



Cowichan Valley Regional District

# Shawnigan Lake Community Centre

## Group Care Program Ages 3 - 5

Questions | Registration

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# SHAWNIGAN LAKE COMMUNITY CENTRE CHILDCARE

## GROUP CARE | Ages 3 - 5 years

### POLICY AND PROCEDURES HANDBOOK

#### MISSION STATEMENT

Shawnigan Lake Childcare's mission is to 'provide a safe and supportive environment that incorporates recreational and educational experiences as well as foster the development of each child's capabilities while promoting a sense of community.'

Our goal is to provide a caring, healthy, creative and stimulating place for children to explore and grow. Qualified staff provides a wide range of self-directed and structured learning activities.

#### GENERAL INFORMATION

Group Care is offered to children between the ages of 30 months (turning 3 by Dec 31) and five (5) years of age. The group will have a maximum of 2 under the age of 36 months in care at any given time. The group size will be a maximum of 8 children per day with 1 qualified educator. Children will also participate in the two day per week preschool program on Tuesdays and Thursdays (Sept – June). Preschool is a maximum of 20 children with 2 teachers. The program operates year-round by the Shawnigan Lake Community Centre with the exception of one week at Christmas Break. Daily opportunities for gym games, outside play, art, music, and developing a love of books are provided. Children have the opportunity to explore their world through play in one of the many stations set up each day.

#### ADMISSION

Admission of a child requires a parent to complete a registration package in full and to provide a copy of their child's immunization record and a current photo of their child.

Children must have all immunizations up to date before entering the program. If you choose not to participate in the immunization program, then a letter must be provided stating this.

#### PROGRAM OBJECTIVES: FOR THE CHILDREN

- To provide a quality Childcare 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 Childcare 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 AND GUIDANCE POLICIES AND PROCEDURES**

Our goal is to assist children in developing self-control, self-confidence, and ultimately, self-discipline and sensitivity in their interactions with others. The guidance and discipline techniques we use in group care are based on a positive, non-punitive approach. Staff will always establish clear, consistent and simple guidelines for the children. Techniques such as intervention, redirection and natural consequences will be used to handle unwanted behaviors.

### **CHILDREN ATTENDING CENTRE BASED PROGRAMS**

Many children participate in centre-based programs such as dance, gymnastics, etc. Staff will walk and pick up your child attending Shawnigan Lake Community Centre based programs. While your child is attending the program, the Childcare Staff is not responsible for your child, until they return back to the Childcare program. If you will be picking up your child at the program he/she is attending, then it will be your responsibility to pass this information on to Childcare Staff and still sign your child out. 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.

### **FEES**

Please see Fee Schedule for current rates.

Fees are collected on a monthly basis and are due the 1<sup>st</sup> of each month. Payments **not** received by the 1<sup>st</sup> day of each month may result in our refusal to care for your child/children. You will be required to pay for the fee that is associated with the type of care you have committed to.

### **REFUND POLICY**

Withdrawal from the program requires one month written notice or one-month fees for short notice. If for any reason the Shawnigan Lake Childcare centre is no longer able to operate, the unused portion of your fees will be fully refundable.

### **ATTENDANCE INFORMATION**

Our childcare centre is open from 7:00 am to 6:00 pm. We are **CLOSED** on all Statutory Holidays as well as for one week of Christmas Vacation. Please ensure that you have registered your child for the dates that you require care for. You must call ahead if you require an additional day of care to see if there is availability. It is important that you contact us to let us know if your child will not be attending on a day that he/she is registered for. If your child is suffering from an illness or communicable disease we must be informed so we are able to notify other parents of symptoms to be aware of.

**Late Pick Up:**

You are required to pick up your child no later than 6:00 p.m. **Doing so will result in a late pick up fee. Our late charge is \$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 contact staff ASAP at 250-715-6264 to notify them of the situation. 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 frequently late in picking up your child, we reserve the right to request you find alternate care for your child.**

**ARRIVAL POLICY**

When arriving at daycare, please sign your child in and hang their coats and bags in their cubby. Each week you will be required to take home your child's napping supplies to laundry. You are required to return it at the beginning of each week.

**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 you are leaving. Children may be picked up only by those name(s) that appear on the registration form. Any unauthorized person requesting the release your child will be denied. However, if an emergency situation arises and someone else is picking up your child, we require prompt notification in writing. Our fax number is 250-743-1533. Your alternate person will be asked to show a staff member photo identification for safety reasons. Persons authorized to pick up your child may be refused if it appears that they are incompetent to drive or under the influence of drugs or alcohol. Staff will contact RCMP if the situation warrants. 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). If your child still remains in our care at closing and we are unable to reach you (and you have not notified us that you will be late) your authorized alternates will be contacted to pick up your child. We will continue to try and contact you and your alternates for 30 minutes after closing. If all means to contact your and your alternates have been exhausted, we are required to contact the Ministry of Children and Families. This is why it is imperative that you notify us if you will be late for any reason. A late pick-up fee will apply.

