



Child Care

Program Guide



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Welcome

High-quality child care can have a positive influence on children's development by providing valuable play and social experiences. School District 22 offers school age child care programs to support a continuity of care and seamless transitions between child care and the school day for children and families. Students connect with familiar, caring adults who are School District 22 employees and who are often a part of their school community. Interested families can find more information in this Program Guide.

Program Overview

We are grateful to be offering child care programs on the traditional, unceded territory of the syilx Okanagan Nation. The overall goal of our programs is to provide a high-quality child care where school age children are viewed as strong, capable, and unique in their potential. The program is organized to provide child care before and/or after school, depending on the community needs.

Programs are organized to provide opportunities for children from Kindergarten age to 12 years of age the opportunity to create their own play experiences with friends. Activities such as sports, music, crafts, board games, building, etc. build children's confidence and help them make friends. Play is at the heart of our programs and there are daily opportunities for outdoor play and activity.

Our commitment is to provide high-quality school age child care for students attending elementary school. Our program is based on a safe, happy, and nurturing environment. Special attention to family and child inputs will be considered when planning schedules and activities.

Sample Schedule

Note: not all school locations offer before school child care programs

7:15 - 7:50am | Students have a choice of activities, may eat their breakfast (provided by the family)

7:50 - School Bell | Outdoor play

School Dismissal – 3:00pm | Welcome, Attendance & Snack (provided by the family)

3:00– 4:15pm | Outdoor Play & Investigations

4:15 – 5:30pm | Indoor Exploration – Fine Arts/Games

This schedule is a sample only. Projects and activities are adjusted to accommodate special events or to take advantage of good weather for extended use of the outdoor fields and playgrounds.

Hours and Days of Operation

Before School Child Care Hours: 7:15am – School Bell

After School Child Care Hours: School Dismissal - 5:30pm

We close at 5:30pm. Please arrive no later than 5:20-5:25pm, giving you enough time to collect your child's belongings, sign them out, and exit the building before 5:30pm. This ensures that staff can go home to their families in a timely manner. We appreciate your cooperation.

School District 22 Child Care Programs will be closed for: statutory holidays, pro-d days and School District 22 Winter, Spring and Summer Breaks. We are open on all early dismissal days and child care on these days is included in monthly rates. Please see the School District calendar for these dates. We will advise families the month ahead if we will be providing child care on Professional Development days. Registration for professional development days will be on a first come, first served basis and additional fees will apply.

Enrollment Policies

Registration, Enrollment and Waitlist

The program is licensed to provide child care for children Kindergarten to age 12. Priority will be given to children requiring full-time child care. As space allows, part-time child care arrangements may be arranged.

Note: Seamless Day Kindergarten Child Care Programs prioritize Kindergarten students and siblings.

Ensuring the best possible care for your child means building strong relationships with both you and your child. To ensure the best transition into the program, we have a multi-step process:

1. Parents/Guardians are required to read this Program Guide in full. Please reach out to your school Principal with any questions you may have.
2. Parents/Guardians fill out the application request: https://himama.com/online_registration/apply/sd22-early-learning-child-care-program
3. Once your submission is reviewed, if space is available in the program, you will be sent an invitation to register online. If space is not currently available, you will be placed on the waitlist and notified. Families need to complete registration within 48 hours of the invitation, otherwise we will proceed to the next person on the waitlist. If you need support with registration, please contact earlylearning@sd22.bc.ca
4. Once enrolled, you will receive a welcome message in the child care app that will detail your child's start date, monthly fees, and outline getting started with payments. Please ensure you set-up autopay at this time.
5. Staff will contact you to set-up a time to come into the child care program for a brief orientation. This will allow you and your child to meet the other children and staff, see some of the activities, and give you a chance to ask any questions you might have about our policies and procedures. This orientation may take place on your child's start date.

Children Requiring Additional Support

School District 22 child care programs are fully inclusive. If your child requires additional support, we will work together to ensure the necessary support is in place prior to your child starting the program. This may require additional staffing and your patience is appreciated as staffing must be in place to be able to provide additional support in the program.

