

The goal of our Childcare service is to create a partnership with families in caring for their children. We provide a nurturing and safe home away from home environment to help the development of the whole child. We focus on emotional, social, physical, and intellectual development throughout the preschool years. We aspire to foster hope and wonder through an understanding and respect for the natural environment.

We believe children come first, with the right to be recognized as people with valuable views and interests. We strongly believe that children deserve respect, trust and kindness and acknowledge that there are many paths of learning and value a holistic perspective of learning. Our educators encourage children to construct their own identities and understanding of the world, igniting conversations and creating positive learning environments that contribute to children's learning and a strong sense of identity and wellbeing.

Family Partnership

Families are the first and most important influence in a child's life. Families know their children's strengths, abilities, and aspirations while having expectations for their child's educational outcomes. Our Early Childhood Educators have professional knowledge of the early childhood curriculum and programs. Together, in a collaborative partnership, expertise can be shared, and decisions can be made to ensure mutual outcomes and goals can be achieved. Just as we have been inspired, we wish to inspire and guide your children to discover their innate potential so they can thrive throughout this beautiful journey of childhood.

Steps to our success

- Owner and operator managed.
- Focussed on a learn through play philosophy, using every play moment as an opportunity to teach and allow children to be creative, curious, adventurous, and inquisitive.
- Highly diverse and nutritious culinary experiences.
- Committed, passionate and experienced Educators.
- Respect for individual differences and cultural diversity.
- Using technology to connect with parents and provide a safe and secure centre.

Hours of Operation - drop off/pick up procedures

Hours of operation are 7:00 am to 5:00 pm, Monday thru Friday, except for holidays or emergency/service interruptions listed below.

Your child must be dropped off by 9:30 am to alleviate disturbances during structured activities. Please contact the centre before **8:00 am** if your child is absent or will be late due to an appointment. Children of the Island reserves the right to turn away any child dropped off past cut off if no late notice was provided. Please always ensure that a staff member is present and available to welcome your child when dropping off.

Please follow our routine of arrival/departure

- Remove outdoor shoes at the front entrance or put on a pair of provided boot covers.
- Remove and carry your child's shoes and place them in the hallway cubbies.
- Place your child's personal belongings in their assigned cubby before entering the classroom.
- Ensure that a teacher is available and that you have made contact before leaving. Take this 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.
- Should you be dropping off or picking up during a transition period, example: children are in the process of coming in/out from the playground, you must wait or stay with your child until the transition is fully done and the educators indicate that it is safe for you to leave.
- Cubby clean out each Friday, please ensure that all personal items in your child's cubby are removed and brought home to clean and replenished. This also allows our cleaners to clean the cubbies weekly.

Please be prompt when picking up your child, our closing time is 5:00 pm, and parents are expected to be leaving the centre at 5:00 pm not arriving to pick up.

Holiday Closure - 2024/25 - Updated January 1st, 2024

Children of the Island will be closed on the following holidays: Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Truth and Reconciliation Day, Thanksgiving Monday, and Remembrance Day. *The Centre will be following the Sooke district 62 holiday closure for the 2024/25 Holidays.* 2024 closure is scheduled for December 20th at noon to January 3rd, 2025.

Summer Closure (2024)

The centre will be closing for 2 weeks during the summer, closure will be the last week of July and the first week of August yearly. Summer 2024 closure will be from July 29th to August 9th, 2024 inclusively.

Professional development days (2024)

The centre will be closed for 2 Professional Development days per year, 2024 dates are May 17th, 2024 and October 25th, 2024. These PRO-D days will align with the SD62 school district pro-d days. This will allow our educators the opportunity to maintain up to date training and ensure they can meet the required 40 hours of Professional Development required by the ECE Registry to renew their ECE certificate to practice.

