

Cowichan Valley Regional District Shawnigan Lake Community Centre Out Of School Care Program

Questions | Registration
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*Call
250.743.6643
for Information*



GENERAL INFORMATION

MISSION STATEMENT

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

PROGRAM OBJECTIVES: FOR THE CHILDREN

- To provide a quality Child Care program in accordance with the community centre's operating principles and philosophy which accounts for the age range of children enrolled, recognizes the individual and group needs of the children and incorporates variety, choice and structure.
- To ensure that the child develops to his/her fullest potential by focusing on self-awareness, self-worth, confidence, independence, trust, responsibility, social acceptance and values development.
- To provide skill development, including creative, intellectual, physical, communication, social and leadership skills.
- To provide a healthy environment.
- To provide an environment that encourages curiosity, creativity and education.
- To provide and create a stimulating environment full of warmth, understanding, safety and fun.

PROGRAM OBJECTIVES: FOR THE PARENT/GUARDIAN

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

DISCIPLINE POLICY

The mandate of the program is to provide a safe, supportive, structured and fun childcare environment. To achieve this goal, we need the support of the parents and the children to create an atmosphere of trust, mutual respect and consideration for others. Please review the expectations for behavior with your child and support staff's efforts.

Discipline –

- Is something adults do with and for children, rather than to children to stop them from behaving in undesirable ways.
- It is intended to help children become self-disciplined as they learn appropriate and acceptable behavior patterns.

Discipline and Guiding children's behavior is done while appropriate behavior is occurring, as well as before, during and after socially unacceptable behavior is displayed. Our main goal is to assist children in developing respect, self-control, self-confidence and sensitivity in their interactions with others.

We take into consideration all of the following factors when guiding children:

- Each child's individuality and level of development,
- Their family experience, background and family culture, and
- Their environment – toys, games, space and surroundings, people in the program (children and adults), and the time and program schedule.

All staff uses the following strategies in guiding and disciplining children:

- **Prevention** – establishing clear, consistent and simple limits for everyone in the program so that each child knows what is expected. The limits are clearly related to the safety and protection of self, others and the environment and given in a positive manner, rather than a negative way. Staff provides choices for the children whenever possible to help avoid power struggles. We also reinforce appropriate behavior to encourage them to repeat desired behaviors and have children to use us as a resource – “if your unsure, ask and we will help.”
- **Guidance** - is always given in a positive manner. When dealing with a problem, staffs focus on the behavior, rather than on the child to avoid lowering that child’s self –esteem. Staffs give reminders on a regular basis to clarify and reinforce limits.
- **Intervention** – is used when inappropriate behavior has occurred. Staff approach children individually, get down to their eye level and use a calm, controlled voice unless there is a situation where physical danger is imminent. When dealing with biting, hitting, kicking or a situation where a child may be losing self-control, a staff member will step in to intervene and help calm the child.
- **Redirection** - is used to change the circumstances that are causing unwanted behavior. We tend to use redirection more so with the younger children, who do not have the problem solving skills that the older children have. Children are redirected towards activities that are in line with their needs. With the older children, we discuss the unwanted behavior, what they could have done differently and help them find a different activity that will meet their needs.
- **Cool Down Area** – is used as a last resort. Persistent refusal to abide by the rules of safety for self, others and the environment may, on occasion, require that a child be removed from the situation. Cool Down is always done with a positive attitude from the staff, pointing out the behavior and explaining why they are being removed from the situation. The child will remain in the room under supervision, but away from the general activity and given an alternate individual activity to do (puzzle, colouring, and reading). The child and staff member discuss the reason for being in Cool Down, what strategies they could have used to prevent them from being in Cool Down and allowing the child to decide when they are ready to be involved again. This allows the child to use problem-solving skills to make better decisions. Some children may choose to be in Cool Down to help them feel better in control of their emotions.

If there is a persistent behavior problem, staff will request a meeting with the parent(s) and child to discuss the behavior. If the child’s behavior is causing a continual disruption to the program or causing harm to others, it may result in the child having to be removed from the program. At any time parents may request a meeting with the program supervisor to discuss any concerns.

