS program. The use of inappropriate language as well as aggressive or threatening behaviour is strictly prohibited.

In certain instances, CCCS may be unable to fully accommodate a child's needs for various reasons. Prior to reducing, suspending, or terminating services, staff will work collaboratively with families to address any concerns; however, some situations may necessitate immediate termination of childcare services.

When employment at TRU ends for faculty or when students graduate, their enrolled children may continue to attend Cariboo Child Care until they themselves graduate from the program. Families wishing to enrol

subsequent children who are not already attending may apply for space during periods when our community application is open.

## **Fee policy**

As of August 1, 2025, Cariboo Child Care Society is part of the BC \$10/day program. Families pay CCCS a flat fee of \$200/month, regardless of attendance or closures, while the BC Government covers the remaining costs directly to CCCS.

### *Administration fees*

The annual administration fee (\$65:00) is suspended under the \$10.00/day program.

### *Payment terms*

- Parents are responsible for the \$200.00 monthly fee
- Fees are due before each month begins; unpaid fees mean children cannot attend.
- Monthly fees remain the same year-round, regardless of closures or attendance.
- Irregular attendance may result in losing a spot if there is a waitlist.
- Families applying for Affordable Child Care Benefit must pay full fees until approval; covered advance payments will be refunded once benefits are confirmed.
- Payments must be made via electronic transfer to [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca)
- Late payments (on or after the 1st) incur a \$25.00 charge.
- Collecting children late fees are \$20.00 per child for any part of each 15 minutes over nine hours or after closing.
- There is an annual \$5.00 family membership fee with voting rights, payable in September or on joining.

### *Invoices and receipts*

Invoices are distributed via email to the address provided on each child's registration form approximately one week prior to the start of each month. Payment receipts will be issued to the same email address upon confirmation of payment. Please note that year-end receipts for tax purposes are not available. A \$25.00 administrative fee applies to requests for duplicate receipts.

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

The BC Provincial Government Affordable Childcare Benefit supports eligible families with the payment of their childcare fees. Families can find out more information and apply on line at;

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-benefit>

Or phone the ACCB office at 1-888-338-6622 option 1.

### *Payment Methods*

Fees must be paid by electronic transfer. Send the exact amount to [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca). Electronic transfers are deposited automatically; no password is needed.

Cash and cheques are not accepted.

Families with multiple children can combine payments, but receipts are issued separately. Children's names must be added in the memo for accurate receipting.

### *Refunds*

Any unused portion of pre-paid fees, outside the required withdrawal notice period, will be refunded at the end of the month.

If the childcare program cannot operate as scheduled at the time of invoicing, fees paid for days without service will be deducted from the following month's invoice.

### *Withdrawing from our center*

Families must give one full calendar month's notice to withdraw a child. Email [caribooadmin@tru.ca](mailto:caribooadmin@tru.ca) or [sbutcher@tru.ca](mailto:sbutcher@tru.ca) with the child's name and planned last day. If no notice is given, fees will apply.

## **Complaints or compliments policy**

We invite families to share any concerns or positive feedback with us. Please be assured that services will not be limited due to the submission of a complaint. Kindly adhere to the following procedures:

- Speak directly with the centre staff.
- Contact the Executive Director.
- Complete the form included in this handbook and submit it to the CCCS office or email it to [sbutcher@tru.ca](mailto:sbutcher@tru.ca).
  - Written complaints addressed to the Executive Director will be investigated and responded to within ten working days. If a resolution is not reached, a representative of the board will follow up with you. You may also communicate directly with the Cariboo Child Care Society president by emailing [CCCSpresident@gmail.com](mailto:CCCSpresident@gmail.com).

If concerns regarding the welfare and safety of children at the centre remain unresolved, parents are encouraged to contact the Interior Health Authority Licensing Direct at [LicensingDirect@interiorhealth.ca](mailto:LicensingDirect@interiorhealth.ca).

Should concerns remain unaddressed to your satisfaction, families reserve the right to withdraw their child immediately. Any unused, prepaid fees will be refunded.

### *Annual survey*

In June families receive a 'survey monkey' link by email or can access a QR code on the web site or in programs, to our annual survey. This is a brief, voluntary survey that reviews seven areas of service delivery at Cariboo Child Care Society. Although participation is voluntary it is very helpful for us to receive as much information as possible as it helps us shape our goals for the upcoming year and provides feedback on challenges and successes of the previous year.

### **Cariboo Daycare family check list**

A child's backpack should contain:

- 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:

- A comfort item like a teddy or soother.
- Any bottles and formula for the child.

