



# **Early Learning Child Care 3-5 Care Parent Handbook**

## 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.

## CONTACT INFORMATION

To register your child in any Big Brothers Big Sisters child care program please contact our office at 250.563.7410 or Karrie Johnston, Administrative & Fleet Coordinator at [karrie.johnston@bigbrothersbigsisters.ca](mailto:karrie.johnston@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](mailto:karrie.johnston@bigbrothersbigsisters.ca)

## HOURS OF OPERATION

- Open Monday-Friday 7:30 am-5:30 pm
- Staggered drop off and pick up times for teacher to child ratio 1:8, 7:30am-4:00pm, 8:00-4:30, 9:00-5:30
- Closed Statutory Holidays, including Day of Truth and Reconciliation, Boxing Day and Easter Monday.
- Closed for the two weeks of Winter Break (we follow School District 57 school calendar)
- Election Days, when required centres will be closed early to allow staff voting time, as required by law.

## 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.

## ARRIVAL AND DEPARTURE

### Arrival Procedure:

- Children may not be dropped off before the program opens.
- Parents/Guardians must sign their child(ren) in. Always ensure that a staff member is aware that you are dropping off your child.
- Please notify the centre if your child will be absent.
- Please notify the centre if your child will be picked up by another adult (written authorization required)
- Please let a staff member know any pertinent information about your child's previous night or morning that might be helpful to staff.
- Please ensure that your child arrives before 10:00am. Arrivals later than this time are disruptive to the program and the children's schedules. If you must drop off later than 10:00am, please contact the Coordinator in advance.

### Departure Procedure:

- Parents/guardians must sign their child out and check for any messages.
- Always ensure that a staff member is aware that you are taking your child home.
- **A child will not be released to anyone other than a parent/guardian or an authorized person listed on the registration form unless staff is notified in writing.**
- Photo identification will be required to verify the identity of the person picking up your child. Our staff will often substitute throughout all our locations in case of illness and vacation so please be prepared to show photo ID each time you pick up your child.

## 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.
- If a family's custody issues result in continuous conflicts at the centre (e.g. non-custodial parent continually attempting to pick the child up at a time not specified on the court order), and places the child, staff and other children at risk, then the family will be asked to make alternate care arrangements.

## RELEASE OF A CHILD

### BBBSNBC Child Care will only release your child to:

- An authorized person 19+ (parent and/or guardian)
- Person named on the registration form or on the emergency form as being authorized to pick up the child.
- Parent or guardian who is recorded on a legal document, e.g. custody agreement.
- A person who is not listed on the emergency form or registration form that arrives to pick up the child, i.e. **family member** only if a staff has received **written consent** from the parent/guardian confirming that the person is permitted to take the child. Staff will check identification.
- All people, including parents/guardians should be prepared to show photo identification up picking up children.

**Child will not be released from care when:**

- The person appears incapable of providing safe care. (e.g. intoxication/drug use). Staff will suggest that the parent/guardian or authorized pick up person call a friend/taxi for alternate transportation. If staff feels a child is at risk and the person makes the decision to drive; staff will call the RCMP.
- Person who arrives to pick the child up (e.g. friend or family member) but is not listed on the emergency form or registration form as authorized to do so or parent/guardian have not given written permission for the child to be released to that person.
- Persons who are unable to provide proper photo identification.

**LATE PICK UP**

Your child(ren) must be picked up by program ending/closing time.

**If a parent /guardian is late picking up their child(ren):**

- A fee of \$1.50 per minute will be charged. Late payment charges will show up on the next month's invoice.
- Please note repeated failure to comply with the late pick up policy could result in termination.

**FAILURE TO PICK UP**

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

- Parent/Guardian will be phoned at home and/or work 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.

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.

**FEES****Payment**

- Fees are due and payable on the 1<sup>st</sup> or 20<sup>th</sup> 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.
- We also accept E-transfer to [karrie.johnston@bigbrothersbigsisters.ca](mailto: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 20<sup>th</sup> of each month.
- Invoices will be issued and emailed to parent/guardian a minimum of 3 days before the 1<sup>st</sup> 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.
- If your child is absent due to sickness, vacation or for other personal reasons, it is necessary to pay the full fee in order to maintain your child's space.
- 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 **keep current** 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 Board of Directors reserves the right to change these fees at any time and provide one month written notice.

*Failure to pay the full child care fee can result in termination of your child care space.*

## Deposit

A non-refundable deposit of \$100.00 is required to secure a space. All deposits will be credited to your last month of child care.

## Gradual Entry

A gradual entry process is required for each new child. Even though your child may have other group experiences, this is a new group with unfamiliar faces. The gradual entry process allows time for your child to feel comfortable, to start developing friendships and to become familiar with staff. We recognize that this process can be stressful for parents but by following this process your child will feel more comfortable and secure when you do leave them for a whole day. If this process is difficult for you to arrange, you can have a friend or family member substitute for you.