POLICIES AND PROCEDURES

ARRIVAL POLICY

When you arrive in the morning please sign your child in. For morning care, please have Cobble Hill/Mill Bay children arrive no later than 8:00 am and Discovery children no later than 8:15 am, to ensure everyone is here and accounted for before we have to leave on the bus. Please note that Cobble Hill children are taken to bus stop by staff and taken to school on the school district bus system. We no longer drive to Cobble Hill/Mill Bay in the morning. Please ensure your child is registered to take School District #79 transportation. If your child is attending After Care, the staff member that picked up your child will sign him/her in. **If your child is sick or will be missing a day he or she is registered for, you must call and let us know.** You can leave a message at 743-6643 or call the cell phone at 715-6495. We don’t leave the school until every child on our list is accounted for.

DEPARTURE POLICY

When picking up your child, please make sure that you or your authorized alternate sign your child out and that you notify a staff member that your child is leaving. Children may be picked up only by those name(s) that appear on the registration form. These people include yourselves (parents/ legal guardians)

or your authorized alternates. However, if an emergency situation arises and someone else is picking up your child, please notify the Out of School Care promptly by calling 743-6433 or 715-6495. If you can not reach anyone at these numbers, please leave a message at 743-6643 or email osc@cvr.d.bc.ca. We also require these changes in writing, which can be faxed to 743-1533. This alternate person will be asked to show a staff member photo identification for safety reasons. In all other circumstances an unauthorized person requesting the release of your child will be denied.

People authorized to pick up your child may be refused if it appears that they are incompetent to drive or incapable of safely caring for your child. In this event an authorized alternate will be contacted and you will be notified of the change in plans. (Section 16.1 Child Care Licensing Regulations). Your authorized alternate will also be called if your child has not been picked up within 10 minutes of closing time and we are unable to contact you. After 30 minutes, if all means to have your child picked up have been exhausted we will contact the Ministry of Children and Families. There will be a late charge applied to parents for late pick-ups.

PARKING

Parking for parents using the Community Center and Elsie Miles is located in the front and side of the buildings. Please walk with your child as the parking lot can be a very busy place!

CHILDREN ATTENDING CENTRE BASED PROGRAMS

Staff will walk and pick up your child attending Shawnigan Lake Community Centre based programs. While your child is attending the program, the Out of School Care Program is not responsible for your child, until they return back to the Out of School Care program. If your child will be picked up after the program he/she is attending, then it will be your responsibility to pass this information on to Out of School Care Staff. If the Out of School Care Program has a field trip planned away from the centre, on the day of your child's program, than you must agree to one of the following (whichever works for staff on that particular day). The following options are in place:

- Your child must miss their scheduled program,
- You make alternate arrangements for care that day, or
- Your child will wait with office staff, who have had a criminal record check done, a few minutes before/after their program until the Out of School Care Program returns.

A consent form must be filled out prior to your child attending any programs and is only applicable to programs on site at the Shawnigan Lake Community Centre.

SNACKS AND FOOD

All snacks and meals are the **responsibility of the parent/guardian.** We request that you pack healthy, filling snacks that will keep your child energized until the end of the day. We will be monitoring children to ensure that their nutritional needs are met and they are in accordance to the Canada Food Guide. We may have children with serious allergies attending our program, so it is a good idea to remind your child that it is not a good idea to share foods with others.

PEANUT "AWARE" POLICY

Due to life threatening allergies to **peanuts and nut** products, The Shawnigan Lake Out Of School Care respectfully asks for the cooperation of parents and children in keeping our environment as nut safe and nut free as possible. Therefore, we insist that children **do not** bring peanut butter, peanuts or tree nuts to our program, including products that "may contain traces of nuts" or products "made in the same facility as nut products". To further reduce the risk and to enforce general safety while riding the bus we will continue to insist that no food is to be eaten on the bus or in the van. Please take the time to explain these rules to your children and ask that they eat their peanut product snacks at school and to please wash thoroughly afterward. Thank you for your cooperation in keeping our Out of School Care a safe environment for all children.