2024 Closures - Updated January 1st, 2024

Family Day	Monday, February 19
Good Friday	Friday, March 29
Easter Monday	Monday, April 1st
Professional Development Day	Friday, May 17
Victoria Day	Monday, May 20
Canada Day	Monday, July 1
Summer Closure 2024	Monday July 29 th to Friday August 9 th , 2024
B.C. Day	Monday, August 5
Labour Day	Monday, September 2
National Day for Truth and Reconciliation	Monday, September 30
Professional Development Day	Friday, October 25
Thanksgiving Day	Monday, October 14
Remembrance Day	Monday, November 11
Holiday closure 2024	Friday December 20 th at noon to Friday January 3 rd 2025

Emergency Closures and Service Interruption Policy

We reserve the right to close the centre or suspend services due to reasons beyond our control, including but not limited to staff shortages, snow days, pandemics or outbreaks, floods, power outages, earthquakes, fire, health emergencies, teacher strikes, and moving. In the event of an emergency closure, an email and text message 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 an 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.)

Staff Shortages due to illness, when possible, a rotational closure will be implemented to minimize the impact on families. Example: Monday Class A closed, Tuesday Class B close Wednesday Class C closed..... until full staffing is available.

Children of the island reserve the right to close the center should staff be unable or be unsafe to travel to the center or when Sooke School District 62 closes due to road conditions or inclement weather. Please monitor your emails and text messages for any updates. An email and text message will also be sent via our Hi mama app as soon as possible.

Gradual Entry policy

Infant/toddler

Day 1: Approximately 1 hour visit. Typically, 8:30 am-9:45 am (this includes morning snack)

Day 2: Approximately 1 hour visit. 8:30 am – 9:45 am (this includes morning snack)

Day 3: Approximately 3-4 hours. 8:30 am-11:45 am (this time frame includes morning snack and lunch)

Day 4: Approximately 4-6 hours. 8:30 am-2:15 pm (this time frame includes morning snack, lunch, and nap/quiet time)

Day 5: Close to/if not full day.

***** This will all be dependant on your child's comfort and settling in time with us. And hours can be worked out with educators if need be. *****

Preschool, group 30 months to 5 yrs.

Day 1: Approximately 1-2 hour visit. Typically, 8:30 am-9:45 am (this includes morning snack)

Day 2: Approximately 3-4 hours. 8:30 am-11:45 am (this time frame includes morning snack and lunch)

Day 3: Approximately 4-6 hours. 8:30 am-2:15 pm (this time frame includes morning snack, lunch, and nap/quiet time)

Day 4: Close to/if not full day.

***** This will all be dependant on your child's comfort and settling in time with us. And hours can be worked out with educators if need be. *****

Registration Policy

Registration is not complete, and care will not commence until all the paperwork is received and completed along with the non-refundable \$350 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 Licensing and will also assist us in ensuring your child's safety and making quick arrangements when children are ill or in an emergency.

Registration Procedure - Updated January 1st, 2024

- Complete a registration form and emergency contact card.
- E-transfer a \$350 non-refundable enrollment fee (one-time fee)
- E-transfer a \$50 refundable fee for 2 access fobs
- Provide an up-to-date immunization record.
- Complete and return the parent Handbook agreement form on our website located under the registration tab.
- 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 will be accepted

Fee and Repayment Policy

Fees reserve a childcare space and are not adjusted for days missed due to illness, family vacation, Christmas closure, summer closure, professional development days, statutory holidays, service interruptions, emergency, and nonemergency closures or food program interruptions. Fees have been averaged over a calendar year and divided into equal monthly payments for your convenience. A \$350 non-refundable enrollment fee is required at the time of registration.

Fees can only be paid by monthly pre-authorized debit (form is found on our website or ask the office). 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 without further notice. 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. Increases will be applied as of April 1st of each year. A 30-day notice will be provided in writing. Tax receipts are provided at the beginning of the following fiscal year.

Children of the Island Early Learning Centre Inc. does reserve the right to charge for our food program separately due to financial hardship or for budgetary reasons. All other policy around our food program will apply, this includes no outside food permitted within our centre. A 30-day notice will be provided in writing.

Fees are due in full regardless of separation or divorce agreements or arrangements, parents are both accountable for fee payments, however payments may be made separately. Late payment and termination policy will apply even when only one parent is in default or in late payment status.

