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Welcome to Children of the Island Childcare Centre/Centre de Garde les Enfants de l'Île Inc., caring for children from birth to 5 years of age in a bilingual English/French environment.

The goal of our Childcare service is to create a partnership with families in caring for their children. We provide a nurturing and safe environment to help the development of the whole child, with an equal focus on emotional, social, physical, intellectual and basic French language development throughout the preschool years. Our qualified and experienced staff members are inspired to launch the children on their journey of learning in a bilingual environment. Our Centre welcomes French and English speaking families as well as those from other language backgrounds who value our developmental approach to early childhood education and the cognitive, social and cultural benefits of learning a second language.

### **Bilingual approach**

Researchers say the best way to become proficient in a second language is to start young and practice often. Young children learn a second or third language by being surrounded with that language as they engage in their world. The benefits of being bilingual, such as greater cognitive flexibility, have been well documented. While these benefits are valuable, our personal excitement here at Children of the Island lays in the cultural exchange and expanded perspectives that come from speaking more than one language.

Educators whose native language is English will speak English and incorporate French words and phrases while leading group activities, playing games, conducting circle time, and singing songs. Educators whose native language is French will encourage French when speaking to the children.

When engaging individually with a child, educators will speak in the language chosen by their parents. Children are encouraged to play and communicate with each other in which ever language is most comfortable for them.

### **Family Partnership**

We believe that open, honest, respectful communication and cooperation between your family and the educator is important for the well-being of your child. We welcome and value shared information regarding your family dynamics, beliefs and observances. Your participation with us will contribute to our sense of "Family Care" for everyone.

## 1. Daily Operations Policy

### 1.1. Hours of Operation and Closures

Hours are 7:00 am to 5:00 pm, Monday thru Friday, except statutory holidays and any other required or unexpected closures. Effective April 1<sup>st</sup>, 2020

Statutory holidays are: Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Monday, Remembrance Day. The Centre will be closed for the 2021 Holidays from December 23<sup>th</sup>, 2021 at 3:00 pm to January 3<sup>rd</sup>, 2022.

### 1.2. Daily Activity

Outdoor play is a big part of our program. It allows children to develop on a social, physical and imaginative level that nourishes a child's mind, body, and spirit. We have plenty of materials to keep them active and engaged in our beautiful outdoor space. We encourage and model creative, co-operative, social, and physical play. It lifts the spirit and builds the body. The children grow and develop in every domain by engaging with one another.

Play equipment and toys are provided by the Centre. Please do not bring toys from home. We may ask at times that a child bring a toy for Show and Share/Show and Tell. This toy will remain in the child's cubby for safe keeping before and after circle time.

#### Sample Daily schedule (example)

7:00 to 8:30	Drop off / Opening Activities: dramatic play, open art table, cognitive toys, sensory tables etc.
8:30 – 8:45	Washroom routine
8:45 – 9:00	Snack
9:00 – 10:00	Circle time/ educator guided activities, Zumba or yoga or PISES or martial tots
10:00 – 10:15	Washroom routine
10:15 – 11:30	Outside free play or field trip
11:30 – 11:45	Washroom routine
11:45 – 12:15	Lunch time
12:15 – 12:30	Washroom routine
12:30 – 2:00	Quiet rest time
2:00 – 2:15	Washroom routine
2:15 – 2:30	Snack time
2:30 – 3:00	Art/table play
3:00 – 3:15	Washroom routine
3:15 – 5:00	Pick up/Outside free play

### **1.3. Rest Time**

All children in our Centre have a rest after lunch. Children are not required to sleep but are expected to rest quietly on mats for 30 minutes, after this time a quiet activity will be provided for non nappers. If your child feels more comfortable with a stuffed animal please bring it along for rest time.

### **1.4. Closures and Service Interruption Policy**

We reserve the right to close the centre due to reasons beyond our control, including but not limited to snow days, pandemics, flood, earthquakes, fire, health emergencies or teacher's strike. In the event of an emergency closure, an email will be sent via hi mama to notify you that your child should be picked up immediately. There will be no refunds for emergency closures and or service interruptions. However, in the event of more than 30 consecutive days of emergency closure or service interruption, refunds/credits will be determined on a case by case basis. Full fee refunds for the entire closure time cannot be given due to ongoing operating costs (rent, insurance, staff wages, etc.)

We reserve the right to close the center should staff be unable or be unsafe to travel to the center due to inclement weather, road conditions.

Children of the island will close the centre and all programs due to snow or inclement weather when Sooke School District 62 closes. Please follow our Facebook page for any updates. An email will also be sent via our Hi mama app as soon as possible.

## **2. Transportation Policy**

We provide transportation to Children in our Group 3 to 5 yr. and Infant Toddler Programs during field trips. Transportation is provided via our 15 passenger vans. All vans are equipped with 5 point car seats and booster seats depending on child's weight and height. You will be asked to confirm the use of these safety seats prior to a fieldtrip.

We take your child's safety very seriously, therefore we have a strict, zero tolerance for any behaviors or action during transportation that compromises the safety of any child or adult in the vehicle. Children will be given clear instructions on the safety rules and expectations when traveling in our vehicles.

### 3. Registration Policy

Registration is not complete, and care will not commence until all the paper work is received and completed along with the non refundable \$150 enrolment fee.

We ask that you please keep us informed of any changes to your address, phone numbers, email addresses, emergency contacts, doctors, or persons authorized to pick up your child. This information is required by the Licensing Officer and it will also assist us in ensuring your child's safety and making quick arrangements when children are ill or in an emergency situation.