CHILDREN WITH NUT ALLERGIES

Our center is not a Peanut “free” environment, but a **PEANUT AWARE** environment; we do have children with peanut allergies attending. We will take every measure to try to ensure the safety of all our children. Our policy regarding a child with a nut allergy is as follows:

- Staff would be vigilant in supervising snack time, lunch and checking to see who has peanut/ other nuts and or traces of nut products.
- The child with allergies would be at separate table while eating.
- Ensuring tables and chairs are washed as well as sweeping the floor after food has been consumed.
- **For safety reasons we reserve the right to have your child not participate in some activities such as baking.**
- Your child will not be allowed to carry his/her own Epi-pen
- According to Licensing an Epi-pen has to be locked up and with a staff member at all times.

We leave it to the discretion of the parent/ guardian of the child to decide whether they are comfortable with their child attending in this environment as well as allowing staff to administer the Epi-pen in an emergency.

Licensing also require parents to submit a “plan of action” so that staff are clear on what needs to take place in the event of an allergic reaction.

PLAYGROUND SUPERVISION

The Shawnigan Lake Community Centre utilizes the fenced playground between the Community Centre and Elsie Miles. We use this play area as often as we can depending on the weather. At all times, children will be supervised by staff. Washroom facilities must be used at the Community Centre, and staff will accompany children for these purposes.

ACTIVE PLAY POLICY

In partnership with CVRDs mandated training modules and commitment to Physical Literacy, we at Shawnigan Lake Community Centre Child Care will implement and practice Physical literacy as part of our Active Play Policy.

Active play is essentially physical activity with spontaneous and occasional bursts of high energy. It can occur indoors or outdoors, alone or with friends and family. Even before children can walk, they can start **playing**. As they get older and learn more skills, opportunities for **active play** increase.

Physical literacy is a fundamental and valuable human capability that can be described as a disposition acquired by human individuals encompassing the motivation, confidence, **physical** competence, knowledge and understanding that establishes purposeful **physical** pursuits as an integral part of their lifestyle.

Our goal is to implement purposeful daily activities that encourage physically literate children. Individuals that are physically literate, move with competence and confidence in a wide variety of physical activities, in multiple environments, that benefit the healthy development of the whole person. **Active Play** has a vital role in our Centre. When at all possible, active play will occur in an outdoor setting at a minimum of 15-minute increments. Out of School Care will have a minimum of 1 hour Active Play added to their curriculum, with Pro D Days and Summer Camp Days at a minimum of 2 hours. This will be accomplished in a variety of ways through physical literacy games, organized leader facilitated activities and free play. In inclement weather we will use our Gymnasium at SLCC and rooms at the CC Centre.

SCREEN TIME POLICY

Our Childcare Centre promotes active play and quality interactions while participating in our program. We do not allow enrollees to use phones, gaming consoles, TVS or computers during operating hours with the exception of

- Supported Child Development Individual behavior management plans that incorporate the use of a digital device

- One movie on PJ Day (2x per year balanced with Active Play)

Parents are respectfully asked **not to send** electronic devices with children to Childcare.

SUNSCREEN POLICY

We require every child to bring his/her own sunscreen, labeled with their name. If you require the staff to apply sunscreen to your child, you must fill out the section on sunscreen in your registration package.

MEDICATION POLICY

If your child requires medication during the day, we ask that you administer it whenever possible. If it is not possible, you **must** fill out an Authorization for the administration of medication form, which is available from staff. If this form is not completed with details of the medication and signed by the parent, we **cannot** give the medication to your child.

SICK CHILD POLICY

If your child is ill, we ask that you find alternate care, to avoid others from becoming ill. If your child becomes ill while under our care, we will provide a quiet resting area and insure that he/she is under close supervision of an adult. We will contact you, and we ask that you come early or arrange for someone to pick up your child as soon as possible. If your child has any visible rash your child is **NOT** to attend daycare until it has been determined by their physician that they are not contagious. We require a doctor's note for unidentifiable rashes and illnesses.

Parents **must** also **report** any contagious childhood diseases, illnesses and irritants (ie. Chicken pox, whooping cough, head lice) to Out of School Care staff. We are required to inform all other attending families of any contagious illnesses that are circulating the daycare.