Termination of Services by Program

Staff are committed to providing a caring and supportive environment for all families. However, termination of services may be required if:

- Parents consistently fail to adhere to policies and procedures, especially regarding the respectful treatment of staff and children, health and safety, facility hours, etc.
- Fees for services are not paid and suitable arrangements cannot be agreed upon, or

If School District 22 plans to terminate service, we will provide one month's written notice to the enrolling parent/guardian or refund fees for the current month in lieu of notice.

Termination of Services by Family

Families are required to provide **30 days written notice** if they plan to permanently discontinue a child's enrollment in School District 22 child care programs.

Fee and Payment Information

Payment Dates

Child care fees are due upon invoice and are payable through EFT. Families are required to set-up autopay. Full fees are charged during any period of absences (ex: illness, family vacation, etc.)

Monthly Fees

Before & After School Child Care: \$350/month

After School Child Care: \$250/month

Before School Child Care: \$140/month

Daily Rates: before & after school care (\$17.50/day), before school care (\$7), after school care (\$12.50)

*Monthly fees are adjusted during the months of December and March due to the breaks. These child care fees reflect the amount families pay after the Child Care Fee Reduction Initiative has been applied to rates.

Change of Enrollment/Withdrawal

30 days written notice is required to reduce days or to withdrawal from the program. Payment of one month's fees will be charged in lieu of notice.

Suspension of Service

Outstanding balances must be paid by the 1st of each month to prevent suspension of service. Staff will work with families to accommodate payment plans, but in the event of repeated outstanding balances, failure to communicate with staff, or follow through with payment agreements, suspension of service may occur.

In the event of suspension of service, parents/guardians will receive 1) e-mail notification, 2) verbal notification in person or by phone/voicemail, and 3) a letter advising of service suspension. Service will be reinstated, if space is available, once the account is paid up to date.

Cancellations and Credits

Due to the increasing staff time required to process cancellations and changes to schedules, we do not provide credits for cancellations except in the event of a closure due to weather, school facility closure, or circumstances beyond our control where we are unable to provide service.

Ministry Subsidy / Affordable Child Care Benefit (ACCB)

Parents/guardians who qualify for ACCB are responsible for any outstanding amounts not covered through funding. Parents applying for subsidy must complete CF2798 Childcare Arrangement Form, which will then be uploaded as part of their online application process. Children may begin attending the program once Ministry funding is confirmed.

If care is needed prior to Ministry approval, parents are responsible for fees, to be refunded upon receipt of ACCB confirmation. Please note this process may take up to two months, and even full subsidy often results in a small parent/guardian portion owed each month.

Attendance Policy: Absences

If your child will not be attending the program for any reason (illness, change in work schedule, family vacation or sporting event), please inform staff so we are not worrying or looking for your child. A message sent via the child care app is the easiest way to let staff know.

Attendance Policy: Drop-Ins

At this time, the program does not accommodate drop-in care.

Arrival and Departure

Drop Off/Pick Up

We keep accurate records listing each child's authorized adult pick-up contacts. **Please inform staff in writing if you have arranged for another authorized person to pick up your child.** If an emergency arises during the day, please call the school to give advice. At no time will a child be released to an adult who we have not been given written authorization for safe release by the parent/guardian. As per Child Care Licensing Regulations, there will be no exceptions made to this policy. Thank-you for your cooperation in assisting us to

always keep children safe.

At pick up time, please speak directly to staff before signing your child out. **Please sign out on the iPad using your full name. Please do not sign “dad”, “grandpa”, etc.**

Permission will not be given by staff for your child to make any alternate arrangements for pick-up.

Late Pick Up

If you have not picked up your child or called the program phone by closing time at 5:30pm, staff will contact the alternate person from the authorized pick-up list to pick up your child. If that person is unavailable, and you have not yet contacted the program by 5:45pm, we are required by Child Care Licensing Regulation to notify Emergency Services of the Ministry of Children and Family Development. Should you arrive after 5:30pm, you are subject to late fees. Families are charged late fees of \$1 per minute for each minute a child remains at the program after 5:30pm. Late fees are payable by the 1st of the following month.