Childcare Fee Reduction Initiative CCFRI

Children of the Island does participate in the BC Child Care Fee Reduction Initiative also known as CCFRI. Childcare providers must apply to receive funding. Parents do not need to apply. Funding agreements are subject to annual renewals. Providers applying to CCFRI are not required to reduce their parent fees until they receive written approval from the Child Care Operating Funding (CCOF) program. Should the application process be delayed, interrupted or contract not renewed for any reason, it is the parents' responsibility to cover the full fees until a contract renewal has been approved or a contract agreement has been reached and funding has been received. Children of the Island Early Learning Centre Inc. will then apply appropriate credits or refunds to your account.

Children of the Island Early Learning Centre Inc. does reserve the right to refuse to renew this funding agreement should we feel that our values are not being respected and overhead operational costs are not being covered through required fee increases.

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 childcare. 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. Childcare can not start until the authorization number and billing forms are received unless the parent agrees to pay the regular fee. 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 subsidies not being paid by the ministry during that time. You will be responsible for paying the full childcare fee should your subsidy renewal not be done on time or if subsidy is terminated.

Withdrawal and Termination Policy

WE REQUIRE 6 WEEKS WRITTEN NOTICE WHEN WITHDRAWING your child from the Centre. This includes withdrawal made prior to commencement of care. For example, if your child is leaving on August 31ST, your written notice must be received no later than July 20th. There is no reduction in fees due to an early withdrawal.

Children of the Island reserves the right to terminate care should we feel unable to support your child, if we feel that our services do not meet your expectations or if we feel a child is not thriving in our facility.

If your child is demonstrating behavioral issues like physical harm to themselves or others, repetitive biting, inappropriate actions or gestures towards peers or educators, no notice will be provided, and care will be terminated. If a child puts themselves or others at risk, you will be asked to pick them up immediately and care may be suspended or terminated without notice. Children of the Island will not tolerate any verbal or physical abuse from any parent, guardian, or child. Bullying and harassment from parents/guardians towards any staff member or other parents is not tolerated and will be grounds for immediate termination. No refunds will be provided for any termination or breach of our policies and procedures.

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. If your child is picked up after 5:00 pm, you will be asked to pay a late fee of \$20.00 for the first ten minutes and \$1.00 per minute thereafter. After 3 late pick-ups, your family will be given written notice, should late pick up reoccur you will be given a 30-day termination of care notice.

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.

Authorization

Parents are required to indicate the name and phone number of all authorized individuals who are clear to pick up the child. 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 a name, phone number, and description of the person. The person will be asked to show photo identification. Should an unauthorized person try and pick up, police may be called for assistance.

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.

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.

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 Early Learning Centre Inc 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 calm 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.

Inclusive approach

Children of the Island 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 immediate termination of care. Children of the Island welcomes all families regardless of race, culture, status, religion, or sexual orientation.

Guiding Children's Behavior Policy

The goal of 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 and 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 posing 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 when 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 a 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, care plans may be implemented in collaboration with the family and educators. There will be physical acts of punishment, isolation, humiliation or withholding of basic needs. The well-being of all the children in our care is very important and a priority for us. Parents may be called to pick up on a case-by-case situation should we require assistance.

Inclusion Policy

Children of the Island will always strive to maintain a fully inclusive environment. We often work in collaboration with the Queen Alexandra centre - supported Child Development program. While collaborating with QA we follow all guidance and welcome any tools and materials that will ensure a successful experience for all types of learners. Daily internal documentation and care plans may be implemented to help support an individual child, be it for physical, behavioral, developmental, or

emotional needs. These care plans are carefully put in place in collaboration with parents. These plans are also put in place to ensure that all children are benefiting from our program equally. Having a care plan in place does not necessarily guarantee a successful outcome. Care plans will be reviewed and updated periodically, parents are required to participate in the care plan reviews and updates. Parents are also required to sign and agree to following the care plan and ensuring that agreed upon procedures or request are being followed and respected. This can include but not limited to set and specific pick up and drop off times, or shorten days of care as required. Children of the Island Early Learning Centre Inc. reserves the right to terminate care without notice should we feel our care plans are not being respected or followed by parents.

Children of the Island needs to consider the programing needs of all children in our care. Should we be unable to maintain the same quality of care or physical safety for all enrolled in our program we may need to terminate care following our care termination policies.

