

# Kootenay Family Place



## Child Care Program Parent Handbook

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**Kootenay Family Place Child Care Program Information**

**Hobbit Hill Children's Centre**

749 11<sup>th</sup> Avenue,  
Castlegar, B.C. V1N 1H4  
**250-365-7280 ext 234**

Types of Care Available:	School Age Care
Hours of Operation:	1:30 pm – 5:30 pm
Program Manager Contact:	Claudina Cancela
Director of Children's Centres:	Sally Bojecho, 365-8448 ext. 258
Head Office Contact:	Jim Fisher, Executive Director 365-8448 ext. 229

**Selkirk College Children's Centre**

301 Frank Beinder Way  
Castlegar, B.C. V1N 3J1  
**250-365-1210**

Types of Care Available:	Infant/Toddler Care, 3-5 Care
Hours of Operation:	7:00am – 5:30 pm
Program Manager Contact:	Brenda Zoobkoff
Director of Children's Centres:	Sally Bojecho, 365-8448 ext. 258
Head Office Contact:	Jim Fisher, Executive Director 365-8448 ext 229

**Kinnaird Kids Club**

Kinnaird Elementary School  
2273 10<sup>th</sup> Avenue,  
Castlegar, B.C.  
V1N 2Z8  
**250-365-5022**  
Fax 365-5022

Types of Care Available:	After School Care
Hours of Operation:	2pm – 5:30 pm
Program Manager Contact:	Shauna Hegan
Director of Children's Centres:	Sally Bojecho, 365-8448 ext 258
Head Office Contact:	Jim Fisher, Executive Director 365-8448 ext 229

## ∞ Kootenay Family Place ∞ Rights of Persons Served

### **All persons have the right to:**

- be treated fairly and respectfully;
- privacy;
- confidentiality of information;
- freedom from abuse, exploitation, retaliation, humiliation and neglect;
- a clear, supported complaint process (*see Client Handbook/Policy & Procedure Manual*);
- refuse services from KFP. (*The refusal of service does not preclude individuals from accessing appropriate services from KFP in the future*);
- receive services in a manner that is non-coercive and protects the client's right to self-determination;
- have families and/or legal guardians participate in decision making.

### **All persons served are responsible for:**

- putting any complaint in writing when possible;
- communicating with KFP staff in a timely manner (re: changes, cancellations, schedules);
- being respectful of other clients;
- providing KFP staff with constructive feedback so that we can improve.

Kootenay Family Place is committed to the goal of effecting individual change amongst our clients, recognizing the unique capacities and strengths of each person. In working with clients KFP staff will respect and acknowledge individual diversity such as (but not limited to):

- culture
- gender
- sexual orientation
- spiritual beliefs
- socioeconomic status
- language

**Language Barriers:** If you need non-English interpretation, we have designated staff who speak the 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> most widely used languages (Russian, Portuguese & French). These staff will be utilized for translation purposes. Attempts will be made to acquire an interpreter for other languages.

**Persons with Special Needs:** The vast majority of our clients with special needs are aged 0-6 years. For clients or participants with special needs, a BoardMaker® communication tool is available in several locations and on the Intervention lap top computers. For hearing impaired clients KFP will make use of a Hearing Impaired Feature on the telephone systems.

**Hours of Operation:** Administration Offices – Monday – Friday 8:00 – 3:30pm. For information on individual program schedules, refer to the Client Handbook and/or [www.kootenayfamilyplace.org](http://www.kootenayfamilyplace.org).

## **Client Complaint Procedure**

Program Managers are responsible to act upon complaints, grievances and Reportable Incidents. If you have a complaint regarding any aspect of the delivery of your service, the following steps will assist you:

### **STEP 1**

- A complaint can be made in one of three ways.
  1. By sending a written complaint to the Program Manager.
  2. By calling the Program Manager directly and verbally make the complaint.
  3. By having a support person (e.g. caregiver, advocate) to help to make the complaint. Again, this can be done by sending a written complaint or by telephone.

### **STEP 2**

- Upon receiving the written complaint, the Program Manager will make telephone contact within 48 hours and attempt to solve the problem that led to the complaint, if at all possible. However, if your complaint is made directly by phone to the Program Manager, they will make every attempt to address the issue immediately.

### **STEP 3**

- If the complaint remains unresolved, the Program Manager will offer to schedule a meeting, at your convenience where possible, within 7 days. You will receive written notification as to time, place and circumstances. If it is appropriate, the assigned Kootenay Family Place staff will be invited as well as any caregiver/advocate/support individual that you may wish to have present. Every attempt will be made to resolve the complaint. If you are unable to put the complaint in writing, the Program Manager will do so based on the verbal complaint, and ask that you verify the accuracy of the facts and sign the form. You will be given a copy.

### **STEP 4**

- If you are still not satisfied that your complaint is resolved, the Program Manager will offer to schedule a formal review within 21 days that would involve the Program Manager, the Executive Director and the Contractor or their delegate. You will be invited to come with any caregiver/advocate/support person you wish. You will receive written notification as to time, place and circumstances. This is the final attempt at complaint resolution from the Agency's end. In the event that the complaint is not resolvable at this level, you will be notified of the option of applying for a review of the Agency's handling of the complaints process through the Office of the Ombudsman. As part of the Agency's closure on the matter, a 'Note of Closure' will be drafted and a copy sent to all parties.

### **STEP 5**

- The Agency, as part of its 'Quality Assurance Procedures' will review all complaints on a semi-yearly basis. A report will be generated and provided to the CQI Committee, Executive Management Team and Board of Directors with attached recommendations on proposed improvements to the complaint resolution process. The Executive Management Team will incorporate findings and recommendations into the Annual Review.

## **Confidentiality**

Confidentiality is an important aspect of all our services at Kootenay Family Place and our staff will not share information about persons served without their approval except in the following situations:

1. if Kootenay Family Place staff suspect that an individual's safety or well-being is at risk;
2. if a client states intention to inflict bodily harm to themselves or another person;
3. if Kootenay Family Place staff have a subpoena to testify in court;
4. if your records are required by the Coroner's or Ombudsmen's offices as part of an investigation; and
5. Kootenay Family Place staff sometimes review information about children and families with other team members. This consultation is important in helping us provide the best service we can.

