

School Age Care

Parent Handbook 2022/2023

Our Programs

Big Brothers Big Sisters of Northern BC Child Care Programs are fee for service programs operated by and in support of Big Brothers Big Sisters of Northern BC. Any revenue generated by these programs are invested back into the agency's core programming to ensure sustainability and create the possibility for growth.

All of our programs are licensed and run by caring and qualified staff.

Big Brothers Big Sisters of Northern BC and the child care programs are governed by a volunteer Board of Directors made up of community leaders. The Board of Directors and staff of the Big Brothers Big Sisters of Northern BC have assumed the moral and legal responsibility for the safety of the children in our care. To this end we have adopted the policies outlined in this manual.

Goals and Objectives

Our programs' aim is to provide quality child care and has adopted the following goals and objectives:

1. Provide a setting in which a child may make friends and be challenged through new experiences.
2. Develop the child's respect for self and others.
3. Develop the social, cognitive, creative and physical skills and abilities of a child.
4. Develop the child's sense of well-being.
5. Provide positive role-models and form a quality mentoring relationship with the child.

Our programs are committed to responding to the continuing changes in our community, meeting the needs of the children and their families, and continuing to be the leader in children and youth mentoring programs.

We offer Before School Care and After School Care. We also offer full day care for Non-Instructional Days, Report Card Writing Days and we pick up on Early Dismissal Days.

Programs Operate in these Locations: (Subject to change)

Clubhouse (Kinsmen) 250-614-6878 777 Kinsmen Place CCL# LZEK-9MYLGP

Quinson (Quinson Elementary) 250-961-6895 251 S. Oglivie St CCL# SCLT-C5MTHF

RJ House (Blackburn) 250-961-0811 2455 Blackburn Rd CCL# HBOR-ACQLD9

Spruceland (Spruceland Elementary) 778-281-0890 3805 Rainbow Dr CCL# MWER-BSCTDP

Beverly (Beverly Elementary portable) 250-981-0399 101-9777 Western Rd CCL# SCLT-C9FVAA

Contact Information

To register your child in any Big Brothers Big Sisters childcare program please contact our office at 250.563.7410.

Kinsmen Site Leadernbcasc.clubhouse@bigbrothersbigsisters.ca
Blackburn Site Leader.....nbcasc.blackburn@bigbrothersbigsisters.ca
Spruceland Site Leader.....nbcasc.spruceland@bigbrothersbigsisters.ca
Quinson Site Leader.....nbcasc.quinson@bigbrothersbigsisters.ca
Beverly Site Leader.....nbcasc.beverly@bigbrothersbigsisters.ca

If you have any questions regarding child care registration fees, billing and payments, please contact Karrie Johnston, Administrative & Fleet Coordinator at karrie.johnston@bigbrothersbigsisters.ca

Hours of Operation

Before School Care Monday – Friday from 7:00am – 8:30am (approximately) Offered at our Kinsmen and SpruceLand locations.

Children must be on site by 7:55 am to ensure all transportation to all schools can be completed without late arrivals.

After School Care Monday – Friday from 2:00pm – 6:00pm
7:00am – 6:00pm on Non-Instruction Days; Early Dismissal Days pick up will be at time of dismissal.

Closed Statutory Holidays, including Boxing Day and Easter Monday.

Pro D Days, Spring Break, and Summer Care are not part of the childcare schedule and are not included in your monthly fees. Parents must register separately for these Day Camps. Registration is on a first come, first served basis with a maximum number of participants, therefore early registration is suggested to avoid disappointment.

Not all BBBSNBC child care centres remain open for professional development days, Spring Break or during summer. Please speak to the Administrative & Fleet Coordinator for alternate programs and/or locations.

Daily snacks and weekly field trips for skills development are provided.

Unscheduled Closures

In the event of severe weather conditions, such as a heavy snowfall, our child care programs will be closed if public transportation cannot operate and/or if the child care facility is located within a public school which is closed.