### **Beyond the Bell family check list**

- Inside shoes or slippers.
- At least one changes of clothing including underwear and socks.
- Water bottle, to be taken home and sanitized daily.
- Appropriate outdoor clothing for the weather.
- Enough food to sustain a child all day during full day programming

## **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 requiring evacuation, program staff will:

- quickly and calmly help the children line up by the nearest exit ensuring all children are accounted for.
- make a quick assessment of the situation.
- evaluate the evacuation route to ensure a safe and clear evacuation.
- assemble children in pairs with an adult in front and one at the rear of the children.
- use strollers, cribs or sleds to transport infants and toddlers.
- take the emergency backpack, attendance record, any medication and grab and go kit.
- leave the building through the closest, safe exit.
- escort the children to assembly point 34, at the Cariboo car park entrance.
- take attendance, accounting for all children, volunteers, and other staff.
- call 911 and state the nature of the emergency.
- follow directions to remain in place or move to assembly points 32 or 33.
- evaluate the situation with the help of first responders (police, fire, and ambulance) prior to re-entry.
- keep parents informed by group email.

### *Site evacuation*

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

- determine the most appropriate host facility based on situation, hazard, and weather.
- 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).
- secure the childcare building and put out signs for parents.
- staff will transport children to re-location site, either on foot or in vehicles invoking the emergency transportation policy.
- take attendance on arrival.
- stay with and support children until they are reunited with family or return to the childcare facility.
- notify families by group email and provide re-location information. Staff will contact parents by phone when the children are settled and safe.
- if the city of Kamloops requires evacuation, we will follow directions provided by the City of Kamloops; Tel 250-828-3461.

Host facilities are:

ECE Department	TRU Student Union Building	Children's Therapy & Family Resource Center
1274 McGill Road	1055 University Drive	801 McGill Road
Kamloops	Kamloops	Kamloops
BC, V2C 0C8	BC, V2C 0C8	BC, V2C 6R1
Tel: 250-371-5666	Tel: 250-828-5289	Tel: 250-371-4100

- \*The ED/PC will check all rooms in the building and close all internal doors and complete a head count.

### *Shelter in place procedure*

Staff will:

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

### *Lockdown Procedure*

Staff will:

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

- Cariboo administration will immediately send a group email to all families to collect their children.
- staff will immediately attempt to contact all parents or emergency contacts by phone to collect their child.
- children will remain inside our building and safe.
- Once all children have been collected the program will be closed.
- If the evacuation alert occurs during hours when our program is not operational, our facility will not open the next day.
- 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.
- 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.

## **Beyond the Bell Emergency Procedures**

Facility; **Beyond the Bell.** 1580 Summit Drive. Kamloops. BC V2E 1G5

Tel; 250-318-6065 (program) or 250-828-5160 (admin).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:

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

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

Host facilities are:

Between Friends	TRU Student Union Building	Children's Therapy & Family
Out of School Care	1055 University Drive	Resource Center
1565 Summit Drive	Kamloops	801 McGill Road
Kamloops	BC, V2C 0C8	Kamloops
BC, V2C 0C8	Tel: 250-828-5289	BC, V2C 6R1
Tel: 250-828-0038		Tel: 250-371-4100

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

### *Shelter in place procedure*

Staff will:

1. gather all children in 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. exit the building only when an all clear has been issued.

### *Lockdown Procedure*

Staff will:

1. immediately lock all external doors and windows.
2. call 911 as soon as possible.
3. communicate with staff to initiate lockdown procedures by stating "lockdown".
4. alert CCCS executive director and/or administration.
5. gather all children and staff inside the laundry room.
6. if possible close kitchen access and room divider.
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 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 19. The program will remain closed until further notice.

## **Emergency Planning and Recovery Policy**

Cariboo Child Care Society takes the health and safety of children attending programs and staff at facilities very seriously. Planning for emergency situations is completed using local knowledge of the Kamloops and surrounding areas. Potential hazards and risks taken into consideration include geography, resources, historical events and information from Interior Health Emergency Preparedness web page.

Children must be signed in and out of their program each day, on arrival and at departure. Staff must know how many children are present and where each child is **always**. Children are never left alone in the program. Parents are required to make contact with at least one educator before leaving their child at the centre.

At registration, parents are provided with a small business card outlining emergency details and contact numbers. This card is intended to be kept in a wallet, so it is available if needed. Communication by email in an emergency is preferred.

