



Play Based Learning

Innovative and Flexible Childcare

*We respectfully acknowledge the traditional and unceded territory of
the Secwepemc peoples.*

Policy and Procedure Manual

May 9, 2025

Table of Contents

Introduction to Women's Contact Society

Philosophy of Childcare	5
License	6
Hours of Operation	6
Communications	7
Food and Drink Provision Policy (Kidcare Early Learning Centre)	8
Photographs	9
Young Parent & At-Risk Spaces	10

Registration, Enrollment, Fees

Wait List	11
Enrollment Kidcare Daycare Centre	12
Enrollment Kidcare Early Learning Centre	13
Withdrawal	14
Schedule of Fees	15

Day to Day Care & Well-being of Children

Active Play and Screen Time Policy	16
Screen Time	16
Care and Supervision	17
Guidance and Treatment of Children	19
Clothing and Possessions	20
Diapering and Toileting	21
Napping and Resting	22
Transportation	23
Walks and Field Trips	24

Behavior

Aggressive Behaviour	25
Inappropriate Behavior	26

Safety

Reportable Incidents	27
Safe Release of Children	28
Intoxication	29
Suspected Child Abuse: Staff Responsibilities	30

Health

Allergies Kidcare Daycare	31
Allergies Kidcare Early Learning Centre	32
Health, Safety and Nutrition	33
Illness	35
Head Lice	35

Immunization	36
Non-Prescription & Prescription Medications	37
Parent Rights & Responsibilities	
Attendance	38
Late or Failure to Pick up	39
No Smoking	40
Payment of Fees	41
Refunds	42
Medical Attention and/or Emergency Transportation	43
Missing Child	44
Emergencies	
Emergency Preparedness Plan	45
Recovery and Returning to Normal Operations	45
Neighborhood Evacuation Procedure	46
Building Evacuation Procedure	47
Power Outage Procedure	47
Shelter in Place Procedure	47
Community Evacuation Procedure	48
Staff Qualifications and Ratios	
Staffing	49
Substitute Educators	50
Staff Child Ratios	51



The Women's Contact Society exists to provide support and services to all women and girls that improves their quality of life and empowers them to change ideas, laws and situations that denies equality.

The Women's Contact Society is a non-profit society registered in 1982 under the Society Act, Ministry of Consumer and Corporate Affairs, Province of British Columbia.

Our organization's longevity and continued programming are a product of strong fiscal governance and management strategies. These strategies have led us to the successful operation of Kidcare Daycare for over 35 years.

Childcare: <https://kidcaredaycare.org>

Kidcare Daycare

**1115 Western Avenue, Williams Lake, BC
205.398.8109**

Kidcare Early Learning Centre – 200-1045 Western Avenue, Williams Lake, BC

**Support Services – 201-350 Barnard Street, Williams Lake, BC
250.302.3444**

Support Services: <https://womenscontact.org/>

**201-350 Barnard Street, Williams Lake, BC
250.392.4118**

Our focus is on women. Our concern is for everyone.

Philosophy of Childcare

Our daycare is committed to supporting the health and well-being of all children by promoting nutritious

Children: Are entitled to a safe and nurturing environment with a schedule of routines that best meet the individual needs of each child in our care. Each child is treated with respect as a valuable individual.

Parents: Are entitled to individual respect, support, and quality care for their children.

Staff: Are entitled to work in an environment which recognizes and respects their training, skills and commitment to childcare.

Centre: Enhances the lives of the children and their parents by providing a caring and supportive environment.