## Gradual Entry Process (flexible to meet child and parent needs)

Day One: Child attends for one hour.  
Parent remains with child.

Day Two: Child attends for ninety minutes.  
(Parent can stay as long as child needs them).

Day Three: Child attends for ½ day (until 12:30pm).  
Please provide lunch and snack.

Day Four: Child attends regular hours.

## NSF Fee

If a payment withdrawal is returned to Big Brothers Big Sisters of Northern BC as NSF you will be issued an NSF notice and a \$20.00 fee will be charged to your child care account for each NSF occurrence. You will then have five days from the date of notice to clear up the account or make payment arrangements with the Administrative and Fleet Coordinator. Failure to make full payment or payment arrangements within five days of the NSF notice will result in your child being removed from our program.

## 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.

Big Brothers Big Sisters of NBC may not be able to offer care when fees are in arrears and

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

## 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.

## Withdrawal

If you withdraw your child from our program, you are required to give written **notice by the 1<sup>st</sup> of the month** for withdrawal the following month. This applies to all programs and parents/guardians. An additional month's fee will be charged if the required notice is not given.

Upon withdrawal, if there are outstanding fees BBBSNBC will attempt to withdraw at a later date or may release your personal information to a third-party collection agency for the purpose of recovering any outstanding debt.

Care for children who will enter Kindergarten in September of the year they are five, will automatically end on August 31<sup>st</sup> of that year. Parents requesting care to end prior to August 31<sup>st</sup> must provide written notice as per our regular process. Parents needing care for children entering Kindergarten will need to ensure that they have registered for a school age program when priority registration opens in the spring or as available. Please note, many Kindergarten programs have a gradual entry process. BBBS no longer offers gradual entry care before 1:00 pm due to staffing availability. For children entering Kindergarten, parents will be able to drop off their child(ren) after 1:00pm on gradual entry days.

## Affordable Child Care Benefit Program-Ministry of Children and Family Development (MCFD)

The Affordable Child Care Benefit Program is offered to families by the Government of British Columbia through the Ministry of Children and Family Development. It is available to families based on provincial eligibility requirements. Please contact the Ministry office at 1-888-338-6622 or <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit> for more information. Parents/guardians who receive the Ministry child care subsidy are responsible for the difference between the subsidy and the BBBSNBC child care fee.

**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 keeping their subsidy current and are responsible for the full fee if their subsidy expires. If you are a new participant and are waiting Child Care subsidy, you will need to pay 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%.

## HEALTH

### Immunization

The Ministry of Health Services ([www.gov.bc.ca/health/](http://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 Policy and Procedure

**If you think your child is ill, please keep them at home. You must not mask symptoms of illness such as fever with medication prior to bringing a child to care. Sick children need to have opportunities to rest and recover.** At the centre, if the child develops symptoms such as those listed below, the Site Leader or Child Care Manager will contact the parent/guardian or emergency contact immediately. While the child is awaiting pick up, he/she is kept separate from the other children as much as possible.

A child should NOT attend care when the child:	A child may return to care when the child:
<ul style="list-style-type: none"> <li>• Cannot fully participate in all program components for the day (outdoor active play, field trips)</li> </ul>	<ul style="list-style-type: none"> <li>• Is able to fully participate</li> </ul>
<ul style="list-style-type: none"> <li>• Has a fever of 100 degrees (38.0 C)</li> </ul>	<ul style="list-style-type: none"> <li>• Fever has remained below 100 degrees (38C) for 48 hours without medication</li> </ul>
<ul style="list-style-type: none"> <li>• Has diarrhea</li> </ul>	<ul style="list-style-type: none"> <li>• Symptom free for 48 hours and has had one normal bowel movement.</li> </ul>
<ul style="list-style-type: none"> <li>• Vomiting</li> </ul>	<ul style="list-style-type: none"> <li>• Symptom free for 48 hours.</li> </ul>
<ul style="list-style-type: none"> <li>• New or unexplained cough</li> </ul>	<ul style="list-style-type: none"> <li>• Symptom free for 48 hours</li> </ul>
<ul style="list-style-type: none"> <li>• A combination of two or more- diarrhea/vomiting/fever/persistent cough/etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Symptom free for 48 hours or longer if directed by Health Authority</li> </ul>
<ul style="list-style-type: none"> <li>• Has any form of untreated infestation (i.e. scabies, head lice, etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Has been treated and has no eggs or nits</li> </ul>
<ul style="list-style-type: none"> <li>• Conjunctivitis (pink eye)</li> </ul>	<ul style="list-style-type: none"> <li>• Has seen a doctor and 24 hours after first eye drops have been given</li> </ul>
<ul style="list-style-type: none"> <li>• Is infectious</li> </ul>	<ul style="list-style-type: none"> <li>• Has seen a doctor and 24 hours after first dose of antibiotics or has been cleared to return by a physician</li> </ul>
<ul style="list-style-type: none"> <li>• Has skin infections, new or unexplained rash</li> </ul>	<ul style="list-style-type: none"> <li>• Has been examined by a doctor and has received medical clearance</li> </ul>
<ul style="list-style-type: none"> <li>• Requires greater care and attention to be provided which compromises the care of the other children in the program</li> </ul>	<ul style="list-style-type: none"> <li>• When the child is able to manage within the program ratio and the care is not compromised</li> </ul>
<ul style="list-style-type: none"> <li>• BBBSNBC follows all public health orders</li> </ul>	<ul style="list-style-type: none"> <li>• Parents are expected to adhere to all public health orders and recommendations to ensure that our child care programs are as safe as possible</li> </ul>