#### 3.1. Registration Procedure

- Complete a registration form and emergency contact card.
- Pay a \$150 non-refundable enrollment fee (one-time fee)
- Provide an up-to-date immunization record.
- If you receive or will be applying for childcare subsidy, your application must be approved prior to starting at the Centre unless parents agree to pay the regular fee.
- Provide a copy of custody restriction (if applicable)
- Provide a recent photo of your child
- Only monthly Pre-authorized debit, post-dated cheques or e-transfers will be accepted

#### 3.2. List of Supplies

Please provide the following list of supplies, clearly labeled, for your child:

##### Age: 0-5 years

- Water Bottle
- Small blanket for rest time
- Rain/Splash suit/pants
- Rubber boots
- Indoor shoes
- Complete changes of clothes (pants/shirt/socks/underwear)
- Washable/reusable bags or wet bags for soiled items
- Hat, appropriate for the season
- Jacket, appropriate for the season
- Sunscreen during the summer months
- Diapers/Pull-ups and wipes, if applicable

#### **4. Fee Policy**

Fees reserve a childcare space for your child on a monthly basis and are not adjusted for days missed due to illness, family vacation or statutory holidays. A \$150 non-refundable enrollment fee is required at time of registration. Priority will be given to full time children.

Fees can be paid by monthly pre-authorized debit, e-transfer or cheque made payable to Children of the Island Childcare Centre Inc. The charge for NSF cheques is \$40.00. Fees are due on the first of each month. If fees are not fully paid by the 5th of the month, you will receive a late fee notice. If you do not respond to the late fee notice within 7 calendar days of its receipt, your child's space will be suspended. In order for your child to return to the Centre, the owed fees must be paid in full even if your child was suspended. Failure to pay will result in permanent termination of care by the Centre.

We reserve the right to increase childcare fees on a yearly basis. Fees will be evaluated on a yearly basis and will be applied as of April 1 of each year. A 30 day notice will be provided in writing.

##### **4.1. Child Care Subsidy**

Child Care Subsidy, administered by the Ministry of Children and Family Development BC Provincial Government, is a monthly payment that helps eligible British Columbia families with the costs of child care. Families fill out an application and provide supporting documentation to apply. Once the family is approved and authorization is established, we will receive an authorization number and billing forms. Child care can not start until authorization and billing forms are received unless the parent agrees to pay the regular fee.

We can only bill for the maximum number of the days that the family is qualified for, if the child actually attends. If the child is booked to attend but does not, we can only bill subsidy for that day if the parent informs us that the child or their parent was ill or on holidays. It is up to the parent to ensure that we are informed if the child is away because of illness or vacation. If we are not informed, the parent will be responsible for the regular fee. The fee for missed days that are not covered by subsidy is to be paid before the end of the month. The parent is responsible for any fees over and above what subsidy pays on behalf of the family. The parent portion is due on the first of the month. Please maintain contact with the centre during your subsidy renewal process.

Please be aware that absences of more than 10 consecutive days may result in subsidy not being paid by the ministry during that time. You will be responsible for paying the full childcare fee during this time.

## 4.2. Withdrawal and Notice to Leave Policy

**WE REQUIRE ONE FULL CALENDAR MONTH'S WRITTEN NOTICE** when you are planning to withdraw your child from the Centre. For example, if your child is leaving at the end of August, your written notice must be received by July 31. There is no reduction in fee due to mid-month or early withdrawal. The Centre reserves the right to give your family 1 month notice regarding termination of service should we feel our services do not meet the parents expectations or if we feel a child is not thriving in our facility.

## 5. Pick up and Drop Off Policy

### 5.1. Parking

Please slow down when in the parking lot. If you have a large truck, please park in the lower parking lot or down by the side of the building. Please only park in the Centre's designated parking spots. At the end of the day, you are welcome to use staff parking spots. You may be towed or ticketed should you park in the spots designated for other businesses. We are not responsible for any loss or damage of vehicles.

### 5.2. Arriving and Departing from the Centre (PLEASE REVIEW TO THE PANDEMIC POLICY BELOW FOR UPDATED DROP OFF AND PICK UP INSTRUCTIONS DURING THE PANDEMIC)

When you arrive, please follow our routine of arrival. Remove outdoor shoes at the front entrance or put on a pair of provided boot covers and carry your child's shoes and place in the classroom shoe cubbies. Your child's other belongings can be left at their personal cubby located near their classroom. At your child's classroom, you must sign your child in/out on the appropriate attendance sheet, this is a licensing requirement. Take the opportunity to talk to your child's educators about your child's needs for the day. It is important to take time to settle your child and say goodbye.

Your child must be dropped off by 9:30am in order to alleviate disturbances during structured activities. Please call the centre before 9:00 a.m. if your child is absent or will be late due to an appointment. Please always ensure that a staff member is present when dropping off your child.

### 5.3. Authorization

Parents are required to indicate the name and phone number of all authorized individuals who are clear to pick up the child. All parents and/or authorized individuals are to sign-in and sign-out on the provided sheet the time your child is dropped off and picked up from the Centre. Only persons designated to pick up a child will be allowed to do so.

The parent/guardian is required to notify the Centre in writing if someone else, other than the authorized persons, will pick up the child. Please provide name, phone number, and description of the person. The person will be asked to show photo identification. If necessary, police will be called for assistance.

#### **5.4. Custody and Related Court Orders**

We cannot become involved in the marital or custody issues of the families that we serve. If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing up to date and accurate information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the pick-up list, the policy on unauthorized persons will be implemented. The child's legal guardian will provide all consents.

#### **5.5. Safe Release**

If we feel that the person picking up a child is impaired in any way, we will offer to call another authorized pick-up person or a taxi to provide both the child and pick-up person a safe ride. If we believe the child's safety is at risk, we will call the police and the Ministry of Children and Family Development.

#### **5.6. Late Pick-up**

Late pick-up is stressful and difficult for your child and for us, whose personal commitments after work are valued. Please be respectful of the Centre closing time of 5:00 pm. If your child is picked up after 5:15 pm, you will be asked to sign a Late Pick-Up form and to pay the late fee of \$2.00 for the first five minutes and \$1.00 per minute thereafter. If late pick-up continues to occur, you will be required to discuss possible solutions with us. Your family may be given notice to leave the Centre if late pick-ups continue.

Please note: If you are not at the Centre by 6:00 pm and have not spoken to or called us regarding your delay, the social worker on duty with the Ministry of Children and Family Development will be called to pick up your child. You can phone the Ministry of Children and Family Development at (250) 310-1234.