Goals of Childcare

The aims and objectives of the daycare are:

1. Provide quality daycare for all children enrolled
2. Foster the total development of the child by providing an environment consisting of:
3. A warm, friendly atmosphere with trained childcare providers
4. A safe and healthy facility
5. A child centered, non-role stereotyping setting
6. A variety of suitable equipment in good repair
7. A variety of activities that support the physical, social, emotional, and intellectual needs of the children
8. To enable the parent to develop positive parenting skills
9. To be an emotional support system for parents when issues arise with their children
10. To assist parents in acquiring knowledge of normal child development and other child related information
11. Children will receive safe and consistent care during daycare hours
12. Children with developmental challenges will receive referrals to appropriate support and services
13. Parents will have increased knowledge of their child's development, individual needs, and nutritional requirements
14. Parents will have improved parenting skills, including options for managing challenging behavior
15. Parents will have increased knowledge of health and child-care
16. Parents will have increased contact with other parents of young children

Licensed Group Childcare

Daycare personnel will adhere to Community Care Licensing Regulations Part 4 Division 1 Section 44

Hours of Operation

The childcare facilities may operate 7 days a week 12 months per year. The hours of operation may be 5:00am to 11:00pm. The actual hours of operation will be set by the Executive Director, based on staff availability and enrollment.

The childcare facilities will be closed for the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labor Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Programs offered may include infant toddler programs, 3–5-year-old programs, school age programs, and multi-age programs.

Programming

Our program facilitates opportunities for children to learn through play, creating a natural environment to support the individual strengths and needs of each child. Our programming supports development in the following areas:

- Speech and language
- Fine motor
- Gross motor
- Cognitive
- Social Emotional
- Self-help

Outdoor time will be provided daily, weather permitting. On “inside days” opportunities for gross motor development will be provided indoors. Please inquire with staff about a specific schedule for your child's group.

Communications

Women's Contact Society supports an "Open Door" Communication Policy

Procedure:

Parents are welcome to drop in and observe the program at any time. If consultation with a childcare provider is desired, please let us know ahead of time so that the childcare provider can give you their undivided attention.

Texting or Telephone communications is encouraged.

Parents can expect ongoing communication with staff concerning

1. Their child's progress
2. Program activities
3. Centre Operation

Parents can expect information regarding community resources to be available to them at the Centre.

Parents can expect developmental screening reports to be completed by childcare staff.

Parents are asked to make themselves familiar with the Parent Handbook which states the Policies and Procedures which apply to:

1. The care of the children
2. The program
3. The general operation of the Centre

Parents concerned with the care of their child, or any incidents at the center are urged to speak with a childcare provider, and if not satisfied talk to the Childcare Manager, then the Executive Director.

Food and Drink Provision Policy (Kidcare Early Learning Centre)

Our daycare is committed to supporting the health and well-being of all children by promoting nutritious food practices in alignment with the Child Care Licensing Regulation, section 48. While we do not provide food at our facility, we work closely with families to ensure each child's nutritional needs are met. Water will be made available throughout the day.

Parent Responsibilities:

1. Parents/guardians are responsible for providing all meals and snacks for their children. This includes ensuring the food aligns with their child's dietary needs and meets Canada's Food Guide recommendations.
2. Parents must label all food and drink containers with their child's name to prevent cross-contamination.
3. Parents are encouraged to provide a balanced variety of foods to promote healthy eating habits.

Daycare Responsibilities:

1. **Communication with Families:**
 - a) Information about mealtimes and any specific dietary requirements within the daycare environment will be shared during orientation and periodically as needed.
2. **Supporting Families:**
 - a) For children who arrive without adequate food or with inappropriate items (e.g., food that poses an allergy risk or lacks nutritional value), the daycare will:
 - i. Contact the parent/guardian to address the issue.
 - ii. Provide a temporary food solution, user fee applied and inform the parent/guardian of this provision.
3. **Creating a Positive Mealtime Environment:**
 - a) Staff will clean and disinfect tables before and after mealtimes.
 - b) Staff will encourage and model positive eating behaviors during mealtime.
 - c) Mealtimes will be structured to foster social interaction and healthy habits, such as eating at a table and engaging in calm, pleasant conversations.
4. **Allergy and Food Safety:**
 - a) Allergy information will be collected from families and strictly adhered to within the daycare environment.
 - b) All allergies will be posted inside the classroom.
 - c) Staff will monitor food brought by families to ensure no restricted items (due to allergies) are present in the daycare.