As we live in an area surrounded by brush, grasslands and rivers our primary emergency situations are likely to be fire or flood. Occasionally we experience severe windstorms that blow down trees and hydro poles knocking out power.

The most likely reasons for staff and children needing to remain sheltered in place are because of an unsafe exit to the building, fallen power lines, road traffic accidents, road collapse or wild animals.

A lock down situation may occur when a visitor to the building is displaying undesired and aggressive behaviours. Possible threat to children and staff welfare will result in a lock down.

If parents are unable to reach staff, they should visit the Emergency Info BC Web site at <http://www.emergencyinfobc.gov.bc.ca/>. This is British Columbia's official channel for large scale and provincial level emergency information, alerts, and notifications.

Our emergency evacuation destinations have been chosen as they are easily accessible by foot and road. All locations have plenty of parking allowing for high traffic volume. They are central to the town yet are not an area where emergency services will gather for coordination. Each location is large enough to provide safe shelter, beds, kitchen, toilets, food, and space, for an extended period.

At our facilities we keep an emergency box that contains enough food, water, warm blankets, small activities for entertainment, flashlights, walkie talkies, shovels, hard hats, high visibility vests, and toiletries. Each box is stocked with a supply that will last for up to 72 hours. As part of our proactive procedures within the facility we check our fire extinguishers and test smoke alarms monthly.

Emergency supplies will only support Cariboo Child Care in the case of a "Shelter in Place" Emergency. If forced to relocate, food and drink will be supplied at the site of re-location. Children and staff will wear high visibility vests, hard hats and take necessary equipment per the situation. The priority of our focus during the relocation process is to provide security and safety for the children, hence, destinations that can provide all basic needs.

Staff will check the emergency supplies once per month to ensure food remains in date, batteries are working, and supplies are safe and in good condition. Any deficiencies are recorded on the supply list and corrected immediately. Emergency procedures are displayed on the program wall.

Our emergency backpacks, which are located next to the main exit, contains all children's registration/emergency contact details, a first aid kit, facial tissues, and wipes. Staff and parents are responsible for ensuring that all information on emergency forms is kept up to date. Staff take an emergency backpack with them anytime they leave the childcare center.

In a real emergency but not in drills, staff collect the medication box as they leave the centre to ensure any child receiving medication has access to it throughout the emergency.

All staff are well versed in Cariboo's emergency procedures. Fire drills are practiced at least once per month and a full emergency evacuation is completed once every year. To ensure that all children take part we practise drills on different days of the week. This allows children to become familiar with the evacuation process. As part of our curriculum children are educated as to how to phone '911' in an emergency, how to react in the event of a fire, 'stop, drop and roll' techniques if clothing catches fire and what a hot door means.

Children and staff also practise "Shelter in Place" and "Lockdown" procedures regularly.

When new staff join Cariboo the orientation process includes reading all emergency policies and procedures and taking part in emergency drills. Staff participate in at monthly drills, taking turns at both leading and supporting the process. Staff document who is present and who is absent to ensure no staff member or child continually misses the opportunity to practise.

During a planned "Site Evacuation" Parents are notified. Parents will receive a phone call from the emergency destination phone number. Staff will record any challenges on an emergency evacuation form such a wrong number. This form is stored in the centre filing cabinet and reviewed with the program supervisor.

If at any time services are suspended or an evacuation of the facility is necessary, services will not resume until all repairs have been made and the facility is deemed safe. Emergency supplies used will be replenished and any necessary amendments in policy will be made. At this time all persons involved with the emergency will be contacted by the Executive Director, either in person or via a letter, to explain the nature of the emergency and report on the evacuation process. Parents and staff will be encouraged to give feedback regarding their experience and confidence in protocols during the evacuation.

Parents and staff will be given an opportunity to review the emergency after it has occurred to debrief, problem solve and review procedures. A report will be submitted to Licensing Direct within 24 hours. It is our intention to always be open to changes and reflection.

It is Cariboo Child Care Society policy to be transparent in our operational services. Providing a healthy environment is understanding the impact that any kind of traumatic experience may have on a person's mental health. After an emergency staff will be alert to children's and parents' behaviours and actions. Cariboo staff and administration will be taken to respect and react to emotions and concerns in an appropriate and considerate manner. Staff have a duty to report to their supervisor if they are too impacted to provide effective, quality care as part of the childcare team, or if they observe behaviours from a colleague that suggests extra support may be needed.

**Complaints or compliments form**

Your name: \_\_\_\_\_

Your contact method and details: \_\_\_\_\_

Childcare program name: \_\_\_\_\_

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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