## 6. PANDEMIC POLICY - Updated Jan 1<sup>st</sup>, 2021

Child care programs in BC are licensed and regulated through the Ministry of Health and the Vancouver Island Health Authority. We also adhere to the recommendations of our Provincial Health Officer. As a result, Children of the Island Childcare Centre Inc. may be directed by the Provincial Health Officer to close operations during a pandemic or other communicable disease outbreak. Children of the Island Childcare Centre Inc. will follow all directives provided from the Ministry of Health and all other governing authorities. The legal authority to close a child care program for public health reasons falls under the purview of the local Medical Health Officer and the Provincial Health Officer and their decision overrules any decision to stay open that an individual daycare or parents may wish to make.

Child care ratios are required at all times during operations, regardless of a pandemic or communicable disease outbreak. In the event that employees are unable to come into work for illness or quarantine order and ratio is not able to be met, Children of the Island Childcare Centre Inc. retains the right to temporarily close programs or classrooms and/or reduce operational hours and/or rotate days off between children. This decision would be made as required in order to maintain compliance with childcare licensing regulations, and would be communicated with parents in writing, via email.

### **Fees during pandemic / communicable disease closures**

In the event of a short term full closure or partial closure of the facility or programs be it imposed by the Medical Health authorities/licensing or by the facility owners due to a lack of staffing or a COVID-19 outbreak, fees are due and payable as per usual operations for a period of 30 days. Fees payable during closures exceeding 30 days will be determined on a case by case basis.

Fee reductions such as the CCFRI or ACCB are provided through MCFD, and may or may not be provided during required pandemic or communicable disease closures. Parents may directly contact the MCFD office at 1 888 338-6622, to discuss MCFD's policy regarding CCFRI or ACCB payments; this decision is outside of Children of the Island Childcare Centre Inc. authority.

### **Health and wellness policy**

Our regular health and wellness policy continues to apply during a pandemic or communicable disease outbreak, however, additional policies and restrictions will apply surrounding the COVID-19 pandemic, based on recommendations of our local Medical Health Officer and the Provincial Health Officer and licensing officer directives. This includes, but is not limited to, extending our required at-home "symptom free" time period following any symptoms or requiring children with symptoms - even if they are feeling well and have plenty of energy - to remain at home.

We ask that all our families remain vigilant about their child's health. In order to maintain a healthy and safe environment while considering the current outbreak situation. We will be taking great caution around children with fever, cold like respiratory symptoms, coughs, unexplained or new rashes and runny noses or sinus congestion, vomiting and/or diarrhea. A child presenting with symptoms will not be accepted within the centre.

- Parents are responsible to assess their children's health daily before sending them to daycare. Children of the Island childcare centre Inc. will also be conducting a daily health check at drop-off by asking parents and guardian to sign and agree to the health disclaimer on each classroom



sign in sheet, confirming their child does not have symptoms or anyone within their household of COVID-19 (fever, cough, difficulty breathing, diarrhea, vomiting, chills, body aches, rash, sinus congestion, excessive runny nose) or have tested positive for COVID-19. Parents will also need to confirm that no fever suppressants were given within the last 12 hours.

- Should a child or someone within the household of a child in care show any signs or symptoms of COVID-19 like difficulty breathing, diarrhea, fever, chills, body aches, cough, runny nose, vomiting please call 8-1-1 or your health care provider for instruction and to verify if testing is required.

Should testing not be required after calling 8-1-1, follow the instructions provided. Please ensure your child is symptom free for a period of 48 hours before returning to care.

- If a person within the household with symptoms is being tested, children must be kept home until test results are confirmed even if they (child) remain non symptomatic. If results are NEGATIVE they may return to care if they remain symptom free. If a child requires testing after calling 8-1-1 you must follow instruction. If testing is required, please let us know ASAP. Should results be NEGATIVE, your child can return to care once symptoms have completely subsided for a period of 48 hours. Should you decide NOT to have your child tested they must remain quarantined for 10 days and can only return to care once completely symptom free.
- An email or text message confirming a NEGATIVE test result must be provided before returning to care prior to the 10 day at home period.
- Should a child start developing symptoms during the course of the day, the child will be removed from the classroom immediately and brought to the office, the child and caregiver will both wear a mask. Parents will be asked to pick up within the next 30 minutes. Call 8-1-1 and follow instructions. Please refer to above listed procedures.
- Educators are responsible to assess their Health prior to entering the facility. All staff will be required to sign a disclaimer on their time sheets before each shift attesting that they or anyone within their household, do not have signs or symptoms of COVID-19 (fever, cough, difficulty breathing, diarrhea, chills, body aches, rash, sinus congestion, excessive runny nose) or have tested positive for COVID-19.
- Should an educator start showing signs or symptoms or someone within their household they must stay home and self isolate. We ask that all educators showing any symptoms contact 8-1-1 or their health care provider and be tested. Should they test NEGATIVE for COVID-19 they will be allowed to return to work once symptoms have subsided.
- Should an educator start showing signs or symptoms while in the facility they will be removed from the classroom immediately and sent home to self isolate. We ask that all educators showing any symptoms contact 8-1-1 or their health care provider and be tested. Should they test NEGATIVE for COVID-19 they will be allowed to return to work once symptoms Have subsided.

- Should a child or educator become infected and diagnosed with COVID-19 we will inform everyone immediately and will follow the advice of the Medical Health Officer and Vancouver Island Health Authority.

#### IMPORTANT REMINDERS:

- Masks are mandatory when entering the centre.
- If you are sick...do not enter the centre even if confirmed covid NEGATIVE.

These policies and procedures must always be respected and maintained, failure to do so could result in suspension or termination of care. This remains a serious situation and we must all work together to keep this virus out of our childcare centre.

Any temporary changes to our health and wellness policy during a pandemic / outbreak will be communicated in writing, via email.