Should a child require more of a one-on-one type of care it is the responsibility of the parent to ensure and arrange any assessments or contracts with the supported Child Development program through the Queen Alexandra centre for child's health. We will facilitate and support any organization or social worker, or medical professional should any observations or therapies be required or requested for any child in our care. Should One on One care be required to ensure the safety and well-being of the child in question or the other children within our program, Children of the island reserves the right to suspend care until an inclusion worker has been hired and funding has been authorized and a contract has been approved through Supported Child Development in collaboration with the Queen Alexandra Centre. We will make all reasonable efforts to find a qualified and experienced support worker. Should we be unable to find or hire an inclusion worker within a 30-day period, care will be terminated. No fees will be charged during the 30-day suspension period in this case.

Health and Wellness Policy

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

Toileting and toilet training policy

- A child is considered fully toilet trained when they no longer have frequent accidents in their under garments.
- When toilet training, if a child has 3 or more accidents in their underwear during the day, we will then place them in a pull-up while continuing to encourage reliving themselves on the toilet.

- If the child continues to have accidents daily, we will ask parents to have their child in pull-ups at drop offs and during the day, again educators will encourage relieving themselves on the toilet with frequent bathroom visits throughout the day.
- Health and safety remains our top priority, we just need to ensure the classroom remains safe and free of feces and urination while children toilet train.

Illness Policy

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.
- Cough, difficulty in breathing/wheezing, child must be clear of all symptoms before returning to the centre. A child with a mild intermittent lingering cough may be considered to return to care after an 8-to-10-day period from onset of symptoms. A doctor's note may be required for more severe lingering coughs.
- 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**. If a fever is registered at daycare, staff will check both ears with 2 different thermometers, register the temperature in Lillio (Himama) and email/call parents for prompt pick up. (Within 30 mins)
- 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 a 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 a period of at least 48-hours. Should these symptoms happen at daycare, parents will be contacted, and a prompt pick is expected. (Within 30 mins)
- Nausea and vomiting. Your child should be kept home until all symptoms have stopped for at least a **48-hour period**. Should these symptoms happen at daycare, parents will be contacted, and a prompt pick is expected. (Within 30 mins)
- 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.
- If you seek medical attention for your child and they are required to go on antibiotics, they need to remain home for **24 hours** after starting the antibiotics, to ensure no reaction occurs and time for the medication to take effect.
- Children of the Island may administer medication while your child is in care, a Permission to Administer Medication Form must be completed and the medication must remain in it's original,

prescribed bottle with clear instructions. We suggest a secondary bottle be obtained from the pharmacy to keep at home, and one for daycare.

- Antibiotic eye drops will not be administered at daycare, should your child require eye drops or ointment, you can come in to administer during the day, alternately you can keep your child home until they have completed the course.
- Should a reaction occur, if it is in the form of a rash, your child must be picked up immediately, and you must seek medical attention. A written note or doctors' clearance in the form of a medical note must be given, prior to returning to care.

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 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 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.

Children of the Island reserves the right to exclude a child from care based on health concerns that would compromise the overall health of the group or educators, a doctor's note may not always be sufficient in granting you medical clearance to attend.

Parents/guardians contacted for pick up

In the event your child is ill and/or unable to participate in their daily routines, Parents/guardians will be contacted via phone call, email or text message through our Lillio (Himama) app. Parents/guardians are expected to be picking up within 30 minutes or send an authorized person to pick up within 30 mins.

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. Children must be **kept home and monitored for 24 hours** after they have received their 12 month and 18 month immunizations.

Meal provision and Policy

Included in fees are the provision of two nutritious snacks each day, and a hot nutritious lunch prepared by our red seal chef. Children of the Island Early Learning Centre Inc. does reserve the right to cancel or temporarily suspend meal services should we be unable to provide the service due to staffing, unforeseen situations, food supply issues. Parents will be informed promptly and will be responsible to provide a healthy nut free lunch and two snacks on days we are unable to provide food services. In the event of a temporary service interruption our Service Interruption Policy will apply (please refer to page 2 of this handbook). A daily menu will be posted on our website and inputted in your child's daily Lillio (Himama) reports.