Bottling:

All babes under the age of one will be held during bottle feeding.

Photographs

Pictures taken in the daycare will be for the enjoyment of the program participants, and for program promotion as needed. A consent form must be signed by the parent prior to the child being photographed.

Procedure:

Each parent will be asked if photos can be taken of their child. A photo consent form will be given to each parent.

Young Parent & At-Risk Spaces

Children of Young Parents as defined by the contract with Ministry of Children and Family Development (MCFD) or families identified as at risk by MCFD, will receive priority enrollment as spaces are available at Kidcare Daycare.

Young Parent and At Risk spaces will adhere to the terms set out in the contract with MCFD

Wait List

A waitlist will be formed when full enrollment has been reached in the daycare. Children will be added to the waitlist on a first come first served basis.

Procedure:

Within the waitlist, applicants will be designated as either an eligible person or a member of the general public. As spaces in the daycare become available, the Child Care Provider will consult the waitlist and select the appropriate person to fill the space based on the balance of priority access and non-priority access spaces. Parents or guardians will be contacted by telephone when selected.

Children will be removed from the waitlist for the following reasons:

1. Parents or guardians' request removal
2. Family has moved away, or phone number is out of order (the client is then unreachable)
3. They are given a space within our Childcare Center

Enrollment Kidcare Daycare Centre

The daycare has 44 childcare spaces, 12 designated for infants/toddlers, 16 designated for children ages 3-5, and 16 multi-age spaces.

Procedure:

If all spaces in the daycare are filled, a waitlist for spaces will be administered by the Childcare Provider.

Consideration:

Community Care Licensing Regulations

Other Consideration:

Considerations will be made for children of Young Parents and children identified as “at risk” and referred by the Ministry for Children and Family Development.

Considerations will be made for children of employees and siblings of existing children in our care.

Enrollment Kidcare Early Learning Centre

The daycare has 119 childcare spaces, 24 designated for infants/toddlers, 25 designated for children ages 3-5, 16 multi-age spaces and 54 school-age spaces.

Procedure:

For confirmed Interior Health Employees (IH) and School District # 27 Employees (SD27):

30% of the seats will be held as priority seats for employees designated as Eligible Persons. Priority access will be granted to those defined as an "Eligible Person".

The remaining 83 seats will be considered non-priority access seats and allocated on a first come first serve basis.

No child will be removed from the daycare to balance the distribution of priority access and non-priority access spaces. If all spaces in the daycare are filled, a waitlist for priority access spaces and non-priority access spaces will be administered by the Childcare Provider.

Consideration:

Community Care Licensing Regulations

Other Consideration:

Considerations will be made for children of employees and siblings of existing children in our care.

Withdrawal

Women's Contact Society requires **2 weeks' written notice for a child to be withdrawn** from the childcare facility. Discharge procedure will be used for every child discharged.

Procedure:

Children will be discharged for the following reasons:

1. Parents or guardians have removed child
2. Child ages out of designated program

Written notice will be given by the parent/primary guardian on all children being discharged from the program.

Schedule of Fees

The Women's Contact Society (WCS) is committed to providing childcare at competitive fees that support a financially sound business operation.

Considerations:

The Executive Director is responsible for the administration of all financial transactions in accordance with policies issued by the WCS. The Executive Director will monitor the financial operations of Daycares to ensure revenue meets the needs of the Society.

Childcare fees will be set up and increased annually as per the Childcare Fee Reduction Initiative Funding Guidelines administered by the Ministry of Education and Child Care of British Columbia.

The current Schedule of Fees will be posted at all childcare locations and on the kidcaredaycare.org website will be available to parents upon request. A minimum of 1 month's notice will be given of all changes to the Schedule of Fees.