#### Travel

All families and educators traveling outside of Canada **or traveling within Canada via air travel** are required to remain home for 14 days following travel. No care will be provided and fees will be expected as normal to maintain your space. It is recommended that all people limit travel to necessary places only until the pandemic has calmed down. All parents need to inform us of international travel, failure to do so will result in immediate termination. **(subject to modification once new Federal and Provincial travel and Health guidelines are updated)**

#### Personal Protective Equipment (PPE) – Updated Nov 19, 2020

All staff will wear a mask when inside the centre. Parents must also all wear a mask when inside the centre. Staff will continue to use gloves when handling any bodily fluids or discharges.

#### Additional cleaning

In the event of a pandemic or communicable disease outbreak, Children of the Island Childcare Centre Inc. while in operation, will follow additional cleaning measures. They include:

- Increasing handwashing and using social stories and direct teacher instruction with children to promote healthy hand washing habits. Hands will be washed several times a day, some examples are before entering the classroom at drop off, before and after eating, during washroom routines, after sneezing, blowing or touching their nose, when entering the class from outside
- Using a Ministry of Health-approved sanitizing solution within the program twice a day, to sanitize the facility and all equipment.
- Sanitizing of toilets and sinks after each use.
- Any food provided by our program will be served directly to children by staff limiting any exposure.

- Increased daily cleaning of all toys, equipment and surfaces, removing any toys in the class that can not be sanitized or washed daily.
- Increased daily (min. twice/day) cleaning of all high touch surfaces like switches, gates, door handles, railings etc..

### **Physical Distancing Measures**

The physical space requirements for licensed child care settings set out in the Child Care Licensing Regulation mean that child care centres have sufficient space to support physical distancing between staff without reducing the number of children in care at any one time.

- Parents, guardians and staff are asked to maintain the recommended 2 meter distance at all times when circulating inside or outside of the facility.
- Children will also be taken to play outdoors for longer periods of time.
- Children will also be spread out during snack and lunch times allowing for some extra space between each other.
- Children will be reminded regularly to “keep their hands to themselves”
- Children will be provided examples of different ways to safely greet their friends and educators and discouraging hugging, kissing
- During nap time, children cots will be spread out to allow extra distance or placed head to toe

**For younger children maintaining physical distance is less practical. Our focus will be on minimizing physical contact instead.**

### **Additional Safety Procedures:**

- ONLY ONE parent or guardian can drop off or pick up, this will help us maintain social distancing within the centre.
- Take your SHOES OFF or put on a pair of shoe covers. This is mandatory.
- Use the hand sanitizer at the door, your child’s hands need to be WASHED BEFORE playing in the classroom, please bring your child directly to a staff member when entering the classroom so they can assist your child in washing their hands.
- Please do not enter any classrooms.
- Children, Staff and visitors must adhere to respiratory etiquettes like, cough or sneezing into their elbow or a tissue, not touch their face, encouraged to “keep hands to yourself”
- Please make sure you keep a clear line of communication with our educators via Himama.
- Please refrain from gathering inside or outside the facility, we must continue to model social distancing habits, please ensure that you maintain a 2 meter distance from other families.
- Please refrain from bringing in any toys from home. If a stuffy is required for nap time we will wash it in house before returning it to your child for nap time.
- Please ensure all personal items are labeled with child’s name to discourage accidental sharing
- Our facility doors will remain locked between 9:30 am and 3:00 pm, please follow instructions at the door should you require entrance between these hours.

## **Mass Gatherings**

The Provincial Health Officer's Order for Mass Gatherings continues to prohibit gatherings and events, however this Order does not apply to child care settings. As such, there can be more than 50 children and staff at any given setting if they are not all in one area and if they are actively engaged in physical distancing to the greatest extent possible.

## **Case Finding, Contact Tracing and Outbreak Management**

Active testing of people with mild COVID-19 like symptoms (case finding) helps identify cases early in the course of their disease, determine whether others in close contact with them are at risk for infection (contact tracing), and ensure they get appropriate care and follow-up.

Should a COVID-19 positive person be identified by public health staff, significant efforts are undertaken to determine if they are part of a cluster of cases or part of a local outbreak. Specific public health measures are implemented in facilities where an outbreak occurs to prevent further transmission of COVID-19 and keep others safe.

## **Individual exclusions**

In the event that the Ministry of Health provides a regional or provincial quarantine recommendation for individuals - be it due to international travel, linked to potential exposures, or linked to individual symptoms, Children of the Island Childcare Centre Inc. will require all families and children to comply with this recommendation. In the event this occurs, the Ministry of Health will provide our childcare program with written information; this recommendation will be shared directly with families. These exclusions will apply equally to all children, families and employees.

## **Authorized sources of information**

A pandemic or localized communicable disease outbreak is subject to governance by official sources: our child care licensing officers, the Ministry of Health, Ministry of Children and Families, and the federal government. While we appreciate that social media and news sources provide an extensive amount of information, we will respond to official, authorized sources of information only.

## **A non-biased, inclusive approach**

Fear-based responses in times of pandemic or communicable disease, have historically led to actions stemming from bias and self-protective measures. Not only can these measures lead to conflict between parents, child care educators, and community members, but they can also lead to actions rooted in racism. Children of the Island Childcare Centre Inc. has an inclusive-based approach and works to be a safe space for all families and children; we will not tolerate acts of racism or bigotry towards any parent, child, employee, or community member. Any such acts may be subject to an immediate dismissal from our program.