TIPS WHEN NOT TO SEND CHILDREN TO DAYCARE:

**If your child is vomiting or has vomited twice in past 24 hours*

**If your child has a rash on their body or face*

**If your child has lice or nits that has not been treated.*

**If your child has a fever*

**If your child has diarrhea*

**If your child has an eye infection (thick mucus or pus draining from the eye)*

**If your child has a sore throat; especially accompanied by fever or swollen glands*

**If your child is just not feeling well (pale, tired, lethargic, lack of appetite, cranky)*

**We recommend that you always have plans for back up childcare. It is important that we try to make our environment as safe as we can for all participants and staff. Please always inform the OSC staff when your child is away and communicate the type of illness that is affecting your child*

HEAD LICE

Due to the highly contagious nature of head lice in a Daycare setting we require that parents inform OSC staff if their child has head lice or nits. We must inform all other families in our daycare in order to combat the problem. If we feel that the lice is **not** being dealt with **in a responsible manner** and within an **appropriate time frame**, we reserve the right to ask you to find alternate care until the lice are dealt with.

PHOTO TAKING POLICY

Our Out of School Care program occasionally takes photographs of special events that may include your child. We hang these photos in the Community Centre for the children to look at. We may also use a photo for upcoming brochures, flyers or media releases. If you do not want your child photographed, please insure you fill out the appropriate spot on your registration package.

TRANSPORTATION POLICY

The Shawnigan Lake Community Centre uses its own 24 passenger bus to pick-up and drop off children to and from school. Additionally, there are field trips to different locations in and outside of the Cowichan Valley. Before your child can be picked up on our bus, your consent is required in the registration package.

SNOW POLICY

In the event of snow, the centre may be closed until the driveway has been cleared and deemed safe to use. Staff will also assess the safety of the roads and decide if it is safe to take the bus out for drop off. If the facility manager deems the driveway or roads unsafe for use, WE WILL NOT OPEN FOR MORNING CARE. We will do our best to open for aftercare unless the roads continue to be unsafe and unplowed throughout the day. In the event that the schools shut down because of the snow, **do not** assume that we are able to provide full day care. We will do our best to arrange for staffing and room availability to provide full care in the event of snow, but it is not guaranteed. Staff will make every attempt to arrive at the community centre by 7am. Please call before coming in the morning to ensure that we are open for care. We will update our answering machines with the latest information. You can call the Community Centre at 743-1433 or 743-6643 the childcare phone line or the cell phone at 715-6495. **DO NOT drop off your child at the bottom of the driveway and let them walk up on his/her own.** Staff may not have arrived on time.

EMERGENCY PREPAREDNESS

Our centre is the designated Emergency Preparedness centre. If there were a disaster, we would remain at the centre whenever possible; please note that our alternate location is Kerry Park Recreation Centre in Mill Bay. In the event of most emergencies at the centre, our meeting spot is on the Centre field.

REGISTRATION POLICY

Registration in Out of School care is an on going process, as parent's needs change throughout the year and in some cases month to month. The following guidelines will be used to ensure fairness in securing a spot for your child in our Out of School Care program.

- Children who attend our program three or more days a week on a regular basis will be given priority.
- Parents who have a work schedule that changes week to week and submit a monthly schedule of dates needed prior to the beginning of the month, will be given priority.
- If you presently attend less than three days a week, you will be considered as a drop-in. Parents requiring care for three or more days per week will have priority over drop-in spaces.
- If you are considered drop-in, you will be registered on a first come first serve basis. If we have another person that requires care for three or more days a week and we do not have room, you will be given 3 weeks notice that we need the spot that you have booked. For example:
- If you register for Tuesdays and Thursdays on a regular basis and we have someone come in to register for Mon to Fri and we are full, you will be given at least 3 weeks notice before we fill this spot.

Siblings will have first priority to fill empty spaces and then it will be open to the public.

ATTENDANCE INFORMATION

HOURS OF OPERATION:

Our Out of School Care program offers the following hours:

- Before Care 7:00 a.m. to 8:30 a.m.
- After Care 2:25 p.m. to 6:00 p.m.
- Pro D Days and School Holidays – 7:00 a.m. - 6:00 p.m.

Out of School Care is **CLOSED** on all Statutory Holidays as well as for one week of Christmas Vacation.

ATTENDING:

Please insure that you have registered your child for the dates that they will be attending. We have very tight numbers and if your child is coming on a day that he/she is not registered for, we may not have enough room on the bus for everyone.