**GRADUAL ENTRY**

Separating from home can be difficult, particularly for the young child, but can be less disturbing when parents and educators work together. Following the initial visit, parents are encouraged to accompany their child on a visit to the community center. Parents are welcome to stay for a period of time to make the transition easier for their child.

**PARKING**

Parking for parents using the Community Center is located in the front and side of the building. Do not park in places where you will be blocking the driveway. Please walk with your child, as the parking lot can be a very busy place!

## **HEALTH AND SAFETY**

Staff has the right to turn a child away from care if the child appears to be too ill to be at childcare. Should your child become ill while at daycare, you will be notified immediately and will be expected to arrange for your child to be picked up promptly and kept home until symptoms subside.

If your child has been diagnosed with a serious illness or communicable disease, licensing requires notification be given to the Childcare Centre within 24 hours of a diagnosis.

Licensing also requires staff to hand out information regarding the illness/disease so everyone is aware of the symptoms. Confidentiality is always kept and the family name is never released when giving out information.

If your child has a communicable disease or serious illness a Doctor's approval is needed before returning to the facility. Our program must consider not only the individual child, but also the health of the other children in care and the caregivers.

### **Symptoms Which Require Children to be Excluded from Daycare**

Parents should keep their children at home or seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat. Once temperature and energy levels are back to normal the child may return with coughing and runny nose if symptoms are caused by a known allergic reaction or the child is no longer contagious.
- Difficulty with breathing, wheezing or persistent cough.
- Fever (100 F/38.3 C or more) accompanied by general symptoms such, as listlessness may be an early sign of illness that requires a physician's attention.
- Sore throat and trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck
- Unexplained diarrhea or loose stool combined with nausea, vomiting, and abdominal cramps. These symptoms may indicate a bacterial or viral infection, which is very easily passed from one child to another. The child should be kept at home until all symptoms have stopped.
- Severe itching of body and scalp.
- Children with known or suspected communicable diseases.

In the event of an emergency the staff would immediately try to contact the parent, if the parent could not be contacted the alternate number would be phoned and an ambulance would be called.

### **Sunscreen Policy**

We require every child bring his/her own sunscreen, labeled with their name. Staff will assist with applying sunscreen to your child. If you have any concerns, please see staff.

### **Head Lice**

Due to the highly contagious nature of head lice in a school and daycare setting we require that parents inform staff if their child has head lice or nits. We will hand out an information sheet to the group on how to treat the lice effectively. 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 that your child not attend until the lice has been dealt with.

## **Medication Policy**

If it becomes essential that a child must receive medication while in childcare the following procedures MUST be taken:

- A medication form must be filled out and signed by the parent.
- All medication must have a prescription label with the child's name, date and remain in the same bottle as issued by the pharmacist.
- If medication requires administration at the daycare, program staff will administer meds.
- Staff will not give any medication that is not prescribed by a doctor.

## **WASHROOM POLICY**

Children are allowed to use the washroom at any time. We do encourage the children to go before snack time, outdoor play, or before any field trips. Children are always supervised when leaving the classroom to use the toilet. Children are encouraged to wipe themselves, although assistance will be given if a child is distressed. Children are always encouraged to use the toilet and we provide a relaxed and comfortable transition to toilet training according to each child's needs. We want to ensure this is a stress-free experience for the child and adjustments will be made when required to ensure the child's needs are being met. If clothes become soiled due to a toileting accident staff will assist the child into a change of clothes. Parents will be notified of the clothing change at pick up time and will be required to take home all soiled clothing and supply us with an extra set of clothing the following day.

WE strongly suggest that your child is toilet trained before entry into this program.

## **SNACKS and MEALS**

All snacks and meals are the responsibility of the parent/guardian. Please provide your children with healthy and filling snacks and meals that will keep your child energized until the end of the day. We will monitor your child's nutritional needs to ensure that they are in compliance with 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. We request that the children **do not** bring gum, candy or pop. Labeling containers avoids confusion.

## **ALLERGY POLICY**

The staff requires written information on any child with allergies or a medical condition. Every precaution will be taken to ensure the children are protected from foods or materials that might cause a reaction. We must also be provided with detailed information of what to do for your child in case of a reaction or emergency situation.