A Confidentiality form and a Release of Information form will be filled out with clients at the onset of service. Clients will be encouraged to discuss any concerns about confidentiality at any time. Clients have a right to confidentiality. Under the laws of British Columbia, some children (depending on a combination of capacity, age and maturity) have the right to consent to their own treatment, and this right extends to having a confidential relationship with their Kootenay Family Place staff.

### **Client Records and Access**

All records and files are the property of Kootenay Family Place. The client has full access to their information in the Service File, under the supervision and with the support of their Kootenay Family Place staff. As a client, you may file a complaint, or apply for information by applying under the Freedom of Information and Protection of Privacy Act [http://www.qp.gov.bc.ca/statreg/stat/F/96165\\_01.htm](http://www.qp.gov.bc.ca/statreg/stat/F/96165_01.htm)

If you require information from your file, please consult with your Program Manager.

### **Guidelines for Sharing of Information:**

- Must Share is required to share under law, under a court order, or under specific written policy, or; it is our duty to share to protect the health, safety, and well-being of the client or others in the community.
- Should Share we should share information that is necessary to support the continuity of care, integrated case management, or quality services.
- Should Not Share information that is not relevant to the case, or not absolutely necessary to assist our clients and fulfill our job requirements.

If a dispute arises between a client and/or Kootenay Family Place staff from different components regarding sharing information; the Program Manager(s) should be consulted to resolve the dispute. The Program Manager(s) may consult with the Executive Director if they do not reach an agreement to resolve the issue or require further clarification. If a dispute arises with another service provider regarding the release of information, the matter should be referred immediately to the Executive Director.

## **Client Feedback**

We need to hear from you. Your feedback is always welcome and confidential. It may be requested in a variety of ways.

- Client Satisfaction Surveys
- Client Suggestion Boxes
- Kootenay Family Place web site
- Staff Evaluations
- Program Evaluations

Informal meetings can be requested with your Program Manager at any time if you have feedback regarding services that you or your family take part in.

An Annual Report of all Kootenay Family Place programs will be made available to all stakeholders.

## **The Early Years**

The early years of a child's life are vital. This is the time when you, as a parent, can help to set the foundation for your child's healthy development. Scientists and researchers around the world are now confirming that the brain growth and development of infants and young children is deeply affected by their early experiences. The more you can ensure that these experiences are positive, the better off your children will be in the future.

Finding the right caregiver for your child is one of the most important decisions you will make as a parent, because that caregiver, too, will have a significant impact on your child's life. You need to choose a caregiver who will work with you as a partner in your child's development, who will respect and support your ideas, and who will nurture and stimulate your child – in short, a caregiver who will provide you and your child with quality child care.

## **Quality Child Care**

Quality child care is child care where all children receive individual care and attention, learn how to get along with others, and feel good about themselves. It is clean, safe and comfortable. It has a quiet space for rest or sleep, as well as both indoor and outdoor play areas and a range of toys and equipment for play and learning. And it has caregivers who genuinely like children and understand their differences. These are caregivers who recognize behaviour that indicates a child needs help, who are aware of cultural and religious diversity, and who are able to tailor games and activities to the ages and interests of the children in their care. They are also able to build the self-esteem of each child through warm and loving guidance, and are willing to work with you – the parent – to develop common goals.

Your choice of a child care arrangement will depend upon a number of factors, including:

- Your child's age;
- Your schedule (what hours and days of the week you need care for your child);
- Whether you want child care in your home, near your home, work or school, or en route to a particular destination;
- Your ideas about how your child should be treated and raised;
- What child care is available in your community; and
- What your family can afford to pay.

Types of Care We Offer:

Children participating in our program are registered in one of the following types of service, provided.

### **Group Care for children 0 – 35 months of age.**

Infants in our program are cared for according to their own individual schedules. Infants will be given opportunities to participate in teacher-initiated experiences and self-initiated activities that promote their individual developmental goals, stimulate their natural curiosity and promote early learning.

### **Group Care for children ages three to five years.**

Operating from 7:00 am to 6:00 pm, Monday through Friday, child care services are offered both full and part time on a monthly, reserved space basis. On occasion, planned trips and outings take place in the community. Assistance with parent fees for eligible families is available through the Ministry for Children & Family Development (Castlegar Office 365-8575). See Subsidy Rate Chart - Appendix A.

### **School Age Program (Grade 1+):**

Available before and after school, on non-instructional days and school holidays, for children 6 – 12 years of age. Field trips and outings are an integral part of this program and the child plays a large role in deciding venues, activities and times. For outings, the staff/child ratio will never exceed 1:7/8 and may be as low as 1:4/5 for activities such as swimming and skating. We are fortunate to have the use of a Lions Club 13-seater van. It is fully equipped with safety features and only staff who possess a Class 5 license will be behind the wheel. Parents will be informed of outings and asked to sign a permission slip. Behavioural expectations on outings are high and if a child is not in compliance, parents will be asked to become involved in their child creating and adhering to certain guidelines and expectations. If this is unsuccessful, the child may remain at the Centre with staff supervision.

### **Supported Child Development:**

Supported Child Development provides resources and enhanced staffing for children who require extra support in the child care setting. This program is integrated with regular day care services and is available during all hours of operation for children with delays or disabilities, who may require more individualized teaching and assistance to enhance their development. Our Centre practices “zero exclusion”, with no child being considered “too challenged” to benefit. Please see Supported Child Development Program description for more information.

Programming for children with developmental delays or disabilities is an important part of our child care programs. Each child participates in all regular program activities with extra support as required. In addition, each child has an individual program plan, developed in consultation with parents and professionals for individual teaching and assistance. Peer involvement is an important component of the program.

## **Supported Child Care Support Payment**

If you have a child with special needs, you may be eligible for additional support through Support Child Care funding. (This assistance is in addition to the basic child care subsidy.) There are two forms of Supported Child Care funding:

- The Supported Child Care Support Payment, which helps cover the costs of the child care space, and which is income-tested and,
- The Supported Child Care Range Payment, which helps with additional supports the the child care setting, and which is not income-tested. Supports may include training, consultation, and/or staffing.