It is important to note that parents/guardians play a role in preventing the spread of diseases. We ask our parents/guardians to abide by the following rules:

- When a child shows signs of sickness at home, it is the parents’ responsibility to find out what the illness is and to keep the child at home or make other arrangements if the child’s condition is infectious. If a child cannot take part in an activity because of illness, they should not come to the centre that 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 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's back pack.
- Medications will only be administered to the child who's name is identified by the prescription label.
- If your child is receiving medication for a communicable disease, he or she must be on medication for a minimum 24-hour period to returning to the centre.
- Only medications prescribed by a doctor can be administered by staff.
- Parents must complete the "Medication Administration Form." for all prescription and non-prescription medications.
- Medication must be in the original container stating your child's name, dosage and time range to be given.



- We ask all parents/guardians to hand deliver their child's medication to BBBSNBC staff. When you are in the program, please ensure that personal medications are not accessible to other children in the room (e.g. purses and bags are placed out of reach of children)
- If your child has an inhaler or epi-pen a care plan must be created between the parent/guardian and the Site Leader to ensure that the staff are aware of all the steps necessary to properly care for your child should an emergency occur.

## Food and Scent Allergies

Please inform staff of any food allergies or restrictions. Please remember all our centres are **Nut Free** and **Scent Free**.

## Active play

- Big Brothers Big Sisters of Northern BC child care program will ensure a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited). Active play may be accumulated through 15-minute portions of time throughout the day or continuously. We do not go outside in -18 or colder (with windchill).

## Screen time

- All licensed child care programs must limit screen time (TV, computer, electronic games) to 30 minutes or less a day.

## Sun Safety

Please apply sunscreen in the morning and make sure your child has a hat and extra sunscreen at the centre. A broad rimmed hat is recommended. Baseball hats do not shade a child's ears or the back of his/her neck.

## Nap/Rest Time

This is an important routine as children need quiet time to rest and relax. It provides a balance to the day's active program. Children are not required to sleep but everyone will be asked to participate in quiet time for thirty minutes. Non-nappers will be directed to quiet activities.

## Physical Care

- We encourage individual responsibility for dressing and toileting.
- We assist and support children to develop these self-help skills.
- Depending on the age of the child, we will encourage him/her to clean themselves after a bowel movement and will help those children who require assistance.
- Children attending group 3-5 program who are currently potty training, who are not fully potty-trained must wear pull-ups, not diapers to assist with their independence.

## CLOTHING

Your child needs to come dressed for play. They should wear play clothes which are weather appropriate, comfortable and easy for him/her to handle. Play time with the children is an integral part of our philosophy. Please do not send your child in clothing that is inappropriate or not suitable to get stained or worn. We do not take responsibility for damaged, worn, or stained clothing.

### **Please provide the following items in your child's backpack:**

- Your child should wear play clothes which are weather appropriate, comfortable and easy for him/her to handle
- A change of clothing in case of an accident including socks
- A small blanket for rest time

- Muddy buddies, puddle pants or a warm jacket and snow pants depending on the season
- Boots
- Hat & gloves for winter
- Swim suit, towel, sun screen & hat for summer
- Toothbrush
- Water bottle or lunch mate drinking container
- Part of each day will be spent outdoors therefore it is important that your child be dressed appropriate for **rain, shine or cold**. Please make sure your child's items are **LABELED**. This way we can ensure that your child's clothes are returned.

## FOOD

- BBBSNBC promotes healthy eating habits and uses the Canada Food Guide as a resource when providing snacks to children.
- Children's lunches should include a re-freezable ice pack as our fridge cannot accommodate lunch kits.
- Please have your child's lunch ready to serve in a microwavable container if it needs to be heated. Staff do not have time to prepare meals.
- A healthy afternoon snack consisting of fruits and vegetables will be provided daily.
- Our curriculum encourages choice as much as possible throughout all aspects of your child's day; this includes all interactions with food as well. Children will be offered multiple occasions to eat lunch and snacks including a BBBSNBC provided afternoon snack.
- All of our programs are **Nut Free**. Please ensure that you check food labels carefully for the safety of all participants.