In the event of a labour dispute, power failure or water main break our programs may be unable to open or may be required to close early. When possible, parents will be notified of a potential closure or called if the program must close earlier than the scheduled program ending/closing time.

Repayment Agreement

Should it become necessary to close your BBBSNBC child care program for longer than five business days due to situations beyond our control, such as natural disasters, unsafe weather conditions, unsafe building hazards, or any other unforeseen situation, BBBSNBC will make every effort to provide an alternate location. When it is not possible to secure an alternate location, BBBSNBC will refund your child care fees in a timely manner. Refunds will not be issued for unforeseen closure of less than five business days.

In the event of school closure, the agency will offer alternative care and monthly fees will not be refunded. If the agency cannot provide alternate care during a school closure refunds will be given based on a daily rate of days when care cannot be provided.

Arrivals and Departure

Drop Off

Staff will be unable to provide supervision before program opening. Parent/guardians will be responsible for ensuring their child(ren) are dropped off within program times. Children must be signed in by their parent/guardian. Please ensure that you have shared any information with our child care staff that may provide insight into your child's behaviour(s) or demeanour that day. We do offer a 'Text to Drop Off' option.

None of our programs will delay programming in anticipation of a child's arrival so please ensure you are arriving prior to your child's group departing on a field trip. If you are dropping off your child and you are not sure if the program is onsite please call the program cell phone or the Big Brothers Big Sisters office at 250.563.7410.

Pick Up

Parents/guardians are required to sign out their child. Please take the time to check if you have messages/letter or the child care staff have comments regarding your child's day. We do offer a 'Text to Pick Up' option.

Children will be released only to parent(s)/guardian(s) or persons designated by the parent/guardian, upon authentication, if required. All authorized individuals need to be 19 years of age or older.

Only those listed on the release form may pick up the child. Persons not on the authorized pick up list will need written permission from a parent/guardian to be able to pick up. Photographic identification needs to be shown upon release of child(ren).

In rare circumstances parent(s) may require a person other than those listed on this form to pick up a child. Authorization must be made verbally in person or over the phone. The delegate must have identification before the child is released. This verbal authorization is only valid the day that we have been notified, if they come to pick up on another day your child will not be released.

All persons, whether pre-authorized or a special pick-up, will be required to show picture identification if they are unknown to the staff on duty.

Children will not be released from care when the person appears to be incapable of providing safe care (eg. intoxicated/drug use). Staff will suggest that the parent/guardian or authorized pick up call a friend/taxi for alternate transportation. If the staff feels a child is at risk and the person makes the decision to drive; staff will call the police.

Late Pick Up

Children must be picked up by the closing time of the program or parents will be charged a late fee of \$1.50 per minute per child for each additional minute of care. Late payment charges will show up on the next month's invoice. Repeated failure to comply with the late pick up policy could result in termination.

The following procedure will be employed in the event of a child not being picked up:

1. Parent/Guardian will be phoned at home, work and on cell at 6:00pm. In the event that the primary parent/guardian cannot be located within 15 minutes the other parent/guardian and emergency contacts named on the registration form will be phoned and asked to pick up the child.
2. If neither the parent(s)/guardian(s) nor the emergency contacts can be reached after 30 minutes, Emergency Social Services (Child Protection Services) will be phoned and asked to take custody of the child. Parent(s)/Guardian(s) will be informed their child can be located through Emergency Social Services and/or the RCMP.

Absences

If your child will be absent from the program please notify us as early as possible. This can be done by phoning or texting the program cell phone or calling the Big Brothers Big Sisters office.

If your child has not attended school that day, for any reason, please contact the Site Leader if you would like your child to attend the After School Care program.

Fees

Payment

Fees are due and payable on the 1st or 20th of each month. Your monthly fees can be paid by Pre-Authorized Payment Plan, through VISA, MasterCard or directly from your bank account. Forms are required at the time of registration.

Fees may also be paid by Cash, Cheque or Debit at the Big Brothers Big Sisters of NBC front office.