Safe Release of Child

Any parent/guardian or authorized person picking up a child from the program that is suspected of being under the influence of drugs or alcohol will be asked to call a relative, friend or taxi to drive them home. Refusal to wait for another driver will result in staff calling the police immediately, as legally required.

Custody and Access

If parents live separately, we expect that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed. If custody has not been legally determined and conflict between the parents and/or their family members is evident, the program may not be able to care for the child unless both parents and/or family members sign a written agreement confirming details re: authorization for pick up and access to information about the child. If a family has a custody agreement or court order, a copy must be provided and placed in the child's file.

Health Policies

Health and Safety

The program has been carefully designed to ensure it is a safe and comfortable environment that will accommodate the abilities of all children.

Immunization

As immunizations are one of the most effective ways of preventing the spread of communicable diseases, we recommend that all families have their child's immunizations brought up to date prior to starting the program.

Parents will be asked to provide immunization information upon registration.

As per child care licensing regulation, please provide updated immunization information as necessary. If not fully immunized, your child may not be allowed to attend the program in the event of an outbreak of communicable disease.

Illness

Please refer to the School District 22 Communicable Disease Plan (CDP) found on the School District website.

While we are sensitive to the stress that illness may cause families, we are not licensed to care for children when they are ill. You will need to keep your child at home, or make alternate arrangements, if your child:

- Has a communicable disease
- Has a contagious infection, including pink eye
- Has a fever over 38 degrees
- Is vomiting or has diarrhea

- Has a skin infection or an undiagnosed rash
- Is not able to participate in all program activities, including outdoor play

Please notify staff if your child has a communicable disease so families and Interior Health can be notified. Information will be shared that protects the identity of the child/family.

If your child becomes ill during the program, we will contact you. If you are unavailable, we will try to reach your emergency contact. We will provide a quiet resting area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation becomes urgent, we will follow the emergency procedures outlined.

Medical Emergencies

If your child is injured or becomes ill at the program, staff will quickly assess the situation to decide what action/attention is required.

If First Aid treatment is required:

Staff qualified in First Aid will:

- Provide First Aid treatment
- Acknowledge the child's feelings
- Provide close supervision to ensure that the child does not require further First Aid or medical attention
- Complete an Incident Report and process
- Inform the family when they come to pick up the child

If Emergency medical attention is required:

Staff will:

- Call and request an ambulance
- Contact family and/or emergency contact
- Ensure other children attending the program have qualified care
- Accompany the child to the emergency facility, if possible
- Provide information to the doctor and family
- Support the child and family
- Complete Incident Report and process

Administering Medication

If you require staff to administer prescription medication to your child, Child Care Licensing Regulation requires that we have certain information and follow certain procedures. We require that the medication be provided in its original container, with your child's name and dosage information, and a Medical Consent form be completed with instructions on administering the medication. All medication will be stored in a locked container. Contact staff for assistance.

Photographs/Videos/Documentation

Observation and documentation are important roles of a child care staff and deepen our understanding of children's learning. With your permission, photographs of your child may be taken to be used in the program for the enjoyment of families and staff as we document learning by posting photos in the program space and/or on the child care app. As part of the registration process, you will be asked to provide permissions for documentation.

Visitors

As the safety and security of children, families and staff is critical, visitors need permission from staff prior to visiting the program. Community resources/partners and immediate family members of children enrolled are welcome to visit, however, arrangements must be made in advance. Unauthorized visitors will be asked to leave the premises.

Unauthorized Persons

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the program staff. Staff will explain the policy that written authorization from the enrolling parent/guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff.

Suspected Child Abuse

The Child, Family and Community Service Act states that all children in the Province of B.C. "are entitled to be protected from abuse, neglect and harm or threat of harm". The Act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry of Children and Family Development. If you have any questions, or would like more information, we invite you to talk to the school Principal.