## PLEASE REFER TO THE PANDEMIC POLICIES FOR ADDITIONAL HEALTH AND WELLNESS POLICIES DURING THE COVID-19 PANDEMIC

### Health and Wellness Policy

The health and well-being of the children is our first concern. In order to promote a healthy environment we will ensure that:

- Proper hygiene is practiced and maintained
- Proper handling and disposal of diapers and materials that may have come in contact with blood / body fluids
- Proper hand washing techniques are used by all children and adults
- Families are informed of any outbreak of a contagious diseases
- Perishables are stored in the refrigerator at 4 degrees Celsius or below
- Tissues and wipes are provided as needed
- Clean clothes and bedding are provided as needed
- There are daily opportunities for outdoor play (weather permitting)

## PLEASE REFER TO THE PANDEMIC ILNESS POLICIES AS THEY SUPERCEED ANY OF THE PRIOR POLICIES DURING THE COVID-19 PANDEMIC

### 6.1. Illnesses

Families are advised to keep their child(ren) at home or to seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain; must be symptom free before returning to the centre.
- Difficulty in breathing - wheezing or a persistent cough; must be clear of all symptoms before returning to the centre. A doctor's note may be requested.
- Fever of 100.4 F (38.0 C) or more. Your child should be kept home until all symptoms have stopped for at least a 48 hour period without the use of fever suppressants;
- Sore throat or trouble swallowing;
- Infected skin or eyes, or an undiagnosed rash; A doctor's note will be required before the child can return.
- Headache and stiff neck (should see physician);
- Unexplained diarrhea or loose stool (may or may not be combined with nausea, vomiting or stomach cramps). These symptoms may indicate a bacterial or viral gastrointestinal infection which is very easily passed from one child to another via the fecal-oral route. Your child should be kept home until all symptoms have stopped for at least a 48 hour period;

- Nausea and vomiting. Your child should be kept home until all symptoms have stopped for at least a 48 hour period;
- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies; child must be free of any head lice and have been given proper hair treatment before returning to the centre.
- Children with known or suspected communicable diseases. A doctor's note will be required before the child can return.

You must inform us within 24 hours of:

- The diagnosis of a serious illness or communicable disease in your child, or
- The exposure of your child to a serious illness or communicable disease in any other member of your family. You should inform us about this diagnosis or exposure, so we can warn other families about the potential spread of illness or disease. We will call our local health authority for advice in situations like this.

We are required by law to immediately notify you of a child who becomes ill while in our care, as required by Section 19(1) (a) of the Child Care Licensing Regulation, B.C. Reg. 319/89.

We are required to notify the local Medical Health Officer within 24 hours of it coming to our attention that a child enrolled in the facility has a reportable communicable disease. Appropriate follow up measures by the health authority will then be taken if necessary. This is a requirement of Section 19(2) (b) of the Child Care Licensing Regulation, B.C. Reg. 319/89

**In Summary**, a child must be kept at home (or taken home) when a child is suffering from one or more of the above symptoms; or is not well enough to take part in the regular program.

## 6.2. Immunizations

You will be asked to provide information on your children's immunization status on enrollment in the facility, (including if your child is not immunized). You are advised that un-immunized children may be excluded from the program during a period of communicability. It is recommended that all childhood immunizations be kept current.

### **6.3. Emergency Care**

You are required to provide emergency contact information for your child, including the child's physician and the parent authorization for the Children of the Island Childcare Centre to consent to medical treatment if you cannot be reached. All information to be held on file must be current and updated by you as necessary. Ultimately, the care of a child who is ill is the parent's responsibility and every effort will be made to contact you or your emergency contact to come and pick up your child. We will endeavor to keep the child quiet and comfortable until your arrival. In an emergency situation, emergency services will be contacted and the child will be taken to the hospital. All efforts will be made to contact you or your emergency contact immediately.

## **7. Nutrition Policy**

Health Canada states that nutrition is the cornerstone of the early development of a child's brain. Children of the Island is committed to provide an environment that both nurtures and supports the growing minds you have entrusted us with. That is why one of the very first decisions we made in creating this centre, was to have an on-site kitchen. We are proud to have a red seal chef on staff that prepares our delicious and nutritious snacks and lunches daily.

### **7.1. Nutrition Philosophy**

It is imperative that children develop good eating habits while they are young. We at Children of the Island take food children love and give them a healthy spin. Our menu is specially designed to appeal to children's palates. Our amazing lunches and snacks are healthy, delicious, offer plenty of variety and most importantly children will want to eat the food.

Our amazing chef has several 'sneaky ways' to add more nutrition to the children's diet. He often adds cooked fresh mashed vegetables to Spaghetti sauce, Sloppy Joes or Chili.

Our chef has more than 6 years of experience in the Food, Health, and Hospitality industries and he always ensures that our food is nutritious, high quality and enjoyable for the children.

Children are impressionable and enjoy imitating their peers. Parents, educators, and other adults play an important role in shaping the child's attitude toward the acceptance of nutritious foods. Educators in the classroom are expected to reinforce positive food attitudes by eating and socializing with the children at mealtimes. Meals are provided to all and served family style.

To encourage healthy eating, all meals and snacks will closely follow the Canada Food Guide Healthy Eating Recommendations. As such, water will be available all day and all meals will be prepared using ingredients that have little to no added sodium, sugars or saturated fat. **All of our menus and snacks are prepared in accordance with the Canadian food Guide.**

Alterations to the menu can be made based on a child's age, cultural preferences, or special dietary needs or allergies. It is a pleasure to work with our families to address the dietary needs of your child whether it be for religious reasons, allergies/intolerances or family preference, this is something we take very seriously. We offer a large variety of foods along with a daily vegetarian option.

It is our role to provide a variety of healthy food choices, but it is ultimately a child's choice how much he/she eats, and what he/she eats from the foods that are offered.

#### To prevent choking

- Eating will be supervised at all times, and we will model good eating habits
- Food will be eaten while sitting
- Mealtimes will be relaxed to discourage rushing
- Certain foods will not be given, such as popcorn, hard candy, whole grapes, and whole nuts
- Round items (e.g. grapes) will be cut lengthwise into 4 strips
- Hard items (e.g., carrots) will be finely chopped Chunky foods (e.g., meat and cheese) will be cut into small pieces

#### We will never:

- Force a child to eat
- Threaten or discipline a child for not eating
- Use food as a reward, a comfort, or a punishment

## 7.2. Lunches and Snacks

### 0 – 5years

Included in fees are the provision of two nutritious snacks each day, and a home cooked hot nutritious lunch prepared by our certified chef. It is imperative that you inform us of any allergies. A daily menu will be posted on our menu board located at the front entrance and on our website.