We also accept E-transfer to karrie.johnston@bigbrothersbigsisters.ca; password: your child's first and last name (all one word, no capitals). If you have more than one child please use the eldest child's name.

If paying by E-transfer your monthly fees are due and payable on or before the 20th of each month.

Invoices will be issued and emailed to parent/guardian a minimum of 3 days before the 1st of the month. Failure to make payment may result in suspension or termination of care. If you encounter any difficulty with payment of fees, please speak with the Administrative & Fleet Coordinator as soon as possible.

Monthly fees do not include additional hours of care on report card writing days. As well, it does not include professional development days, spring break and summer holidays. Charges for full day care will be billed the following month.

If part of your child care fee is paid through Ministry for Children and Family Development (MCFD) Affordable Child Care Benefit program, you are responsible for **applying for and maintaining** your child care subsidy, and understand that you are responsible for the full child care fees if you fail to renew your subsidy, or if it is changed or cancelled.

The program does not have free vacation / illness time. If your child is enrolled in the program, monthly fees must be paid in full in order to maintain your child's space. Refunds will not be given if a child is sent home for misconduct.

The Board of Directors reserves the right to change these fees at any time and provide one month written notice. Fees for Spring Break and Summer Break will be made available at the time registration for those programs open.

Professional Development Day, Spring Break and Summer Care

On above days a day camp may operate for the full day, depending on enrolment. Should you require care for your child(ren) on these days **you must register** your child a minimum of one week in advance. This fee is not covered in your regular monthly payments and the fee must be paid at registration. Registration is on a first come, first serve basis as spaces may be limited.

Refund Policy for Day Camps

Requests for refunds must be made at least seven days prior to the start of the program. Exceptions may be made for medical reasons, but doctor's note is required. Refunds will not be given if a child is sent home for misconduct. Please refer to the Child Guidance section. Pro D Day programs will not receive a refund if notice is less than seven days.

Deposit

A non-refundable deposit of \$50.00 is required annually to secure a space. All deposits will be credited to your last month of child care.

Policy for Fees in Arrears

When fees are in arrears thirty (30) to sixty (60) days the Administrative Coordinator, or delegate, is authorized to work out a payment plan with parent/guardian.

Our agency may not be able to offer care when fees are in arrears and

- a. The parent/guardian refuse to meet with the Administrative Coordinator or delegate to make a payment plan.
- b. The parent/guardian fail to comply with the accepted payment plan.

If your account is not up to date, your child(ren) may not have the opportunity to participate in weekly skill development activities. Children are able to re-enter activities once your account is up to date.

Affordable Child Care Benefit Program

The Affordable Child Care Benefit Program is offered to families by the Government of British Columbia through the Ministry of Children and Family Development. The program pays a percentage of your monthly fees based on your income.

Our agency accepts these payments. If you need assistance in applying please contact the Administrative Coordinator or 1.888.338.6622 for more information. If approved for funding through the Affordable Child Care Benefit Program parents/guardians are responsible for the difference between the subsidy and BBBSNBC child care fees. **Please note that this funding can take up to 6 weeks for approval and it is the responsibility of the parent/guardian to find out the status of their application with Affordable Child Care Benefits.**

Parents/Guardians are responsible for ensuring that their funding authorization remains up to date. If funding is not in place prior to your child starting with the program, the parent/guardians are responsible for paying 50% of the child care fees until the Affordable Child Care Benefit plan has been put in place. Once your Affordable Child Care Benefit has been authorized then your payment will be credited to future fees if your funding exceeds 50%.

Child Care Fee Reduction Initiative

The Child Care Fee Reduction Initiative (**CCFRI**) enhances child care affordability by offering funding to eligible, licensed child care providers to reduce and stabilize parents' monthly child care fees. Child Care providers must apply to receive funding; parents do not need to apply.