Apprehension by the Ministry of Children and Family Development

The Child, Family and Community Service Act defines when a child needs protection. Decisions related to when, how and where the Ministry of Children and Family Development can apprehend a child rest with the Ministry. If a social worker from the Ministry intends to apprehend a child from the program, the school Principal or District Principal of Early Learning & Child Care will be responsible for responding to the situation. Prior to the child being removed, the administration will verify with a Ministry supervisor that the social worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of the apprehension.

Field Trips

The program occasionally plans off-site walking field trips. Permission forms will be provided prior to these events.

Videos

As a program activity, we will not show videos unless it relates to a special activity we are doing and provides specific educational value. If a video is used for educational /activity purposes, it will not extend past 15 minutes of viewing. If shown, all videos will be rated 'General'.

Mobile or Gaming Devices

For school age children, it is essential that they develop the social skills to build friendships, and the physical skills that build confidence and a sense of accomplishment. For this reason, we discourage mobile or gaming devices in the program, as these can isolate children and diminish interaction and group participation. Although this may initially feel uncomfortable for some children who may be used to frequent use, we believe that it is better for their long-term development to interact in 'real time'. Please speak with staff if your child requires some accommodation regarding device use.

Active Play

To align with Ministry standards of practice, staff will, whenever possible, provide children with at least 30 minutes of active outdoor play as part of our regular daily routine, and at least 60 minutes as part of early dismissal day programming.

Active play includes:

- Moderate to vigorous bursts of high energy
- Difficulty speaking a complete sentence due to being out of breath

- Activities involving running, jumping, leaping, such as field games and sports, tag, fishy fishy, scavenger hunts, obstacle courses, skipping, etc.

Staff will ensure that at least 15-20 minutes each day will be facilitated play – activities planned and led by an adult, with specific rules and objectives. The remainder of outdoor or gym time will provide children with free play opportunities, where equipment and toys will be made available to encourage imagination, creativity, and opportunities for children to follow their interests.

Staff will include elements of injury prevention and fundamental movement skills into planned activities which include:

- Identifying potential hazards in activities ex: ‘we are in a crowded space, so please walk, as you could bump into someone and hurt them’, ‘the pavement is slippery today, so be careful go slowly around the corner’, ‘when you leave the table, please leave the scissors there instead of walking with them’, etc.
- Activities that allow children to practice and develop balancing skills, coordination skills (throwing, catching, and kicking), and locomotor skills (running, jumping, skipping, hopping etc.)

It is our goal to provide opportunities for mastery, where children will develop the physical literacy skills necessary to feel confident and capable to take part in activities and try new things requiring physical competency.

Guidance and Care

Guidance

Each child will be encouraged and supported to develop positive adult and peer relationships. Our goal is to provide a safe and healthy learning and care environment in which each child can feel secure, learn friendship and social skills.

Families can expect the program staff to:

- Promote the development of positive social skills including self-esteem, self-control and safety skills.
- Demonstrate appropriate and respectful behaviour always.
- Encourage children to understand/follow rules and positive expectations.
- Supervise the children at all times.

Staff will strive to:

- Establish clear, consistent and simple expectations and implement developmentally appropriate restorative practices, if required.
- Discourage aggressive play and assist the children to learn and practice resolving conflict in non-violent ways.
- Acknowledge children's feelings and seek their input.
- Offer choices that are developmentally appropriate.
- Demonstrate respectful affection and caring to each child.
- Give verbal direction and redirection as the main way of guiding children.

We encourage parents/guardians to ask about guidance and care methods in the orientation and as questions arise. We are committed to working with families and to enhancing knowledge of child development and approaches to child rearing practices. Please be proactive and provide us with relevant information about your child.

Parents/guardians are sometimes reluctant to share information about issues, diagnoses, or challenging behaviours in their children, however, providing our staff with this information allows us to better meet your

child's needs in a supportive manner.