### 7.3. Outside food

Children of the Island is a **nut free center**. We provide care for children who have life threatening allergies to such foods as peanuts and tree nuts, and our priority is safety. Due to this, we ask that families **do not bring outside food into our center**. This includes special treats, breakfast, or an extra snack. Many food nowadays which do not contain nuts are often times processed through machinery that also handles nuts.

### 7.4. Food Allergies

Children of the Island reserves the right to refuse an enrollment or give a 30 day notice of withdrawal to an enrolled child that develops or has severe or multiple food allergies. The chef will determine if able to accommodate any allergies or food restrictions.

### 7.5. Smoking

Smoking/vaping is prohibited in and around the Centre. We also require that parents refrain from smoking when they are dropping off or picking up their children.

## 8. Guiding Children's Behavior Policy

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

**Positive guidance techniques will be used to encourage appropriate behavior. They include:**

- Establishing clear, consistent, and simple limits
- Stating limits in a positive way, rather than a negative way
- Focusing on the behavior, rather than on the child
- Stating what is expected, rather than pose questions
- Providing real choices
- Allowing time for children to respond to expectations
- Reinforce appropriate behavior, with both words and gestures
- Encourage children to use us as a resource when there are occasions that they cannot resolve issues on their own.

Inevitably there will be occurrences of inappropriate behavior; it is at these times that there may be a need to intervene. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- Gain attention in a respectful way
- Remind children of the appropriate behavior
- Acknowledge feelings before setting limits
- Redirect or divert when appropriate
- Model problem-solving skills
- Offer appropriate choices
- Use natural and logical consequences
- Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm.

Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behavior. There will be no physical acts of punishment, isolation, humiliation or withholding of basic needs. The well-being of all the children in our care is very important.

## 9. Communication Policy

All communication between educators, management and parents must be transmitted via daycare email, Himama app or telephone exclusively. The use and exchange of personal phone numbers and text messages between educators/managers and parents is prohibited.

### 9.1. Family Roles and Responsibilities

- Bring any and all complaints, concerns or problems directly to us.
- Inform us of any changes in your address, phone numbers, employment or emergency contact information.
- Inform us of any changes in family situation, custody arrangements or access of parents  
Inform us of any changes in care hours or days needed, or drop-off and pick-up times  
Inform us of any illness or contagious diseases that might affect the other children or members of our family.
- Respect the privacy and need for confidentiality of other children in care and their families  
Respect our property  
Ensure you will pick up your child at the agreed upon time  
Provide us with the name of an emergency back-up person.
- Provide us with authorization to get emergency medical care for your child.
- Ensure that your child is brought to centre well rested, fed, healthy and clean.
- Provide us with sufficient and appropriate diapers, clothing and supplies.
- Respect other children in care and their families.
- Provide us with the agreed upon notice before removing your child from our care.

- Ensure that you have read and understand the child care policies and handbook, and have signed all documents as required

## 9.2. Child Care Provider Roles and Responsibilities:

- We will offer an environment that fosters healthy growth and development
- We will provide constant supervision
- We will provide receipts for all child care fees paid
- We will ensure policies and agreements are followed consistently with all families
- We will develop a collaborative partnership with families and work together on common goals for the child
- We will communicate with families about their child’s daily experiences in a positive and respectful manner
- We will maintain necessary confidential records concerning the children in our care
- We will obtain and maintain liability insurance for the children and facility
- We will operate in compliance with child care licensing regulations or CCCR
- We will continue to attend professional development opportunities and maintain required training, such as First Aid and certificates

## 10. Privacy Policy

The privacy policy applies to personal information about the children in the care of the Children of the Island Childcare Centre, their parents/legal guardians, their siblings, and other individuals who are involved in their care and upbringing (collectively, “*the children in our care and their families*”). Children of the Island Childcare Centre respect the privacy of the children in our care and their families and we have a commitment to protecting the personal information of the children in our care and their families.

For the purposes of this policy, “personal information” is defined as any identifiable information about the children in our care and their families, such as contact details, health information, living arrangements, background information, the child’s personal characteristics and behaviour styles.

Personal information is only collected, used and disclosed by Children of the Island Childcare Centre in accordance with this Privacy Policy and the legal obligations imposed by the *Personal Information Protection Act*.

When enrolling your child/children in our child care program, as the parent or legal guardian, you are asked to provide certain pieces of information in order for us to provide you and your child/children with the best possible service. In addition to your contact details and the names and contact information of your family members, your child’s file will include information about your child, such as living arrangements, health information

and special needs, personal characteristics, skills and behavioural information, as well as incidents about the child as recorded by our staff.

**Personal information is only collected for the following purposes:**

- To identify the children in our care and their families;
- To monitor the health and well-being of the children in our care;
- To monitor developmental levels, skill acquisition and special needs of the children in our care.
- To establish a culturally sensitive and developmentally appropriate program for the children in our care;
- To understand the desires, concerns and opinions of the children in our care and their families;
- To establish and maintain good relationships with the children in our care and their families;
- To provide the responsible child care services expected of a licensed child care program to the children in our care and their families;
- To manage and enhance our business and operations; and to meet legal and regulatory requirements.

**Children of the Island Childcare Centre never collects more personal information than is needed to fulfill these purposes, unless you have consented to such collection.**

If disclosure of personal information is required for the safety of your child(ren), we will make sure that any required disclosures of personal information are made on a “need to know” basis, and where applicable, on a confidential basis, and in accordance with the *Personal Information Protection Act*. Personal information is never traded, sold or leased by us to any external companies. We may disclose personal information if necessary for the safety, health and care of the children in our care and their families.

When sharing personal information we release limited information as required for the function that will be performed by the representative on our behalf. We also ensure that every representative is clear on their obligation to protect personal information and only use the information for the purpose(s) for which it is being provided.

Having read this policy and by enrolling your child in our child care program and by providing us with the personal information requested, you consent to the collection, use and disclosure of the personal information as specified herein.