Our agency has opted into the Child Care Fee Reduction Initiative. Currently, this program is only available to children who are in Kindergarten (or in Infant/Toddler programs or 3-5 care). For children in Kindergarten \$100 per month of your child care fees are covered if they are registered in full time care. \$50.00 per month for children registered in part time care.

Gradual Entry Program

For children entering Kindergarten we only pick up from the school to accommodate the gradual entry schedule. On days your child is dismissed before 1:00pm and requires care there will be a \$25.00 fee.

Registration and Withdrawals

All of the registration package must be completed and returned to our office. The package must be reviewed by staff, and accepted, before your child’s first day of care.

Please report any changes in address, phone numbers, emergency contacts and employment immediately. An up to date file must be kept for each child including a written authorization of who can pick your child up. It is important that you keep us informed of any changes in case we have to get in contact with you.

Our program can accommodate children on a part time and casual basis when spots are available. **Priority will be given to full time care registrations.** If you currently have a part time spot and there is a full time request you will be given the option to pay the full time fee to retain the spot, or the program will issue one month’s notice.

If you withdraw your child from our program we require one month’s written notice. This applies to all programs and parents/guardians. In the event one month’s notice cannot be given, you will be charged for the month in full.

Types of Care and Fee

Before and After School Care

Cost Per Child

Full Time Before and After School Care (4-5 days a week)	\$470.00 / month
Part Time Before and After School Care (max 8-12 days a month on a set pattern)	\$415.00 / month
Full Time After School Care (4-5 days a week)	\$350.00 /month
Part Time After School Care (max 8-12 days a month on a set pattern)	\$280.00 / month
Full Time Before School Care (4-5 days a week)	\$120.00 / month
Part Time Before School Care (max 8-12 days a month on a set pattern)	\$110.00 /month
Drop In After School Care (under 7 days a month)	\$190.00 /month
Drop in Before School Care (under 7 days a month)	\$100.00 /month
Full Day Care	Additional \$35.00 / day
Full Day Care (not registered in other program)	\$50.00 / day
Late Fee	\$1.50 / minute
Spring Break (for children registered as of March 1st)	\$130.00 /Per Week
Spring Break (for children no registered as of March 1st)	\$190.00 /Per Week

Health

Immunization

The Ministry of Health Services (www.gov.bc.ca/health/) recommends that your child's immunizations are current before your child enters the program.

- Written record of each child's immunization must be on file. Children's immunizations should be kept up to date.
- If a child is not immunized, a letter stating so must be provided for the child's file.
- If an outbreak of a communicable disease occurs, the non-immunized child will be excluded immediately. There will be no compensation for time away from care.
- In the event of an outbreak Community Care Facilities Licensing and /or Centre of Disease control will be notified.

Sick Child

According to the health department, your child is considered too sick to attend when he/she has any of these symptoms:

- Difficulty in breathing-wheezing or a persistent cough
- Any signs of COVID-19 – see centre for COVID-19 policy
- Fever of 100 degrees Fahrenheit (38.3 degrees Celsius or higher)
- Sore throat or trouble swallowing
- Infected skin or eyes, or an undiagnosed rash
- Severe headache or stiff neck (should see a physician)
- Diarrhea
- Nausea and vomiting
- Hacking or excessive coughing
- Swollen glands
- Red itchy eyes
- Severe itching, dry skin of either body or scalp caused by head or body lice or scabies
- Big Brothers Big Sisters of Northern BC has a Nit Free Policy and children who have had head lice may not return to the centre even after being treated until all the nits have been picked from their head. Staff reserves the right to check the child in private to make sure there are no nits present.
- Is infectious
- Has a communicable disease (chicken pox, measles, etc.)