Referrals to the Program are made directly to the West Kootenay Boundary Supported Child Development Program (250) 365-5616 or 1-888-644-5616. Referrals may also come directly from families or from the following, **with permission** from the family:

- Child Care Providers
- Infant Development Consultants
- Physicians
- Public Health Nurses
- Social Workers
- Therapists

## **Behavioural Support Services:**

Behavior support services to children/youth/families has three main goals:

1. To provide behavior support services to children and youth, ages 6 – 19, diagnosed with Autism and/or Autism Spectrum Disorder that will enhance appropriate skill acquisition in all developmental domains. More specifically to:
  - Increase adaptive behaviors
  - Increase communication skills
  - Increase independence and personal responsibility/functioning
  - Increase social network
  - Decrease in maladaptive behaviors
2. To provide support services that will enhance the family's capacity to respond effectively to their child and his/her specific challenges both at home and in the community and to increase the family's ability to integrate the Behavior Support Plan into the family's existing support structure.
3. To counsel, consult with, and train the family and other support staff/caregivers in techniques and approaches which will assist in the management of behavior concerns.

The purpose of behavior support services is to provide support to the child/youth diagnosed with Autism and/or Autism Spectrum Disorder and their family. In order to be effective, the approaches used need to be consistent across environments at home, school and community. Behavior support services will liaise with school staff in order to ensure the child's plan is

implemented effectively and consistently in all environments. However, it is not the role of the behavior consultant to provide general training or professional support regarding autism to school personnel. This can be provided by the Provincial Outreach Program for Autism and Related Disorders (POPARD), operated by the Delta School District under a separate contract with the Ministry of Education. The primary focus of behavior support is to assist the child, family and key caregivers at home and in the community.

Behavior Support Services will provide information, individual program planning and skills training to the people who have ongoing involvement with the child/youth. The teaching of skills is done with the child together with the family and caregivers. Once this is in place, the role of the behavior consultant is to monitor and work with the people in a multi-disciplinary approach. Ultimately, the leads to the planned reduction of services as goals are achieved.

### **Team Approach**

A “team approach” is encouraged wherever possible. This approach recognizes the important contribution of each person involved on behalf of a child with autism and their family.

At times, there is more than one agency serving a family. The decision as to who is involved is intimately that of the family. The need for coordination in such circumstances is paramount. A collaborative working relationship between Community Living Services of British Columbia, Ministry for Children and Family Development, school districts and service providers and other related professionals is crucial to ensure efficient use of resources and provide optimum support to families.

## **Note to Parents**

Welcome to Kootenay Family Place Child Care Programs. All teaching staff are licensed Early Childhood Educators. Staff working with Infants and Toddlers also have post-basic Infant/Toddler certification. All staff hold valid First Aid Certificates and will have been screened with a Criminal Records Check. Early Childhood Educators are provided training on an ongoing basis and are encouraged to update and upgrade their skills through participation in professional development opportunities, such as workshops, conferences, and seminars.

We believe that families are entitled to be involved in a meaningful way in their child care experience and deserve assurance of quality care for their children while they are involved in work commitments, educational and/or personal fulfillment. We work in partnership with families by supporting them in meeting their responsibilities to their children. Our Centres enhance the lives of children and families by providing a caring, supportive environment that celebrates family diversity.

We recognize and respect that families are unique in their values, experiences, expectations and needs. We encourage parents to share their own customs, traditions and languages with staff and children at the Centre. Parents are encouraged to be involved in their child's program at the Centers. Our open door policy welcomes parents at all times during the hours of business. Feel free to drop in at anytime. Equipment is available to take your child for a walk during your available hours if requested.

Parents are encouraged to observe their child(ren) at the Centres, to participate as volunteers and/or with the Society's Board of Program Managers, to participate in assessments, planning and to confer formally and informally with the teachers, the Program Manager, to share information and concerns. Newsletters, notices and bulletin boards serve to keep parents informed at all times. If you have any questions, please let us know so that we can work together to be sure that your child's time at our Centres is safe, enriching and rewarding.

Staff are expected to greet parents cordially upon arrival and departure. Daily sharing of anecdotes, information & concerns is essential to ensure that parents feel safe and confident in this child care choice.

We hope this informational handbook will help familiarize you with program policies, routines and expectations. We strive to provide children and families with the highest quality of care, and realize this is only possible with a dedicated, knowledgeable and professional working team.

## **Admission Procedure:**

All children, ages birth to 12 years, are eligible to participate in Kootenay Family Place's available child care services. Your choice of program registration will depend on the type of service you are seeking and the age of your child/ren. Parents schedule a time to meet with the Program Manager to visit the facility, pick up the Parent Handbook, and collect the required registration/intake forms. Please note that priority will be given to staff and students attending the Selkirk College Campus, when registering at Selkirk College Children's Centre. We are not able to enroll your child in a child care program until all the necessary documentation is in place.

At the time of inquiry, if there are no available child care spaces for your child/ren, the Program Manager will, at your request, add your child to the facility's current waitlist. When spaces become available, and we are able to meet your scheduling needs, you will be contacted in order of dated requests.

## **Observing the Child Care Setting: Checklist**

When you choose one of our child care settings, and a space is available, set a time when you can observe the child care setting and meet with the caregivers. Since there is much to look at and talk about, you may want to use the following checklist to help you remember what you've seen.

The quality of the relationship between children and their caregivers is the most important factor in assessing quality care. When your child is away from you, your child needs people to trust, people who genuinely enjoy children, make them feel secure, give individual attention and provide a rich environment for play and learning. The caregivers at this child care setting:

- Listen to children when they speak and respond with interest and respect.
- Accept and value the children's ideas and suggestions.
- Display a sense of humour.
- Respond with care and understanding to a child who may be fearful, shy, upset, hurt or angry.
- Encourage children to cooperate with each other.
- Promote the development of problem solving skills and a sense of independence.
- Set reasonable limits for behaviour and respond to inappropriate behaviour in a fair and consistent manner.
- Initiate conversations with the children other than instructions, announcements and commands.
- Take time to be alone with individual children.
- Allow children a choice in many situations.
- Make the children feel good about themselves and other people.