If at any time Children of the Island Childcare Centre uses or disclosed personal information for purposes that have not been stated in this policy and that we do not feel are obvious to you, we will first obtain your express consent. We may imply your consent if we feel we are using your personal information for purposes that are obvious to you. For example, if you tell us that your child has a food allergy, we may not seek your express

consent before providing this information to our kitchen staff. With written notice you may withdraw consent at any time subject to legal or contractual restrictions and reasonable notice. You may contact us for more information regarding the implications of withdrawing consent.

In certain circumstances, personal information can be collected, used or disclosed without the knowledge and consent of the individual (or his/her parents/legal guardian) if it is clearly in the interests of the individual and consent cannot be obtained in a timely way, if seeking the consent might defeat the purpose for collecting the information, such as in the context of an investigation of a breach of an agreement or a contravention of a federal or provincial law, or if there is an emergency where the life, health or security of an individual is threatened.

We retain personal information only as long as it remains necessary or relevant for the identified purposes, and in accordance with legal requirements. Therefore, we will retain your child's file as long as your child is enrolled in our child care program and for a fixed period of time thereafter.

Children of the Island Childcare Centre retains and securely destroys personal information. Our retention procedure takes into account retention requirements for financial and insurance records, the statutes of limitation relevant to injuries that occur while children are in our care, as well as the requirements under provincial laws.

We have procedures and policies in place to ensure that personal information, in both paper and electronic format, are protected against the risk of loss, theft, unauthorized access, disclosure, copying, modification or destruction.

Children of the Island Childcare Centre strives to maintain accurate records of your personal information, however, this cannot be achieved without your help. In this ongoing effort, we ask you to provide us with up-to-date information. Let us know of any personal information you have given to us in the past that is incomplete, inaccurate, or no longer relevant, or of any new issues or information that will help us in caring for your child. If you feel a record in your child's file is inaccurate or incomplete, and we agree with your assessment, we will promptly correct or complete the information. Any unresolved differences as to accuracy or completeness will be noted in the file.

## **11. Photography And Video Policy**

Photographs and videos of children engaged in activities and experiences in the classrooms can provide the staff with valuable evidence to include in their observation journals. These recorded images display the children's interests, their talents, their skills and their learning through activities and play. Such media vividly portray what is happening in the Childcare and are an important part of documenting our programs and the children's progress, growth and development.

In order to promote the safe use of Information and Communication Technologies, it is essential that when recording images of the children in our care their privacy, dignity and wellbeing are essential at all times. It is essential that photographs and video footage taken must be stored appropriately to safeguard the children in our care. This includes mobile phone photographs.

- Only camera, tablets or mobile phones owned by Children of the Island Childcare Centre are to be used to take any pictures/footage within the childcare centre or on a trip.
- Images taken should not put the child/children in compromising positions that could cause embarrassment or distress.
- All classroom teachers are responsible for the location of the camera(s). The camera(s) are to be visible at all times during operating hours.
- At the end of the day the camera(s) are locked away.
- All images must be saved on the childcare centre's main server for a maximum of one year.
- Pictures and videos may be shared over the Hi Mama App
- Pictures may be printed and added to the children's observation journals.
- Cameras use is not permitted in bathrooms or changing areas.

All parents must consent in order to allow their children to have their photograph and video taken during special events or normal day to day activities organized at Children of the Island Childcare Centre. In order for a child to have their photograph and video taken, they must have a consent form on file at the childcare centre.

If you do not want to have your child photographed, please do not hesitate to inform us in writing. We will ask Childcare photographers and staff to honour individual requests not to be photographed. As well, if you do object, please ensure that your child is aware of this.

## 12. Video Surveillance Policy

To ensure the safety and security of all children, staffs, parents, and visitors, as well as the security of our daycare facility, Children of the Island Childcare Centre is equipped with 24-hour video surveillance system and security cameras are installed in all hallways, kitchen area, outdoor play area, and parking lot and may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms and dressing rooms, and that video/security cameras will be positioned in appropriate places within and around our preschool or daycare center facility and used in order to help promote the safety and security of people and property.

- The following are just some of the many benefits of having security cameras installed in daycare centers.
- Security cameras keep children & staff safe & are very effective deterrent of any crime.

- Owners/Managers can better monitor the entire facility and supervise/observe staff's interactions with children and with other staff members effectively.  
They provide peace of mind to our parents & staff.

Because we respect the privacy of all children, parents, and staff in our daycare center, our video surveillance system/ security cameras are for internal purposes only, and only the Managers and/or the owners are allowed to view our security cameras/ video footage. The video footage is kept on file for a period of 30 days, unless required for the purpose of an investigation or internal disciplinary matter. All video will be stored on the centre's internal server.

### 13. Emergency Preparedness Policy

The need for emergency planning and preparedness is vitally important for everyone and therefore the child care facility developed a plan that will meet the needs and areas uniqueness. There are many hazards or disasters which could impact child care. These hazards or disasters could include earthquakes, floods, blizzards, chemical spills, power outages, forest fires or explosions. As child care providers, it's our responsibility to ensure that our centre is a safe environment and that we promote safe practice and injury prevention among children. We practice active and proximal supervision at all the times both indoors and outdoors, that is appropriate to the child's level of development.

There is an emergency evacuation policy that is reviewed, practiced, and recorded on a regular basis with all our staff and children.

#### 13.1. Safety equipment

Smoke alarms directly connected to the fire rescue service and alarm company First aid kits and earthquake preparedness kits (enough water and food to last more than 72 hours), attendance records, a pen or pencil and emergency information cards for each child are kept beside the exit door of each classroom for quick and easy access. **Emergency supplies available at the Centre:**

- First aid kits
- Plastic tarps or small tents.
- Blankets and extra clothing.
- Water (At least four liters per person) Flashlights and spare batteries
- A battery-operated radio
- Papers and pencils
- Paper towels, wet wipes, hand sanitizers, and diapers
- Enough non-perishable food is on hand to accommodate 72 hours

## 13.2. Emergency Drills

All staff members are training in the use of fire extinguishers, gas line shut off valve, hydro and water shut off locations, and the furnace shut off. Children will be taught what to do in the case of fire, earthquake and other emergencies.