Sick Child Policy

- Your child may not return to the centre until they have been symptom free for 24 hours and can participate fully in the program.
- If your child suffers from nausea and/or diarrhea they must wait until symptoms subside before returning to the centre. These symptoms may be COVID-19 related, please follow the COVID-19 policy.
- If your child comes to the centre ill, parents will be asked to find alternate care for the day.
- If your child becomes ill during the day, you will be notified to pick up your child immediately. If we cannot contact you, we will call your emergency contacts. Your child may be given a quiet area to rest away from the other children, but within supervision of a caregiver, until an authorized person arrives to pick up your child. You or your alternate must arrive within thirty minutes.
- Please keep your child at home if you feel that your child is ill and cannot participate in the program including outdoor activity.
- Please call the centre and let us know if your child will be absent.
- It is important that you inform the site leader of any illnesses or communicable disease. We can then notify the other parents and when required CCF Licensing.

Commitment to Inclusion

We recognize that every child has their own unique needs. Our agency is committed to working with parents and community partners to try and meet the needs of every child while attending our program. If your child has specific physical or emotional needs we encourage you to schedule a consultation with our Child Care Manager so we can ensure a plan is developed and we are ready for your child's first day.

In the rare event we are unable to accommodate we will work with the family to try and find alternative programming.

COVID-19 Policy

- Any person who answers yes to any screening questions must not enter the facility.
- Anyone who develops any symptoms of COVID-19 must be picked up immediately and consult their local health authority or healthcare provider for further guidance related to testing and self-isolation. Individuals choosing not to contact their local health authority or healthcare provider **may not** return to the child care facility until ten days after the onset of their symptoms and must be free from active symptoms when they do return.
- Families with more than one child will be asked to keep all children at home until they have received direction from their local health authority or healthcare provider that is safe for the other children to attend.
- We appreciate your understanding and complete compliance with this policy. We recognize that these are challenging days for everyone. These policies are necessary to protect all children and our valued staff.

All Big Brothers Big Sisters of Northern BC families must daily and continually self monitor your health and the health of your children for symptoms of COVID-19. Children must stay home and self-isolate if they have any symptoms consistent with COVID-19 or travel outside of Canada in the last 14 days, or had contact with a confirmed case or outbreak of COVID-19 and have been directed to self-isolate by public health. Big Brothers Big Sisters of Northern BC will follow all public health recommendations and guidelines.

Families will be required to daily complete a screening questionnaire before children enter into the program. If a child becomes ill while in care, families will need to immediately pick up their child.

Medication

Medication will be stored in an appropriate environment in the fridge or at room temperature. Medication will be stored inaccessible to children and should not be stored in the child(ren)'s backpacks. Medications will only be administered to the child who's name is identified by the prescription label.

Emergency medication (Ventolin, allergy medication, Epi-Pens, etc.) that needs to be with the child at all times will be easily accessible to all staff. All emergency medication will be stored in the backpack that goes everywhere that the group goes.

Procedures:

1. All medication must be accompanied by a medication form that will be signed by the parent/guardian. The medication forms must be completed with the following information: Child's name, medication name, dosage, time, date and parent's signature. The staff who administers the medication shall complete the medication form. The staff member must include the date, actual time the medication was administered, and the name of the medication and signature each time the medication is administered.
2. Only staff having a valid first aid certificate will administer medication.

3. Staff can refuse to give medications or do a procedure for which clear instructions have not been provide or for which they are not trained.
4. All prescription medication must come in its original container, with the label intact containing the following information: child's name, name of physician, date of issue, instructions and time period.
5. Over the counter medication will only be administered according to the labelled direction.
6. No over the counter medication will be administered for more than three consecutive days without a physician's order.
7. Emergency Medication: All children requiring emergency medication (ventolin, allergy medication, epi-pens, etc.) will have care plans made through consult with parent(s)/guardian(s), completed, and stored in the child's file after being reviewed and signed by all parties (parent(s)/guardian(s), Site Supervisor and all child care staff).

Food and Scent Allergies

Please inform staff of any food allergies or restrictions. All our centres are Nut Free and scent Free.

Custody

If a custody agreement is in place for your child(ren), a copy of your custody agreement or court order **must be on file**. Staff will act in accordance with this legal document.