## **Enrolment – Gradual Entry into Child Care**

For a very young child, any change in their daily routine is a challenge, and entering day care certainly qualifies as change. At Kootenay Family Place, we recommend gradual entry if at all possible. It requires a week or two of flexibility and dedication, but the long term benefits far outweigh the short term effort. The following **suggested** schedule assumes that you have already completed all of the necessary registration paperwork. (Please see posted Gradual Entry Policy)

### **First Morning:**

A parent should stay with their child at the Centre and leave sometime before lunch time.

### **Second Morning:**

A parent should, again, stay with their child and leave sometime before lunch time.

### **Third Morning:**

A parent should stay for approximately the first hour, say goodbye, leave for a short time (no more than an hour) and return to take the child home.

### **Fourth Morning;**

A parent should stay for about 30 minutes, say goodbye, leave and return **after lunch**.

### **Fifth Morning:**

A parent should stay for about 10 minutes, say goodbye, then leave, returning after nap time.

At first, the different routine of weekends will have an effect at the beginning of the following week, and your child may fuss a little. Remember, that although they may be upset for a few minutes, by now they are familiar enough with the day care to rebound quickly. Qualified and experienced caregivers are always ready to help and console your child when needed. Although this is the ideal transition format, it is understood that it is not always possible for parents to follow it, and adjustments are made to accommodate individual schedules and needs.

## **Our Philosophy**

We believe that all children, including those with delays, disabilities or special needs can benefit from participation in comprehensive, fully integrated programming, in a supportive setting which emphasizes each child's unique worth as an individual and as a member of the peer community, while recognizing and providing for individual needs.

## **Our Positive Guidance Practices**

Children are unique individuals who are gaining the ability to act independently. In doing so, they are developing self-esteem and respect for others. Child guidance is a positive discipline constructive, caring, consistent approach that allows children to solve their own problems and attain self-control and self-confidence, with assistance as required from adults. It is based on concern for the safety and well-being of each child in the peer group.

One of the more important aspects of child guidance consists of structuring the environment in such a way that limits the opportunities for misbehaviour. By removing objects that could be harmful rather than expecting a young child to understand the consequences to their actions

when they are developmentally unable, we are building successful interactions within the child's environment that promote self-esteem and self-confidence.

Staff in our Centre utilize the following techniques to guide children's behaviour:

### **Prevention Techniques**

- Establish clear, consistent and simple limits.
- Make statements of expectation, rather than pose questions.
- State limits in a positive way.
- Focus on the behaviour, rather than on the child.
- Offer straight forward explanations for limits.
- Allow time for children to respond to expectations.
- Reinforce appropriate behaviour.
- Encourage children to use you as a resource.
- Environmental considerations – organized and sufficient space, duplicate materials and toys, balance of activities (quiet/active times, individual/group times, schedules and routines).

### **Intervention Techniques**

- Gain child's attention in a respectful way.
- Use proximity and touch.
- Remind.
- Acknowledge feelings before setting limits.
- Distract or divert when appropriate.
- Model and facilitate problem-solving skills.
- Offer appropriate choices.
- Redirect.

At no time shall a child in the Centre be subjected to harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the child or undermine the child's self-respect.

### **Reporting Child Abuse and Neglect:**

All KFP staff are legally bound to notify the proper authorities if they have concerns regarding the well-being of a child. This includes suspicious/unexplainable marks on children and/or disclosure by the child or parent which leads staff to believe abuse may have occurred. Parents would be notified by the centre manager in the event a report is filed. It is our intent to continue to work with families and do whatever we can to help with the situation and to ensure a child's safety.

## **Goals for Children**

Formal teaching, experiential learning and individual facilitation are combined in our program to promote each child's growth in all areas of development. Our goals for all children in these developmental areas include:

**Social/Emotional:** Enhancement of each child's sense of self esteem, recognition and development of his/her personal value as a group member, growth in social awareness and relationships with others through communication skills and community involvement.

**Cognitive/Intellectual:** Motivation for discovery and learning in a pre-structured, stimulating and responsive environment, development of information gathering, processing and synthesizing skills through both group and individual instruction.

**Motor:** Provision of appropriate equipment, activities and teaching to promote development of large and small muscle skills.

**Language:** Respectful recognition of each child as communicator, growth in verbal and listening abilities in interactions, problem solving, situations, and meeting personal goals; development of appreciation of literature, poetry, music and drama.

**Creative:** Sensory stimulation through music, literature, art and tactile activities, provided in an aesthetically pleasing environment. Motivation and opportunities for creative expression through music, movement, arts & crafts and dramatic play.

**Self-Help:** Development of healthy habits and maximum possible independence in self care skills, such as dressing, eating, grooming, toileting and personal safety.

## **Policies for Parents:**

### **When You Enroll Your Child**

As noted earlier, upon enrolment you will be asked to fill out various forms. You will be informed of Centre Policies with regard to illness, departure and arrival procedures, payment of fees, etc. You will be required to agree to our Child Care Program Policies:

### **Arrivals & Departures**

It is imperative for staff to know when children arrive and when children leave each day. Parents are required to sign their child(ren) in upon arrival and sign them out upon departure. Parents are asked to estimate the time of their child's departure in order for the program to have the appropriate amount of staff required. The sign in/out sheets ensure that all children are accounted for in any emergency situations, therefore it is of the utmost importance that this procedure is followed.

Staff will greet each child and parent upon arrival and solicit information about the child's physical and emotional health or any other pertinent information that might influence the child's behaviour during the day. The parent/guardian or authorized pick up person will be responsible for signing the child in or out on the daily attendance sheet.

Only authorized persons listed on the child's registration form may pick up the child. If a parent wishes to authorize an unlisted person to pick up their child, they must inform staff when dropping off their child. If a parent phones in to authorize another person to pick up their child, they must provide a physical description of that person. Staff will ask to see identification of unknown persons coming to pick up children. We cannot allow children to leave unescorted or with anyone under the age of 12 years.

When a parent has been given sole custody of their child, they must produce a copy of the Court Order. When the non-custodial parent comes to the facility to pick up the child, the custodial parent shall be informed immediately. The child must never be allowed to leave with a non-custodial parent without permission. If non-custodial parent attempts to leave with the child, the police will need to be called immediately.

If a parent arrives to pick up a child and is obviously intoxicated, staff should attempt to speak calmly with parent regarding safety concerns. Offer to phone someone to pick up the child and parent. If parent leaves with child, call police and let them know that a drunk driver is leaving the Centre with a child.