## **PEANUT "AWARE" POLICY**

Due to life threatening allergies to peanuts and nut products, The Shawnigan Lake Childcare Centre 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". Thank you for your cooperation in keeping our Centre a safe environment for all children.

## **CLOTHING**

Please dress your child in comfortable play clothes. Children will be participating in craft activities where they will be using paint, glue, glitter, etc. We do purchase washable, non- toxic products, but there may be some fabrics that do not wash as well as others.

## **FIELD TRIPS**

Throughout the year local field trips may be offered. A notice will be sent home in advance informing you of the destination, time, and date. A permission notice is included in the registration package that covers the field trip policy.

## **ACTIVE PLAY POLICY**

In partnership with CVRDs mandated training modules and commitment to Physical Literacy, we at Shawnigan Lake Community Centre Childcare 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. Group Care will have a minimum of 2 hours Active Play added to their curriculum daily. 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, TV'S 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.

## **VISTORS IN THE CHILDCARE CENTRE**

The program from time to time may have a special person in to visit from the community. Practicum students may also contribute to the program. Parents will be notified in advance of any new adult visiting. The children in care will always be under the supervision of a childcare staff member. If you have any concerns please the notify staff.

## **IN THE EVENT OF SNOW/POWER FAILURE**

In the event of a heavy snowfall the community centre will make every attempt to have the driveway cleared before 7:00 am. If the driveway has not been cleared before you arrive, you will use it at your own risk. Please call before coming to ensure staff have arrived. We will update our answering machines with the latest information. You can call the Centre at 743-6643 or the OSC cell phone at 715-6495. If there is a Power Failure, the situation will be assessed based on BC Hydro reports of when the expected time of power to return. We need to ensure the needs of the children are being

met such as toilets working, heat, visibility, etc.

## **PHOTO TAKING POLICY**

Our Group 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 in the registration package.

## **CONFIDENTIALTY**

The need for confidentiality cannot be overstated. Information will never be disclosed without parental consent. Files and information is stored in a safe and secure place with access only to the appropriate staff.

## **CUSTODY AND ACCESS**

At the time of registration or any time during the child's enrollment at our Childcare Centre, the enrolling parent must notify our Childcare Coordinator of any existing Custody Agreement and produce copies of the current Court Documentation stating what the custody agreement is. You will also be required to complete a payment contract stating who will be responsible for the childcare fees and have it signed by all parties involved (ex/ both parents sign if agreeing to split the fees 50/50). If you are requesting that the other parent not be permitted to pick up the child, the Court Documentation must clearly state that access is denied to the other parent. Without a court document, both parents will have equal access to the child and the Childcare Centre will not accept the responsibility of denying either parent access to that child. If you are in the process of arranging a custody agreement, a written letter stating who is allowed to pick up the child and at which times will be accepted as long as it is signed by both parents. Our main priority is the well-being of your child. With this being said, all staff is required to stay neutral in any family conflict situations (ex/custody, divorce, separation). It is our policy not to issue any letters of support or character references to either parent/guardian.

## **COMMUNICATION**

Communication and cooperation are important. Questions, suggestions, discussion of concerns regarding your child, or the policies are welcomed. If you have issues regarding the program, other staff members, etc. please contact our Childcare Coordinator. If issues remain unresolved, please contact the Community Centre Manager.

## **EXPECTATIONS OF THE PARENT**

### **Please Remember to:**

- Notify the Childcare Coordinator of any changes to the original registration form
- Contact the Childcare Centre if your child is going to be away.
- Ensure you sign in/sign out and touch base with staff on a daily basis.
- Ensure you check your child's mailbox for monthly calendars, notices, etc.
- Ensure your fees are paid by the 1<sup>st</sup> of every month and kept up to date. If you are a family that receives subsidy please ensure you check in with the Childcare Coordinator regarding any parent portions you may be responsible for. If you foresee a delay in payment, notify the Childcare Coordinator immediately.
- Ensure you take your child's napping items home at the end of the week and return them laundered at the beginning of the following week.
- Notify staff at drop off time of any changes in your child's regular routine such as sleep patterns the night before, injuries/illnesses they may be suffering from, a different person picking up today, etc.
- Give one month's written notice prior to withdrawal from the Centre; you will be charged for care for one month after notice is received, even if your child is not in care



**Please provide the following:** (Please label your child's belongings)

- A healthy morning and afternoon snack, and a well-balanced lunch. \*Some of our children may have peanut allergies – please check with staff before bringing anything that may contain nuts.
- A complete change of clothes
- A pair of boots and rain gear when weather permits
- A pair of indoor shoes
- Hat and sunscreen when weather permits
- Bedding for nap time (mattress sheet, blanket, small pillow and teddy)