If issues around custody exist and there is no legal document on file, the enrolling parent/guardian must provide written information about access. Staff will follow information provided by the enrolling parent/guardian.

Consultations

Either the Agency or parent/guardian may request at consultation at any time.

It is recommended that the Site Leader meets you and your child(ren) briefly before their first day at our program. This could occur at the office or at one of our centres depending on schedules.

Program Features

Snacks

Big Brothers Big Sisters recognizes the importance of nutrition for proper growth, energy and health. That is why a healthy snack will be provided to children each day. On days that the children are in full day care a snack will be provided in the morning and the afternoon, while the parent/guardian will be responsible for providing a lunch for the child. A refrigerator and microwave will be available if needed. A menu for the week will be posted in the program and emailed to you weekly, if you have provided an email.

Efforts will be made to accommodate special dietary requirements for allergies and/or religious reasons. When severe allergies warrant it, the allergenic food will be totally banned from the program (and any other programs being offer at that location); all parents from the location will be informed of the ban, which will be enforced. All of our centres are NUT FREE.

Field Trips

For children to get the maximum benefit from our program we often spend time outside of where the program is being ran. This could include going outside, to a nearby park or on another planned field trip. If we are away from the program then a sign will be on the door letting parents know where to find us.

There will be times throughout the year where we are going to be transported to field trips away from our neighbourhood. Parents will be notified in advance of these field trips.

Clothing

It is expected that children are dressed appropriately for the program they are registered in. Please note the schedule for the week posted in the program outlining field trips and outdoor time. Your child should never be sent in clothing that they cannot get messy in. All of our programming incorporates craft/art time and outside play that has possibility of getting messy. Big Brothers Big Sisters does not take responsibility for damaged, worn or stained clothing.

It is recommended you send your child with weather appropriate outerwear and a change of clothes.

Daily Programming

Children in any Big Brothers Big Sisters of Northern BC childcare program will engage in a minimum of 60 minutes of outside play unless one or more of these are occurring: there is an air quality advisory and the air quality will be putting the children at a health risk, the temperature is so low that it is unsafe to be outdoors, and/or there is a safety risk to being outdoors (such as a warning issued for the area by the RCMP).

Everyday our program offers the opportunity for children to engage in free (unstructured) play as well as led group activities both indoors and outside.

In the event programming is supplemented by a screen (such as showing a video or having the opportunity to use an iPad or other electronic device) it will only be done so when the activity or craft has been offered to children, and at the end of the day. The time spent using the screen will not exceed 30 minutes and will be limited to being offered a maximum of 2 days in a week.

Transportation

Transportation is included in all of our child care programs and will be provided by the licensed Big Brothers Big Sisters Community Shuttles. If you do not require transportation then a monthly discount will be applied to your fees.

Big Brothers Big Sisters of Northern BC will ensure that transportation of your child adheres to all Federal, Provincial and Local laws, bylaws and regulations including the Community Care and Assisted Living Act and Child Care Licensing Regulations. Pick-up will occur at an arranged time at your child's school.

This will be discussed with the parent/guardian upon registration and pick up will occur prior to school supervision ending. If the shuttle is going to be more than 10 minutes late to your child's school a childcare staff will contact the school to inform them of the delay.

If your child is not at the arranged meeting spot at the predetermined time the shuttle driver will wait 3 minutes and then a staff will contact the child's school and have the child paged and/or confirm your child's attendance for that day. If your child was at school the shuttle will then wait another 5 minutes for the child. If your child has not arrived after this, our staff will contact the parent/guardians listed on your child's file and inform you that we are leaving your child's school. Pick up is then the responsibility of the parent/guardian.

In the event that public transportation is cancelled due to weather or it is unsafe for the shuttle to pick-up your child transportation will be cancelled for the day and parents/guardians will be contacted. It will be the responsibility of the parent/guardian to pick up their child from their schools.

If your child requires use of a booster seat or 5-point harness, it will be provided by our agency.