In the event that no one arrives to pick up the child, within half an hour of closing time, attempt to contact the parent by telephone. If unable to reach parent, try to phone emergency contact persons for the child.

Your punctuality in picking your child up is essential. A late fee, charged at the rate of \$10 per half hour will be in force after 6:00 pm. If a child is not picked up by 6:00 pm and the authorized person has not called, the Centre will attempt to contact the family and then someone from the list of people authorized to pick the child up. If all efforts are unsuccessful, the staff

person in charge will call the Ministry for Children & Family Development. The staff person will also try to leave messages for the family.

If your child will be late or absent, please let us know. We occasionally participate in planned and/or spontaneous activities away from the Centre and cannot guarantee that someone will be available to accept your child unless plans are made in advance. Please let us know if your child is absent due to a contagious illness in order to keep outbreaks under control.

We are closed on weekends and all stat holidays. Christmas and summer hours may be reduced, depending upon enrolment. Kootenay Family Place is dedicated to providing Professional Development to all of their employees. Several dates a year will be set aside for child care staff to access Pro-D. Every effort will be made to give adequate notice to parents in order that they can plan ahead for their child's centre's closure. Please speak to the Centre Manager for more details.

### **Your Child's Daily Needs**

Please make sure that your child comes to the Centre dressed in comfortable, washable play clothes in order to participate fully in centre activities such as finger painting, sand and water play, etc. A change of clothes should be left in your child's cubby. Rubber soled slippers or indoor shoes are optional. We ask that outer wear clothing that is appropriate to the weather be provided, ie. snowsuits, hats, boots, mitts, sunhats, etc. Please label all clothing items clearly for easy identification.

Children attending for a full day will need a nutritious lunch and snacks. Please do not send candy, pop or gum with your child.

Infants and children who have not yet mastered toileting skills need to bring sufficient diapers, training pants, creams or items needed. Children are encouraged to bring blankets and other nap time helpers, such as teddy bears, soothers, etc.

### **Nutrition**

Meals will be provided by parents. All meals should include three of the four food groups recommended in the Canada Food Guide. Children who are vegetarian will also need to meet the recommended intake of the Canada Food Guide. Staff need to be aware of alternate foods needed to ensure the children are receiving adequate nutrition.

Children's lunches will be supplemented with foods provided by the Centre from the basic food groups when necessary to ensure a child is receiving adequate nutrition, eg. no fruit in lunch, a fruit will be provided.

All foods will be warmed up when required. Food will be cut into small non-choking size pieces for preschoolers if necessary. If the child refuses to eat any foods that are available from their lunch, staff will consult with parents regarding alternate choices. If a child has permission to consume foods from the Centre food supplies, all labels must be read before offering food to children with allergies. This information is to be checked against the posted food allergy chart.

Children will have access to scheduled morning and afternoon snacks, as well as additional food if they are hungry. When snacks are provided by the program, foods will be selected from 2 of the 4 food groups recommended by the Canada Food Guide. Snacks will be planned to accommodate children who are vegetarians or have other special diets. Fruit and vegetable juices, as well as water, shall be offered throughout the day. Fresh, organic, seasonal fruits and vegetables will be used when available.

A variety of ethnic foods and food preparation will be incorporated. This will expose children to a variety of foods at snack times as well as include and assist children in the program from different ethnic backgrounds to feel accepted and comfortable.

Whenever possible, children will assist in the preparation of snack. Children will be provided with whatever assistance is required to participate fully, eg. adapt equipment and materials, pre-cut certain foods, etc. Whenever possible, snack will include foods that all children in the program can share. Children with allergies will be given snacks that closely approximate what is being served to the group, eg. sesame butter instead of peanut butter. All labels must be read before giving snacks to children with allergies and compared to posted allergy chart. Children with delays or challenging conditions, that prevent them from feeding themselves independently, will be fed according to their Individual Service Plan directions. Adapting equipment or food attributes may be necessary, eg. cutting foods into different shapes to encourage grasping, etc.

### **Vacations**

Parents are responsible for informing the Program Manager if their child will be absent due to holidays at least two weeks in advance. The Program Manager will advise the parent of fees owing for partial month attendance.

### **Statutory Holidays**

If your child normally attends on a day which is designated a stat holiday, fees for such days shall not be calculated into your monthly fee.

### **Appropriate Language & Behaviour**

All adults coming into the Centres must use appropriate language and behaviour at all times. Our Centres are smoke free zones and we request that adults refrain from smoking when near the buildings.

### **Intoxication**

Any parent/adult arriving at our Centre visibly under the influence of alcohol or drugs will be asked by the staff not to leave the premises with their child. We will assist in finding alternate arrangements for getting home. If the parent insists on leaving and is driving a motor vehicle, staff will contact the police.

### **Custody & Access Agreements**

If the parents have agreed to live separately, the staff will assume that the information from the enrolling parent will be followed. However without a custody or court order on file, we cannot

deny access to the non-enrolling parent. If this arises, the policy on unauthorized persons will be implemented. If a family has a custody or court order, a copy must be placed in the child's file and details about all arrangements contained in the legal documents will be followed at all times. Staff will call the police if assistance is required to enforce a custody or court order.

### **Apprehension by the Ministry for Children & Family Development**

When a social worker from the Ministry for Children & Families and/or the police intend to apprehend a child at the Centre, the senior staff member on duty will be responsible for responding to the situation.

The staff member will require the social worker or police officer to show identification. The staff member will record the name and title of the person apprehending the child and the address and phone number of the Ministry office involved, as well as the date and time of the apprehension. The staff member will then phone the Ministry office to verify with the supervisor that the social worker has authorization to apprehend this child prior to the child being removed from the Centre.

### **Financial Information:**

#### **Child Care Subsidy**

The child care subsidy is a government program that helps families pay for their child care space fee. Payments, called subsidies, are available for both full-day and part-day services, in either licensed or licence-not-required child care settings. You may be eligible for a subsidy if you have a low, or moderate, income and:

- you are working;
- you are going to school or participating in a training or rehabilitative program;
- you are actively looking for work;
- you are undergoing medical treatment;
- you would like your child to attend a licensed preschool program; or
- you have a child who requires extra support.