## EMERGENCIES

The staff and children will practice monthly fire drills and an emergency evacuation drill will be practiced on a yearly basis. As part of this evacuation, you will be contacted.

### Fire and/or Site Evacuation

In the event that we need to evacuate the building, you will be notified where to pick up your child.

### Earthquake

In the case of an earthquake, if possible, we will remain on site. If the centre is badly damaged emergency crews will relocate us to the nearest emergency centre.

### Accidents

It is essential that you keep us informed of current phone numbers so we can notify you or your emergency contact in case of an emergency.

In the case of an emergency/disaster situation we will attempt to contact parents/guardians as soon as possible.

### Field Trips

Field trips are an important part of our child care programs. We often take children for neighbourhood walks or to visit local parks, which allows them to get to know their community. This is considered a part of our regular routine and is often done spontaneously. However, parents will be notified ahead of time when a major field trip is planned and if the children will be using public transportation.

## **GUIDANCE AND TREATMENT OF CHILDREN**

Our program provides an environment where children are treated with respect, adults are caring and activities are planned based on children's interests and developmental needs.

BBBSNBC Child Guidance Policy and Procedures have been developed to provide a framework to:

- Assist children in developing self-control, self-confidence, self-esteem and self-discipline.
- Assist children to develop socially acceptable and appropriate behaviour.
- Recognize that each child is an individual whose age, experience, environment, development level and background influence his/her behaviour.
- Ensure staff uses positive and proactive strategies for guiding children's behaviour.
- Punishment of any kind including physical, emotional, exclusion, and humiliation is strictly forbidden.

### **Child Care Regulation**

BBBSNBC complies with the Ministry of Health- Community Care Assisted Living Act, Child Care Licensing Regulation (CCLR) regarding Guidance and Treatment of Children.

## **REPORTING SUSPICIONS OF CHILD ABUSE**

We are required, by law, under the Child, Family and Community Service Act, to report any suspected cases/disclosures of child abuse or neglect to the appropriate authorities for investigation. Our responsibility is to report suspicions/disclosures, not determine if abuse has occurred.

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

## **STUDENTS AND VOLUNTEERS**

Our programs may accept work experience students from local high schools, early childhood practicum students and volunteers to help in our programs. A clear Criminal Record Check and Vulnerable Sector Search is a requirement.

## **PARENT INVOLVEMENT**

We welcome and encourage parent involvement in our program. Parents/guardians are welcome to visit at any time.

## **TERMINATION OF SERVICES**

When a conflict arises, BBBSNBC staff will make every attempt to work with the family to resolve the issue to the mutual satisfaction of all parties.

All situations are dealt with on an individual basis taking into account the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, the Manager, in consultation with the Executive Director, may come to the decision that it is not appropriate for a child to continue involvement in BBBSNBC care. The following are some situations where this would be the case.

### **1. Behavioural Concerns**

BBBSNBC is not equipped to deal effectively and appropriately with a child whose behaviour requires ongoing significant intervention (eg. Persistent unprovoked physical violence, persistent bullying, verbal harassment of peers or staff and unauthorized departure from the centre). The Coordinator in consultation with the Executive Director will make every attempt to link the family and child to the appropriate services.

### **2. Unresolved Custody Issues**

If a family's custody issues result in continuous conflicts at the centre (eg. non-custodial parent continually attempting to pick the child up at a time not specified on the court order), and places the child, staff and other children at risk, then the family will be asked to make alternate care arrangements.

### 3. Philosophical Differences

Occasionally, the needs and opinions of a family do not fit with the principles, policies and procedures of BBBSNBC. The Child Care Coordinator, in consultation with the Executive Director, will try to promote discussion to come to some agreeable terms with the family. If this is not possible, it is in the best interest of the family to enrol their child in a program that is more in line with their needs and beliefs. BBBSNBC reserves the right to ask the family to find a more suitable child care arrangement.

### 4. Inappropriate Conduct

If a family member harasses, threatens or commits a violent act toward a staff person, child or other family involved in the child care program. Services will be terminated immediately.

### 5. Late Pick Up Issues

If the centre is unable to satisfactorily resolve problems of late pick up with a family, services may be terminated. As well services may be terminated if late pick up occurs three times in a six month period or parents/guardians fail to pay the late payment fees. Late fees will appear on your next month's invoice.

### 6. Non-Payment of Fees

The Administration and Fleet Coordinator in consultation with the Executive Director will work with the families to develop alternate payment plans. Default on fees will result in termination of services.

## COMMUNICATION

If you have a concern about the care of your child at one 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.

## 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.

## **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. This handbook is only applicable for those attending the programs that are outlined in this handbook