Shuttle Van Rules

- Food, drinks and personal items stay in backpacks
- All children must sit in their assigned seats
- Seatbelts MUST stay on at all times and be worn properly (not too loose)
- Use your inside voices (talk only to the people close to you)
- Do not engage in any behaviour that is distracting for the driver
- Face forward at all times
- Feet belong on the floor (not on the seat or kicking the seat in front of you)
- Stay in your seat, buckled up, until you are told it is safe to unbuckle and exit the shuttle
- Do not play, remove booster seat covers or peel the safety stickers off the booster seats

Child Guidance & Supervision

Punishment of any kind including physical, emotional, exclusion, and humiliation is strictly forbidden. Appropriate child guidance methods include:

1. Discussion of problem and/or re-direction
2. Opportunity for the child to make his/her own choice with the emphasis on positive reinforcement

If a parent/guardian has a concern about the care of his/her child please see the Parent Concern section of this document.

Staff recognize each child as an individual in regards to age, stage of development, temperament and culture. Staff guide children's behaviours by using prevention and intervention strategies. Staff use their knowledge and skills to ensure that a child's self-esteem is enhanced.

In order to protect the safety of your child, the other children in our program, and our agency staff we will be implementing a 3-stage discipline process that will be enacted if any behaviour instances occur that parent/guardian is contacted for immediate/early pickup. Stages are as follows:

1. First incident- child will be asked to leave for the day
2. Second incident -child will be asked to leave for the day plus the following day and a consultation with the Executive Director and parent/guardian will occur
3. In the event of a third incident our agency will not be able to provide future care for your child

Commitment to Diversity:

Our Agency embodies the principles of diversity and welcomes participation regardless of gender, race, religion, culture or sexual orientation. Staff will strive to promote positive relations and participation throughout our diverse community.

Diversity recognizes that people have individual characteristics that make them distinct from others including: age, language, culture, ethnicity, skills, gender, abilities, talents, and perspectives. Diversity enriches our environment by facilitating the exchange of different perspectives and ideas.

It is expected that children, staff, parents and visitors of our program's services will use language and behavior that does not degrade, label, stereotype or incite hatred, prejudice, discrimination or harassment towards others on the basis of real or perceived sexual orientation, gender identity, sexual identity, race, religion, health, ability or social standing. Those in contradiction of our commitment may have their care terminated without refund.

Incidents and Reports

When your child has an incident while in care a report will be written. Incident reports are written by the staff who has witnessed or dealt with the incident.

An incident report will be written for a child and must be reviewed and signed by the parent/guardian for the following incidents:

- Any injury that requires First Aid (but is not severe enough to be reported to licensing).
- Behaviours that are aggressive or unusual.
- Inappropriate language or gestures.
- Other incidents that require intervention from staff, removal of a child from care or causes a disruption or delay in programming.

The following are reportable incidents as defined by Northern Health Licensing, and if occur will be reported to our licensing officer:

- | | | |
|----------------------|--------------------|-----------------------------------|
| • Unexpected illness | • Fall | • Disease outbreak or occurrence |
| • Attempted suicide | • Financial abuse | • Emergency restraint |
| • Choking | • Food poisoning | • Motor vehicle injury |
| • Sexual abuse | • Medication error | • Missing or wandering person |
| • Emotional abuse | • Other injury | • Service delivery problem |
| • Poisoning | • Physical abuse | • Aggressive or unusual behaviour |
| • Neglect | • Death | |

To find out how these incidents are defined please refer to *Community Care and Assisted Living Act* Child Care Licensing Regulations.

When an incident report is written, it is considered a reportable incident and the parent/guardian will be contacted to be informed of what happened.

In any instance that the child is immediately displaying violent behaviours (defined: any situation where there is not a progression in his behaviour for staff to try and 'head off' the escalation to violence) that puts other children in our care in an unsafe situation their parent/guardian will be contacted to pick up immediately.