The subsidy amount is based on the number of people in your family and their total net income. An income test is used to calculate whether your family is eligible for a full or partial subsidy, or not eligible for any subsidy. Parents are responsible for paying the difference between the subsidy amount and the child care fee. To apply for a subsidy, please contact your local Ministry of Children and Family Development office.

#### **Fees & Attendance**

Monthly child care fees are calculated according to the number of days and the length of day your child is registered for. Parents will receive a copy of the monthly fee schedule along with a financial agreement form during their enrolment orientation. Fees for child care will be calculated on the last day of the month. Parents will receive monthly statements. Prompt payment of your account is expected. If for some reason you do not receive a statement, your Program Manager will provide you with your balance.

## **NSF Cheques**

There will be a \$15.00 banking charge levied on all NSF cheques.

## **Delinquent Accounts**

In the event that fees are not paid by the end of the month, parents will receive a letter indicating that their balance is in arrears and if not paid within fifteen (15) calendar days, their child care space will be forfeited.

If your child is no longer attending our Centre and a balance is still owing on your account, re-enrolment or enrolment into any other KFP program cannot take place until the balance owing is paid in full.

## **Withdrawal**

Parents wishing to withdraw their child from a program are required to give two weeks written notice to the Program Manager. Parents agree that children are deemed “registered” at the Centre during those two weeks following written notice and fees will be charged whether the child attends or not. In a case where the parent will be transferring their child care subsidy to an alternate caregiver, the changeover cannot take place until the two weeks notice has expired.

## **Sick Days**

There shall be no reduction in fees when a child is absent due to illness.

## **Illness & Medications:**

Kootenay Family Place’s policies on illness and medication are regulated by Public Health Service and Community Care Facilities Licensing board. This policy is designed for the protection of all children.

To avoid contagion and to speed their recovery, children showing definite symptoms of sickness or contagious conditions must be considered too ill to attend our centres. These symptoms include:

- fever
- vomiting
- diarrhea
- persistent cough or nasal discharge due to cold virus
- symptoms of contagious childhood diseases, eg. mumps, chicken pox, pink eye, etc.
- contagious skin conditions, eg. ring worm, head lice, scabies, impetigo.

Should any of these conditions develop while a child is attending the Centre, parents will be notified promptly that their child needs to be taken home. When a child is sent home with a contagious illness, a note from a physician may be required before returning to day care.

It is a requirement of our program that all children have an outdoor time, each day. Please don't ask staff to keep your child inside due to illness. Our rule is – If your child is too sick to be outside, they are too sick to be at day care. Special considerations will be given to children with special medical conditions (ie. Severe asthma).

WE DO NOT TAKE CHILDREN OUTSIDE IF IT IS TOO WET OR TOO COLD.

### **Daily Observation of Children:**

Staff conduct baseline health observations of children when they are dropped off daily and encourage parents to share information regarding child's sleeping, eating and general well being during the previous night and morning. Parents are encouraged to share their concerns with staff regarding their child's general health. Staff will observe and record any physical or behavioural changes that occur in a particular child throughout the rest of the day.

Children exhibiting the following physical and/or behavioural signs and symptoms shall be deemed too ill to attend the program and the parent/guardian will be called immediately to pick the child up:

#### **Behavioural:**

- Lethargy
- Much sleepier than usual
- Not alert
- Uninterested in environment (toys, activities, other children)
- Inconsolable
- Unusually cranky, fussy or irritable

#### **Physical:**

- Refusal to eat or drink
- Change in breathing (rapid, slow, shortness of breath)
- Pain or difficulty swallowing
- Stiff Neck
- Rash with Fever
- Rash with change in behaviour

### **Infection Control Procedures**

“Universal Precautions” are implemented daily by the staff in the child care facility. This principle is endorsed to reduce the spread of germs and to protect all from unnecessary exposure to potentially harmful organisms.

## **Exclusion Criteria:**

### **Respiratory Tract Infections**

Colds with fever/Common Cold/Otitis Media	Do not exclude unless too ill to take part in the activities.
Conjunctivitis	Exclude only if discharge is pus and then until the antibiotic has been taken for one full day.
Pneumonia	Exclude until evaluated by Physician.
Strep Throat	Exclude until 24 hours after treatment begins.

### **Gastro-Intestinal Infections**

Campylobacter/Giardia	Exclude until diarrhea is gone. Report to Public Health.
Rotavirus/Salmonella	Exclude until diarrhea is gone or physician determines child is not infectious.
Diarrheah	Exclude until diarrhea is gone and cultures are negative. Reportable.
Escherichia coli/Shigella	Exclude until diarrhea is gone and cultures are negative. Reportable.
Food Poisoning	No exclusion required. Reportable.
Hepatitis A	Exclude for one week after onset of jaundice. Immune Globulin may be indicated for children, staff, and family members to control epidemic. Reportable.

### **Skin & Scalp Conditions:**

Head Lice	Exclude until treated. Reportable
Herpes Simplex	Exclude for severe illness. Exclusion not indicated for recurrent cold sores.
Impetigo	Exclude until antibiotic treatment has started.
Scabies	Exclude until treated.

### **Other Infections:**

Chicken Pox	Exclude until 5 <sup>th</sup> day, after onset of rash or until all the blisters have crusted, whichever is shorter. Reportable.
Cytomegalovirus	No exclusion required.
Hepatitis B	No exclusion required unless open sores are present. Hepatitis B vaccine and/or Hepatitis B immune globulin may be indicated under special circumstances. Report immediately any bits that cause bleeding.
Measles	Exclude all cases until at least 4 days after onset of rash. Exclude child/staff who lack proof of immunization until vaccinated or until 2 weeks after last case in the facility. Report immediately.
Meningitis	Exposed children and adults may need antibiotics or vaccine. Report immediately.
Mumps	Exclude for 9 days or sooner if illness is mild and child is able to participate in activities. Ensure all children are vaccinated. Reportable.
Rubella	Exclude for 7 days after onset of rash. All adults should be vaccinated or have blood test to prove immunity. Reportable.
Pertussis	Exclude until 5 days after start of antibiotics or 3 weeks if no treatment given. Contacts may need antibiotics or vaccine. Reportable.