Parents eligible for the Affordable Childcare Benefit are responsible for fees greater than the subsidy rate paid. Benefit applications and all documentation required by the Province of British Columbia to maintain eligibility for benefit is the responsibility of the parent.

Exceptions:

Parents identified by the Ministry of Children and Family Development (MCFD) as young parents or at-risk parents and accepted into the designated childcare spaces will be exempt from this policy.

Active Play and Screen Time Policy

Children will have ample opportunities to engage in active play, supporting their physical, emotional, and social development, while limiting screen time to foster healthier habits.

Procedure:

1. **Daily Active Play:**
 - a. All children will participate in a minimum of 60 minutes of active play daily. This includes structured and unstructured physical activities, both indoors and outdoors.
 - b. Activities will focus on developing fundamental movement skills, such as running, jumping, throwing, balancing, and climbing.
2. **Indoor Active Play:**
 - a. During inclement weather or other circumstances limiting outdoor play, equivalent indoor active play will be provided using safe equipment and age-appropriate activities.
3. **Outdoor Play:**
 - a. Outdoor play will occur at least twice daily, weather permitting, in safe and supervised environments.
4. **Inclusivity:**
 - a. Activities will be inclusive, considering the developmental stages and abilities of all children.
5. **Staff Responsibility:**
 - a. Staff will model active behavior, encourage participation, and facilitate engaging activities that promote movement and exploration.
6. **Screen Time:**
 - a. **Daily Limits:** Screen time, including television, computers, and electronic games, will be limited to a maximum of 30 minutes per day per child.
 - b. **Content Guidelines:** Screen activities, when used, will be educational, developmentally appropriate, and support learning objectives. No passive screen time, such as watching television for entertainment, will occur during meal or snack times.
 - c. **Staff Guidance:** Staff will plan and supervise all screen time activities to ensure they align with the educational goals of the daycare program.
 - d. **Alternatives to Screen Time:** Children will be encouraged to engage in hands-on, creative, and social activities that support cognitive and emotional development in place of screen use.

Care and Supervision

We are committed to providing care that is tailored to each child's developmental stage, unique abilities, and individual needs. We strive to create a secure and stimulating environment that fosters growth and ensures every child's safety and well-being.

Care Procedures:

1. **Individualized Care Plans:** Developing care plans that incorporate each child's developmental milestones, cultural background, family preferences, and any additional support requirements when necessary.
 - a. Regular communication with families to understand their child's changing needs.
 - b. Collaborating with specialists when necessary to support children with diverse abilities.
2. **Age-Appropriate Activities:** Offering a range of activities designed to promote physical, cognitive, emotional, and social development. Examples include:
 - a. Sensory play for younger children to stimulate brain development.
 - b. Group activities for older children to foster teamwork and problem-solving skills.
3. **Flexible Routines:** Creating daily routines that balance structured activities and free play, ensuring a mix of active and quiet time to suit individual energy levels and interests.
4. **Positive Guidance:** Using evidence-based, positive reinforcement techniques to guide behavior, ensuring all interactions are respectful and nurturing.

Active Supervision Procedures:

Active supervision is integral to ensuring the safety and well-being of every child in our care. Our staff will always maintain a minimum of Licensing staff to child ratios:

1. **Indoors:**
 - a) Arranging the environment to ensure clear sightlines across all areas of the room.
 - b) Positioning staff strategically to monitor play areas, ensuring no child is out of view.
 - c) Conducting regular headcounts during transitions and ensuring attendance records are up to date.
 - d) Engaging with children during activities to maintain awareness of their needs and behaviors.
2. **Outdoors:**
 - a) Completing a safety check of the play area before children enter to identify and remove potential hazards.
 - b) Assigning staff to specific zones to maintain visual and auditory contact with all children.
 - c) Setting clear boundaries and guidelines for children's outdoor play.
 - d) Keeping emergency supplies (e.g., first aid kits) readily accessible.