Supervision

Children in our care will be supervised by qualified staff at all times in our care, meaning that they will be in eye sight of the staff at all times. The exception to this is when the child is in the bathroom; however, staff will supervise them entering the bathroom and do visual checks of the bathroom door to ensure the child does not need assistance. In our Spruceland ASC centre, staff will walk children in a group to and from the bathroom.

Throughout the duration of care staff will do head counts and ensure children are within eyesight in any setting (at the site and out in the community), and will ensure that children are within a safe distance of staff when out in the community.

Evacuation

Fire drills are held once per month at each program. Once per year our program runs a full evacuation drill, including contacting parents and/or emergency contacts.

In the event that 777 Kinsmen Place needs to be evacuated the group will be moved to our evacuation site at 3805 Rainbow Drive. In the event 2455 Blackburn Road needs to be evacuated the group will be moved to Blackburn Elementary. In the event 3805 Rainbow Drive needs to be evacuated the group will be moved to our evacuation site at 4131 Rainbow Drive. In the event 251 S. Oligive Street needs to be evacuated the group will be moved to 777 Kinsmen Place. In the event 101-9777 Western Rd needs to be evacuated the group will be moved to the Petro Canada located at Highway 16 West and Carmel Drive.

Child Abuse

All staff members will have completed training on Child Protection and be familiar with legislation in British Columbia. Child Abuse is anything that endangers the development, security or survival of the child, and consists of physical abuse, emotional abuse, sexual abuse, and neglect.

We have a legal responsibility to report all suspected child abuse to the RCMP and/or the Ministry of Children and Family Development. This includes past, present or possible future abuse.

All staff members are required to let the Executive Director know of any suspected cases of child abuse.

As per Big Brothers Big Sisters of Canada's National Standards all agency staff members must participate in child protection training at time of hire and training must be refreshed every two years, at minimum.

Code of Conduct

Big Brothers Big Sisters child care programs work to maintain a positive, nurturing environment at all times. In effort to achieve this, a policy has been drafted to express the conduct expected from everyone in our programs including staff, parents, children and guest. Those individuals who do not follow the code of conduct may have their care terminated without refund.

We are expected to follow a code of conduct when dealing with each other. This code of conduct includes but is not restricted to:

- Treating others with respect
- Being fair, honest and truthful
- Using tone, words and gestures that are respectful and inviting
- Finding a cooperative solution to identified problems
- Discuss concerns away from the child care area
- Informing the staff about changes in the child's life
- Following the illness guidelines

Behaviours that are inappropriate are:

- Shouting

- Swearing
- Talking in a negative, degrading manner about or to any child, family or staff member.

Parent Concerns

If you have a concern about the care of your child at one of our programs we suggest that you follow the steps outlined below. We hope this will help you to communicate your concern and will give the staff an opportunity to work with you to ensure that solutions are found.

1. Talk with a staff member. Take a few minutes when you drop off or pick up your child. If the staff member is with children you can call the program cell phone and leave a message to talk or set-up an appointment.
2. Talk with the Site Leader.
3. Contact the Executive Director at 250-563-7410
4. Noncompliance to the Community Care and Assisted Living Act and the Child Care Licensing Regulation can be directed to Northern Health – Public Health Protection at 250.565.2150.
 - a. Identity of complainant is not divulged to the license holder
 - b. All complaints are investigated
 - c. Complaints can be anonymous
 - d. Noncompliance will be responded to in writing
5. Recent monitoring and licensing inspections can be viewed on the Northern Health Public Health Protection website or can be produced upon request.

Please Note

The Big Brothers Big Sisters of Northern BC Child Care Parent Handbook, including the fee structure, hours of operation and services, will be reviewed annually by the Board of Directors.

All policies must be in accordance with the Community Care and Assisted Living Act and Child Care Licensing Regulation. All Policies and procedures are subject to change and parents will be given written notice of any changes.

A separate handbook will be available for those registering for our Summer Programs. This handbook is only applicable for those attending the programs that are outlined in this handbook.