## **Recuperation:**

Following diagnosis and treatment by a physician, many of the above conditions will no longer be contagious. Recuperating children may attend once the contagious conditions have been treated and when the child demonstrates sufficient stamina to participate in the daily activities, including outdoor play, without undue fatigue.

## **Medications:**

Strict regulations govern the administration of medications in group day care facilities. When a child requires prescription medication during the day, parents must obtain an AUTHORIZATION FOR THE ADMINISTRATION OF PRESCRIPTION MEDICATION FORM, (see attached sample form). This form must be completed by parents. Staff members are then permitted to administer the medication according to the doctor's orders. Forms are available from Centre staff.

Centre staff do not administer over the counter medications, ie. Aspirin, cough syrup, vitamins, throat lozenges, cold capsules, etc., except where the medication has been prescribed by a doctor. Parents must have the child's doctor complete the top portion of the Authorization for the Administration of Non-Prescription Medication form. Parents must then complete the remainder of the form. This policy protects children, parents and staff, as Early Childhood Educators are not formally qualified to make "judgement calls" as to when these medications are appropriate.

## **Administering Medication**

Medications administered in the child care facility shall be prescribed, or, in the case of over-the-counter medications, recommended in writing by physician (see attached form). All medications must come in the original container with the pharmacist's label and directions clearly legible. Medications will be kept in a locked medication cupboard or in the locked medication box in the refrigerator. When a caregiver is going to administer medication they must utilize the following procedures:

1. Ensure the medication has not already been administered.
2. Wash hands thoroughly
3. Gather any supplies needed, ie. Spoon or syringe, drinking glass, tissues.
4. Read instructions carefully on bottle or label.
5. Check the 5 rights – medication, child, dose, time, method.
6. Compare label with consent form.
7. Read label when removing from storage space and before administering.
8. Return medication to locked storage.
9. Give child medication.
10. Record on medication form.
11. Put away any supplies used.
12. Wash hands.

## **Allergies & Asthma**

Food allergies shall be posted on refrigerator and cupboard doors where food is kept and all staff shall be familiar with children and their particular allergies. Children will eat only those foods provided from their homes or prepared by a staff member.

Allergy and Asthma Alerts will be posted on the first aid kits with the emergency protocol which has been completed by the child's physician clearly outlining typical reactions and procedures to be followed.

If child has an Epi-Pen, Anakit, or bronchodilator, all staff will be familiar with correct procedure for administering dosage and trained by public health nurse in correct handling of allergic or asthmatic emergency. For children that have a mild allergic reaction for the first time, symptoms such as hives, rash, watery eyes, etc., parents will be contacted and observations will be documented.

For children who have a severe allergic reaction and are having difficulty breathing, hives covering a major portion of the body, or collapses need to have immediate medical attention.

1. Call an ambulance
2. Assess need for CPR
3. Contact parent/guardian & physician
4. Record child's reaction and any significant information  
(insect sting, foods ingested, etc.)



## **Safety & Emergency Procedures**

### **Basic Rules**

Children need guidelines to follow the three basic rules, i.e.

- no hurting others
- no hurting self, and
- no hurting equipment/furnishings

Interacting and modeling behaviour for the children should be all the guidance a child should need. However, safety rules that are pertinent to prevent injuries need to be in place. Rules are to be for the best interest of the children and all staff need to be consistent in using the rules. Rules are reviewed regularly and frequently to meet the changing needs of the children.

### **Training**

All E.C.E. staff are required to hold a valid Early Childhood Educators License, and a valid Child Safe First Aid Certificate, at all times. All staff must have a Criminal Record Check to be employed in the Centre. This check applies also to volunteers, students and any other adult on the premises on a regular basis.

### **Physical Environment**

Indoors – Furniture shall be set up to help divide the room into a variety of play areas, but also providing good visibility to all areas of the room for supervision. Tables and chairs will be set up in an area where the chair legs will not be a tripping hazard to the children. Easels will also be set up in a low traffic area to avoid bumping or tipping hazards.

Toys and equipment will be inspected daily for safety conditions. Any broken toys or toys with sharp edges will be discarded or repaired. Books will be examined daily and pages taped if necessary. Exposed hinges or pinch points between moving parts will be inspected daily and repaired or discarded.

Outdoors – Staff will inspect the outdoor play area for garbage, sharp objects, equipment that needs repairs or replacement, check surfaces for impact absorption abilities, etc. on a daily basis. Climbing equipment will be inspected for sharp corners, loose or broken parts and sturdiness. Slides, stairs and ramps will be dried off to prevent slipping. Swings will be dried and holding chains will be inspected for correct attachment.

### **Safety Checks**

All staff are responsible for checking that all hazardous materials are stored in locked cupboards. The outdoor area will be checked for safety hazards and the sand box for cat feces. Garbage cans will be placed outdoors and any paper, strings, etc. will be picked up and discarded. Check that the gates are secure and open and shut properly.

## **Summer Safety:**

Children will limit their walks and outdoor play during the hours of 12:00 noon to 2:00 pm. Sunscreen lotion with SPF 15 shall be liberally applied by staff to children before going outdoors and shall be reapplied as necessary. Water play will be set up in shaded areas and children will wear T-shirts over their bathing suits.

Insect repellent will not be used at this facility. To avoid insects, wasps, bees, etc., avoid serving sweet foods and beverages outdoors. Garbage cans will have a tightly fitting lid. Remain indoors on rare days when mosquitoes are numerous.

## **Winter Safety**

Staff will ensure that all children are dressed in appropriate, warm clothing for outside play. Loose ends of scarves, mitts, ties, etc. will be tucked in to avoid choking. For children who “forget” certain gear, staff will supply Centre replacements and will relay children’s needs to parents. Outside play will be postponed on extremely cold or windy days.

## **Food Safety & Handling**

Hands must always be washed before preparing meals and snacks. Follow handwashing procedure posted at sinks. All tables and counters must be sanitized before preparing meals and snacks. Children’s lunches will be stored in the fridge. It will be set a 4C and temperature will be checked weekly. Lunches will be heated to 60C and left to cool to a safe temperature. Lunches are to be heated up in the microwave safe containers and then transferred to plates or bowls. Children’s leftovers are to be discarded. If a child refuses the meal, repackage and place back in the fridge to be offered later in the day.