Evacuation procedures will be practiced once a month. A simple diagram of exit paths from the facility to the meeting place will be posted along with all emergency phone numbers. The designated meeting place outside the facility has been assigned. We are familiar with resource and emergency supports within our community. A buddy system will be adopted and practiced regardless of the number of children in our Centre.

### Fire Drill Procedures:

- Announce to the children to STOP what they are doing and that we are conducting a Fire Drill. Use a bell & voice.
- Instruct the children to line up at the designated exit door.

We will always be consistent in our response to the smoke detector, even when inconvenient. If the alarm goes off we will be practicing our drill and will never ignore it – we will RESPOND! Children will be taught to always respond quickly and efficiently. Whenever the smoke alarm goes, we will immediately exit the facility.

All evacuation drills will be recorded, including the date, time, and number of children in attendance and the outcome of the drill. This record will be available for inspection by Licensing.

## 13.3. Earthquake Preparedness

Earthquake preparedness drills will be performed once a year to reinforce children's knowledge of our meeting place and safety rules.

### Earthquake Drill Procedures:

- Announce to the children to STOP what they are doing and that we are conducting a Earthquake Drill. "EARTHQUAKE"
- Instruct the children to move quickly under a table or under any sturdy surface, a sturdy doorway facing away from windows, then DUCK, COVER & HOLD.
- The adults will count to 60 and wait until the shaking has stopped.
- Instruct the children to line up and exit via the door to designated evacuation area.
- Take the attendance clipboard, cell phone and the emergency backpacks.
- Follow evacuation procedure, meeting at the designated end of the parking lot.



- We will take attendance before exiting the centre and after reaching the meeting place to ensure all children are accounted for.

In the event of a real earthquake, we will follow the procedures above, however we will also:

- Once the shaking has stopped and we feel it is safe to do so we will exit from our safe spot. It is the adults' responsibility to walk around the classroom to ensure the room is safe for children to come out and exit the Centre if necessary.
- We will place "HELP" sign in the windows if we need extra assistance, or an "OK" sign, if we do not.
- Attempt to contact the Emergency Contact persons to notify parents of the whereabouts of their children.
- Wait for parents to collect their children.
- We will stay with children at all times
- We will stay calm through the situation and help the children stay calm.
- We will follow any directions from an emergency responder.
- We will care for children if they are in need of medical attention or comfort.
- We will ensure all decisions are made in the safest way possible.
- We will provide as much information as possible to the parents, however should you be unable to find us at the meeting place, please go to the local emergency shelter to find our location and status of any injuries.

Please familiarize yourself with our emergency exits and designated evacuation areas. They are visible throughout the centre.

#### **14. Requirement to Report Suspected Abuse or Neglect Policy**

As a citizen of British Columbia, we are required to report any suspicion of child neglect or abuse to the Ministry for Children and Family Development at 250-391-2223 as outlined in the child, family and community services act. We will report any abuse we suspect, that a child discloses to us or that a third party discloses to us. It is not our responsibility to investigate or question the circumstances of the suspected abuse. We will not inform you or anyone else of any suspicions and subsequent reports to the Ministry.

It is the Ministry's responsibility to investigate any report and to inform all those involved of their investigation.

**The health and well-being of the children is our first concern.**

Here are the steps we have taken to prevent abuse or neglect from occurring in our care:

A criminal record check has been completed through the Ministry of Attorney General pursuant to the Criminal Records Review Act prior to all individuals 12 years of age or older be authorized to be present in our Centre.

All parents have received a copy of the childcare policy handbook. You will be kept informed of all changes at the facility, for example alternative child care providers.

Daily attendance records are to be kept for both children and care providers.

We will ensure that all of the children's records are accurate and complete. This includes emergency information, custody arrangements or issues and a list of individuals who are authorized by you to remove the child from the Centre.

We will ensure that appropriate and consistent direction is used in guidance of children

We will ensure that you are aware of the protocol for dealing with concerns (for example: discussion with person-in-charge, Licensing, Ministry of children and family Development)

We have an open door policy and we invite and welcome parents to observe their child at any time. We will teach children how to protect their own personal safety and what to do in a potentially dangerous situation.

We are aware of the role of licensing and the investigation protocol in child care. If a child discloses abuse, they are to be supported, comforted and believed.

We provide watchful supervision of all the children and make sure that the children are visible at all times.

We keep a log of any unusual behaviors, illnesses or accidents.

We will practice safety skills with the children by teaching them "stranger danger", which includes: Your body is your own, you will always be listened to and believed, yell loudly if ever in danger or in need of help, run away from danger, tell someone what happened at all times and you don't need to keep "bad" secrets.

It is our responsibility and legal duty to report to the Community Care Facilities Licensing officer if we believe that an incident of child abuse has occurred in our Child Care Facility and involves a staff member, parent or another child. This Phone number is: 250-519-3401



Phone: (778) 265-Kids  
 109-1830 Island Hwy  
 Victoria, BC  
 V9B 1J2  
[info@childrenoftheisland.com](mailto:info@childrenoftheisland.com)

By signing below,

- I agree that I have read, understand and agree to comply with all of the Children of the Island Childcare Centre/Centre de garde les enfants de l'île Inc. policies, rules and regulations as outlined in the centre's handbook.
- I agree to the collection, use and disclosure of mine and my child's personal information as outlined in the Privacy Policy.

I have read, and understood the photography and video policy and understand that my child(ren) may have their photograph and video taken at Children of the Island Childcare Centre during normal daycare hours, field trips, or activities, and

- I give permission for my child (ren) to have their photograph and video taken at Children of the Island Childcare Centre.
- I do not wish to have my child (ren) photographed.

Failure to comply to their policies listed above can lead to termination of care without notice. I acknowledge having received a copy of this handbook.

Name of Child (ren): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Parent/Legal Guardian 1 signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Legal Guardian 1 signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daycare Representative: \_\_\_\_\_ Date: \_\_\_\_\_

**\*\*Please print and sign only this page.**