CANCELLATIONS:

It is **imperative** that you contact us to let us know if your child will not be attending on a day that he/she is registered for. **Notification must be made before** your child is picked up from school because we will not leave until every child is accounted for. Please note that if you DO NOT contact us, the following steps will take place to account for a missing child:

- 1.) Make every attempt to contact parents/emergency contacts to confirm location of child.
- 2.) Contact School to confirm child attended today, have them help locating child- check with teacher.
- 3.) Notify police of missing child- continue trying to contact parents.

We move into step three after step 1 & 2 are exhausted. **This is why it is imperative that you contact us.** We can be reached on the cell phone 24 hours a day at 715-6495 or leave a message at 743-6643.

* **Two weeks' notice** must be given to cancel for Spring Break, Christmas and Pro D Days. If insufficient notice is given, you will be charged.

****Please note there is a month cancellation fee for dates registered for in the summer.**

REGISTRATION:

If you call in and register on an on call basis, do so as soon as possible, as we do fill up fast. As we grow each year, our space becomes more and more limited. Priority will be given to full time children. If you are a parent that only requires care one or two days a week, you have a higher risk of losing your space to a full time attending child. Please note, that you will be given at least 3 weeks notice regarding this matter. You will have the option of holding this space if you are willing to pay for a full time space.

PRO D DAYS:

Many parents take the day off for Pro D Days. Because of this, **YOUR CHILD IS NOT AUTOMATICALLY REGISTERED** for Pro D Days. Please register early to avoid disappointment, as we do fill up fast. You will be notified of any upcoming pro d days well in advance in our monthly newsletter. On occasion, out trips are planned for these dates and parents are requested to help offset the cost of these trips. Usually we request a twoonie (\$2), but it is dependant upon the trip booked. You will be given plenty of notice.

SIGN IN SHEETS:

Everyday there will be a new sign in and out sheet that you must sign each day. If you, the parent, are not picking up your child, you must notify us of who will be picking up your child. PLEASE NOTE – only authorized people that you put on your child's registration form will be allowed to pick up. You cannot call in and tell us someone that is not already authorized. If you are in a jam and need to send someone that is not authorized, please send or fax a signed letter to 743-1533. It is also a good idea to ensure that a staff member has seen you leaving in case you forget to sign your child out.

RATES AND BILLING INFORMATION

RATES:

Please see Fee Schedule for current rates.

BILLING:

Billing is done on a monthly basis. You should receive your invoice at the beginning of the month for care that you have registered for. Please pick up your invoice from the binders where you sign out your child. **It is the responsibility of the parent to ensure they receive their invoice.** Payments are due by the 15th of each month. Continual unpaid accounts may result in our refusal to care for your child/children. 72 hours notice will be given if this were to occur. You can pay during office hours by Interac, Cash, Cheque, Visa or MasterCard. You may also leave your credit card on file with us for monthly billing.

LATE PICK UP: You are required to pick up your child no later than 6pm.

Doing so will result in late pick up fees. Due to many parents not following this policy, our late charges are now \$10.00 for every 15 minutes you are late. Our minimum fee for late pick up is \$10.00. If you know that you are going to be late, please call staff at 715-6495 or 709-1625 to let them know. It is also a good idea to try contacting an alternate to come and pick up your child. Please be respectful of staff, by arriving on time. They have had a long day too. If you are someone who is frequently late, it may result in you having to find alternate care somewhere else.

SPRING, SUMMER AND CHRISTMAS CAMPS:

Spring Break and Christmas Camp are rated the same as Pro D Days and they will be on your monthly bill. Summer Camp rates are different and are done on a drop-in rate or weekly rate. Summer fees are broken down to include Camp 9:00-4:00, Before Care 7:00-9:00 and After Care 4:00-6:00. You may only require care from 9-6 and would not be charged for before care. Out of School Care Parents will be billed for July and August on a **bi-weekly** basis. Prices include all out trips for Summer Camp programs. Spring break, Christmas Camp and Pro D Days may require extra money for out trips.

SUBSIDY:

We accept government subsidy towards your fees, so if you feel you qualify, please ask our staff for more information.