Utensils used in meal and snack preparation should be sanitized after each use. Always use different spoons, etc. for each child’s meal.

## **Healthy Eating Habits**

Children will wash their hands before preparing or eating snacks or meals. Children will be seated during meal times. The atmosphere surrounding meals and snacks should be relaxed and enjoyable. Staff should encourage children to socialize amongst themselves. Meal time can be used as an opportunity to extend children’s learning by noticing colors, shapes, textures, etc.

Children will eat only those foods served by the caregivers at the Centre or foods brought from home due to potential allergies. Children will never be forced to eat their lunch or snacks. The child will be given the opportunity to eat at a later time.

## **Handwashing**

Handwashing procedures will be posted at each sink in the facility, and will include a written and visual example of procedures for use by both adults and children in the facility.

Hands are to be washed before preparing snacks or meals, after all toileting and diapering routines, after waterplay or outdoor play, after sneezing, coughing, wiping of noses, child biting episodes, after caring for sick children, or after cleaning up spills of blood or body fluids.

Foil wrapped wet wipes will be included in the first aid kit that accompanies each outing or field trip.

### Adults

- rinse hands under warm running water
- using liquid soap, lather hands to loosen dirt and bacteria
- rub hands together vigorously (friction helps remove dirt and bacteria)
- rub soap and water between fingers and round nails
- rinse off dirt and soap under running water. Keep hands down to avoid water running up towards the elbows
- dry hands on new paper towels
- turn off taps with paper towel
- discard paper towel

### Children

- each child will be encouraged to complete this task independently and will be provided with only the assistance for her/him to succeed
- if a child is unable to reach water taps, provide low stool or steps
- turn water on and adjust temperature to warm
- wet hands and add liquid soap
- rub hands vigorously for 5 to 10 seconds
- wash all surfaces, including the backs of hands and between fingers
- rinse hands well under running water for 5 to 10 seconds
- dry hands well with paper towel
- turn off taps using paper towel
- dispose of paper towel

## **Emergency Management**

All Centre staff assumes responsibility for care in any emergency occurring while your child is under supervision. All staff are required to hold current First Aid Certificates.

### **Emergency Health Concern or Injury**

If, in the judgement of the staff, an injury or health concern needs medical attention, the parent/guardian will be notified immediately. If the parent cannot be reached, the emergency contact number in the child's file will be called.

If the injury or health concern requires immediate emergency treatment, the emergency ambulance will be called. A staff person will accompany the child to the hospital, taking the Emergency Consent Card signed by the parent upon enrolment. The Program Manager, or appropriate staff person, will contact the parent or the parent's designated contact person.

If the child should become ill after arrival at school, a supervised quiet/ resting area will be made available and the parent will be contacted to come and take the child home. If the parent cannot be reached, staff will contact the emergency contact person for the child.

When an injury requiring medical attention occurs, an incident report form will be completed and given to the Program Manager. One copy will be placed in the child's file in the main office, and one copy will be sent to the Licensing Officer.

Any incident or injury occurring at school that appears to be upsetting or traumatic to the child shall be related to the parent by the teacher.

Staff responsible for field trips shall make certain that they take Emergency Consent Cards for each child in their care. A First Aid kit specifically make up for field trips shall also be carried.

### **Fire Drills**

Fire drills are a regular part of the curriculum and are practiced regularly. Drills are both scheduled and spontaneous and can occur at any time during the scheduled facility hours. Fire evacuation procedures are posted on each floor in every KFP building near the fire extinguishers, next to the Exits.

### **Evacuation**

In the event of a disaster that requires evacuation of the buildings for a lengthy period of time, arrangements have been made to utilize:

Hobbit Hill Children's Centre	-	Stanley Humphries Gymnasium 720 7 <sup>th</sup> Ave, Castlegar, 365-7735
Kinnaird Kids Club	-	Kinnaird Hall 2320 Columbia Ave, Castlegar, 365-8445
Selkirk College Children's Centre	-	Student Residence Castlegar Campus, 365-1227

Emergency Consent Cards and supplies will be taken with the program staff and parents will be contacted as promptly as possible.

### **Sample After School Program Schedule – Hobbit Hill/Kinnaird Kids Club**

2:00 – 2:20	Children arrive, greeting circle where children will have discussion time and make individual & group choices of activities for the day.
2:20 – 3:30	Children will be involved in individual and group activities of their choice.
3:30 – 3:45	Group snack time.
3:45 – 5:15	Free choice activities. Outdoor time (weather permitting).
5:15 – 5:30	Clean up activities.

\*\* We want the child’s time in our program to be as self-directed as possible. The key role of the supervisor will be to provide suggestions, ideas, props, supplies and guidance. Activities that will be encouraged include:

- Arts & Crafts – spontaneous or theme-directed
- Cooking & Baking activities
- Dramatic play – children will be provided with props and encouraged to make their own props for games such as “business” or “hospital”, etc.
- Manipulative toys, games, puzzles, etc.
- Wood working projects
- “Take apart and reassemble” projects
- Hand sewing, beading, etc.
- Creative dance, puppetry, child-developed plays and productions
- Computer time and homework time.

**Sample Program Schedule – 18 months – School Age**  
**Selkirk College Children’s Centre**

- 7:00 Free Play, stories, art activities, small group activities
- 9:30 Morning snack, sharing time, clean up
- 10:15 Circle time, stories, songs
- 10:30 Outdoor play, weather permitting
- 11:45 Lunch time
- 12:30 Rest/Nap time
- 1:00 Quiet activities, free play
- 2:30 Gross Motor activity
- 3:00 Afternoon snack, small group activities, art activities
- 3:30 Circle time, free play
- 5:30 Centre closes

**Overview of Activities:**

Constructive Play Activities: Arts & Crafts, outdoor activities, organized games, guided free play

Social Living: Dramatic play, puppets, interactions with peers and adults, independence skills

Language: Books, stories, recordings, songs, puppets, interactions and problem solving

Music: Experiences with songs, dance, instruments and movement

Science: Learning by experience, through sensory involvement with the world around us. Cooking and math experiences.

Field Trips: Discovery of the community through first hand observation and interaction.