Children of the Island Early Learning Centre Inc. also reserved the right to charge separately for Lunches and snacks. Please refer to our Fee and Repayment Policy above.

It is important that children develop good eating habits while they are young. Our chefs take food children love and give them a healthy spin. Our menu is specially designed to appeal to children's palates. Our lunches and snacks are healthy, delicious, offer plenty of variety and most importantly children will want to eat the food. 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 our menus and snacks are prepared in accordance with the Canadian Food Guide.**

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. We understand that children can be picky eaters and may sometimes not be willing or want to eat. In some cases, attempts will be made to offer a child alternative snack options and healthy non-perishable snacks should they refuse to eat any of the daily menu items. Should a child continue to refuse to eat any items from either snacks or lunch even after having alternative options provided, like apple sauce, crackers, or other simple non-perishable snack items, parents will be contacted and asked to pick up no later than 2 pm to ensure proper and consistent nutrition is maintained.

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

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 not bring outside food into our center unless informed otherwise. Many foods nowadays which do not contain nuts are often processed through machinery that also handles nuts.

Outside food exception (Birthday Cupcakes)

In an effort to continue to provide fun birthday celebrations while ensuring everyone health and safety we have added a new birthday celebration service. Healthy Birthday cupcakes may be ordered through our on site catering service. Orders may be placed with Mise en place Events and Catering inc. Orders must be made 5 business days prior to the birthday celebration. Separate charges will apply.

Food Allergies/Allergies

It is imperative that you inform us of any allergies. Alterations to the menu can not be made. We will do our best to meet some special dietary needs or allergies on a case-by-case basis.

Children of the Island reserves the right to refuse enrollment or terminate care to an enrolled child that develops or has severe or multiple food allergies. Our chefs will determine if they are able to accommodate any specific allergies or dietary restrictions. Should our chefs feel unable to support a severe food allergy, notice to terminate care can not be provided and care will be terminated immediately, this measure is to ensure the health and wellbeing of the affected child.

Care plans are implemented in collaboration with the parents should a child have an anaphylactic allergy to peanuts or nuts. A prescribed EpiPen must be provided, and care plans revised, signed, and updated yearly.

Any allergies, food or otherwise, need to be communicated to the daycare and an allergy form must be completed. Any anaphylactic allergies that require an EpiPen must have an accompanying Permission to Administer form as well as an anaphylactic form completed.

A detailed plan outlining the allergen, and symptoms your child usually experiences as well as the course of action to be taken by providers must be outlined on our anaphylaxis/allergy action plan.

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, cooperative, 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 safekeeping before and after circle time.

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.

Screen Time Policy

Children do not have access to TV's or screens of any kind within our centre. Exceptions may be made from time to time as a special activity but will always be complying and follow licensing regulations regarding screen time allowances.

Active Play Policy

Children are provided outside playtime twice daily. They have at least 3 hours of outdoor playtime everyday rain or shine, please ensure they always have adequate and weather appropriate clothing. Children also go for weekly walks in our beautiful surrounding trails or visit some of the local parks. All necessary safety precautions are taken when children are off-site, pinnies with daycare contact information are always worn when off-site and educators have everyone's emergency contact information, a first aid kit, water, and cell phone.

Parking

Please slow down when in the parking lot and respect our crosswalks. Children of the Island Early Learning Centre Inc. are not responsible for any loss or damage to vehicles.

Mud and Snow tires

Our location requires mud and snow rated tires from Oct 1st to March 31st, this is a parent's responsibility. Children of the Island Early Learning Centre Inc. will not be held responsible for any fines, accidents, or inability to drop off or pick up children.

Smoking/Vaping

Smoking/vaping is prohibited on any part of our property. We also require that parents refrain from smoking when they are dropping off or picking up their children.

Communication Policy

All communication between educators, management, and parents must be transmitted via daycare email info@childrenoftheisland.com, Lillio (Himama) app, or telephone exclusively. The use and exchange of personal phone numbers, emails, and text messages between educators/managers and parents are prohibited.