Conflict Resolution

Families are encouraged to discuss questions or concerns regarding any aspect of the program with staff first, followed by the school Principal and/or the District Principal of Early Learning & Child Care. If an issue arises, the goal is to resolve differences of opinion and conflict in a respectful and peaceful manner and find solutions that everyone can accept.

The steps outlined will be followed:

Step 1: The enrolling parent/guardian and the program staff will meet to define the issues, state their points of view, and agree on the problem. This is best done at a time other than pick-up at end of day.

Step 2: Solutions and/or resources will be identified whenever appropriate.

Step 3: A plan will be agreed upon by the enrolling parent/guardian and the Principal or District Principal.

Step 4: Once the plan is enacted, the enrolling parent/guardian and Principal or District Principal will check in to ensure it is working. If it isn't, they will return to Step 2. If no plan can be agreed upon by all parties, using the conflict resolution procedure, other arrangements may be required.

Nutrition, Clothing & Possessions

Nutrition

Eating nutritious food is an important part of each child's day. Within the school community, there are students who have a potentially life-threatening allergy to peanuts. Consequently, parents/guardians are asked not to send peanut butter or other products with peanuts listed in the ingredients.

The program staff will:

- Encourage children to eat and enjoy their food.
- Be sensitive to individual food preferences, cultural preferences, and any restrictions/allergies.
- Provide sufficient time to eat.
- Not force a child to eat.

Families will:

- Provide nutritious snacks on regular days and snacks and lunches when their child attends on an early dismissal day.
- Inform staff of any food restrictions/allergies or changes to their child's diet.

Clothing and Possessions

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather. **Please label everything.**

- Rainy days: boots and rain gear, change of clothes
- Winter: mitts, hat and warm outdoor clothes, extra layers
- Summer: hat and sunscreen, water shoes

Lines of Communication

School District 22 uses a child care app for registration, invoicing & payments, and communication in licensed child care programs. The current name of this software company is HiMama. The name HiMama was chosen because the company was inspired by working mothers. They are currently in the process of changing the name of their business, with anticipated name change and branding update in Fall 2023. We acknowledge that there are many people who care for children within families and assume the role of parent/guardian. We honour all

parents/caregivers and look forward to working with you in our child care programs and using this child care app to support timely and smooth communication with you. We look forward to the name change in the Fall of 2023.

Communicating with Staff

School District 22 child care programs are hosted at Elementary Schools. The child care program staff are your first point of contact as you interact with them daily at drop-off and/or pick-up. The messaging feature on the child care app is a quick way for you to communicate electronically with child care program staff. Staff overlap during the school day to ensure strong communication between teaching staff and child care program staff. If staff are unable to assist you, they may direct you to contact the school Principal or District Principal.

Communicating with Families

For sharing information about the program, we use a child care app. You will create your profile on the app when you are sent the registration documents. We look forward to communicating frequently and highlighting the weekly happenings in the program via the app. If you have any questions, concerns, or suggestions, please speak directly with the program staff.

Program Evaluation

Your feedback is important to us. We encourage on-going feedback and invite you to share comments and/or suggestions at any time. Your response to our program evaluation helps us to develop programming policies and procedures and to provide child care that meets family and community needs.

Please contact us if you have any questions, concerns, or need clarification about our program and policies. We welcome curiosity and dialogue, and value clear communication.

Emergency Procedures

Emergency Preparedness

In the event of fire and other disasters, staff has been trained and regularly practices emergency preparedness. Staff will relocate children, if necessary, to the nearest safe location and remain with them until families pick them up.

Fire Drill/Evacuation Process

Safety is an ongoing part of child care programs in schools, and fire drill/evacuation procedures are posted and are practiced once a month, in addition to practices children have during the instructional school day. During orientation, we will review these procedures as it is important for you to understand your role if an emergency evacuation happens.

Closure of Child Care Program

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, the program may have to close. The staff will care for children until families/emergency contacts have picked them up.

If school is closed early during school hours due to extreme weather or other events, and parents are notified to pick up their children from the school, the program will not be able to stay open. Please follow school direction regarding pick up and contact the school office with any questions.

We look forward to building a relationship with you and your child!