Family Roles and Responsibilities

- Bring 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 childcare policies and handbook, and have signed all documents as required

Privacy Policy

The privacy policy applies to personal information about the children in the care of the Children of the Island Early Learning Centre Inc, 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 Early Learning Centre Inc respects 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 behavior styles.

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

When enrolling your child/children in our childcare program, as the parent or legal guardian, you are asked to provide certain pieces of information 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 behavioral 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 childcare services expected of a licensed childcare 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 Early Learning Centre Inc. will never collect 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 childcare 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 Early Learning Centre Inc. 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 childcare program and for a fixed period of time thereafter.

Children of the Island Early Learning Centre Inc. retains and securely destroys personal information. Our retention procedure considers 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 Early Learning Centre Inc 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.

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 Early Learning Centre Inc. 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 always visible 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 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 Early Learning Centre Inc. 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.

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 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 videos will be stored on the centre's internal server.

Emergency Preparedness Policy

The need for emergency planning and preparedness is vitally important for everyone and therefore the childcare facility developed a plan that will meet the needs and areas uniqueness. There are many hazards or disasters which could impact childcare. These hazards or disasters could include earthquakes, floods, blizzards, chemical spills, power outages, forest fires or explosions. As childcare 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.

Safety equipment

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

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.

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.

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 childcare providers.
- Daily attendance records are to be kept for both children and care providers.
- We will ensure that all 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 childcare. 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

List of Supplies required

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

- 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

****Please complete our Handbook agreement form on our website at www.childrenoftheisland.com located under the registration tab. Care will not commence or may be suspended until we have received confirmation and acknowledgment that parents have read, understand, and will comply with all the Children of the Island Early Learning Centre Inc. policies, rules, and regulations as outlined in this parent handbook.****

COMMUNICABLE DISEASE PREVENTION PLAN AND POLICIES

Childcare 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 Early Learning 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 Early Learning Centre Inc. will follow all directives provided by the Ministry of Health and all other governing authorities. The legal authority to close a childcare program for public health reasons falls under the purview of the local Medical Health Officer and the Provincial Health Officer, their decision overrules any decision to stay open that an individual daycare or parents may wish to make.

Childcare ratios are always required during operations, regardless of a pandemic or communicable disease outbreak. In the event that employees are unable to come to work for illness or quarantine order and ratio is not able to be met, Children of the Island Early Learning 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 to maintain compliance with childcare licensing regulations, and would be communicated with parents in writing, via email. We will do our best to minimize closures due to staff illness when possible by implementing our rotational closure policy (as per our regular health and wellness policy)

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 during a communicable disease outbreak. Fees are due in full on the first of the month, 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 Early Learning 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 Office.

We ask that all our families remain vigilant about their child's health to maintain a healthy and safe environment. 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 Early Learning Centre Inc.**

- Should a child start developing symptoms of a communicable disease during the day, the child will be removed from the classroom immediately and brought to the office/infirmery, the child and caregiver will both wear a mask. Parents will be asked to pick them up within 30 minutes.
- Educators are responsible to assess their Health prior to entering the facility.
- Should an educator start showing signs or symptoms while at home or at the facility, we ask that they stay home and monitor. Educators may return to work once symptoms have subsided.

IMPORTANT REMINDERS:

- Masks continue to be voluntary when entering the centre.
- If you are sick...Please wear a mask before entering the centre.

These policies and procedures must always be respected and maintained, failure to do so could result in suspension or termination of care. 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 communicable disease outbreak will be communicated in writing, via email.

Personal Protective Equipment (PPE)

Wearing a mask is now a personal choice for both parents and educators, however, If you are picking up or dropping off your child who is healthy and you are experiencing symptoms, please wear a mask to protect others around you. 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 Early Learning Centre Inc. while in operation, will follow additional cleaning measures. These include:

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

Additional prevention measures

- 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 Lillio (Himama).
- 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

Children of the Island Early learning centre Inc. will continue to report all communicable diseases or outbreaks and ensure continued transparency. We require the same respect and courtesy from our families, together we will keep everyone healthy and safe. Your cooperation and understanding is much appreciated.