3. Field Trips:

- a) Conducting thorough risk assessments for each trip, including travel routes and destination safety.
- b) Maintaining a high staff-to-child ratio to ensure close supervision.
- c) Implementing a buddy system to pair children for additional safety.
- d) Establishing clear check-in times and designated meeting points.

Guidance and Treatment of Children

Daycare personnel will adhere to Community Care Licensing Regulations Part 4-Div 2- Section 51 & 52.

Procedure:

1. Activities within the program will be monitored and adjusted accordingly, in consultation with parents, daycare staff and other involved professionals to promote ongoing development.
 - a) Positive guidance techniques will be used to encourage appropriate behaviour.
Guidance strategies include:
 - b) Establishing clear, consistent, and simple limits
 - c) Stating limits in a positive way
 - d) Focusing on the behaviour, rather than on the child
 - e) Stating what is expected, rather than pose questions
 - f) Providing real choices
 - g) Allowing time for children to respond to expectations
 - h) Reinforce appropriate behaviour, with both words and gestures
 - i) Encourage children to use teachers as a resource when they cannot resolve issues on their own.
2. Inevitably there will be occurrences of inappropriate behaviour. It is at these times that there may be a need for intervention by the care giver. The following intervention strategies, or combination of the strategies, will be used to ensure that guidance is supportive, rather than punitive:
 - a) Gain attention in a respectful way
 - b) Remind children of more appropriate behaviour
 - c) Acknowledge feelings before setting limits
 - d) Redirect or divert when appropriate
 - e) Model problem-solving skills
 - f) Offer appropriate choices
 - g) Use natural and logical consequences
3. Relocation to a "time in" activity (removal of child from an area of conflict by walking away with a care provider to an alternative space within the group, until the child can compose themselves and rejoin the original activity in a safe manner or choose a new activity).
4. 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 behaviour.

Clothing and Possessions

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

Procedure:

For infants, please provide:

1. Two changes of clothes
2. An adequate supply of diapers and wipes
3. Warm outdoor clothes (mittens, hat, boots) in the Fall and Winter
4. Sun hats, boots and raingear in the Spring and Summer

For toddlers, please provide:

1. One change of clothes
2. An adequate supply of diapers & wipes, pull-ups, or underpants
3. Skid-proof, non-marking indoor shoes
4. Warm outdoor clothing (mittens, hat, boots) in the Fall and Winter
5. Sun hats, boots and raingear in the Spring and Summer

For Children 3+ please provide:

1. One change of clothes
2. Skid-proof, non-marking indoor shoes
3. Warm outdoor clothing (mittens, hat, boots) in the Fall and Winter
4. Sun hats, boots and raingear in the Spring and Summer

If needed, the Center has a supply of extra clothing. If your child wears an item home, please return it.

Diapering and Toileting

As the diapering of infants and the toileting of toddlers involves close adult-child contact, the care providers will be responsible for changing diapers and assisting with toileting. As this is an opportunity for one-to-one time with the child, the care providers will involve the child by explaining what is being done and encouraging the child to interact/help as much as possible.

Center staff will:

1. Follow Ministry of Health recommendations for diapering and toileting procedures posted in the washrooms.
2. Record diaper changes and toileting activities on the diapering/toileting chart.
3. Encourage independence for dressing and toileting. Assistance and support will be given to the children to encourage these new skills.
4. Encourage the development of healthy personal habits by ensuring that children wash their hands after using the bathroom.
5. Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet.
6. Be patient, supportive and understanding during this learning process.
7. Be respectful of the child's needs.
8. Sanitized the changing station after each use.

Toileting:

1. Ensure clean private washroom facilities are always available to children.
2. Ensure discretion is used and child feels supported should a toileting accident occur.

Napping and Resting

Infants, toddlers and children all come with their individual sleeping patterns. Childcare staff - will try to accommodate the patterns while getting them into the routine of daycare.

Procedure:

1. Each day after lunch will be a rest time. The length of naps depends on the individual child. Other naps are provided as needed.
2. During the nap, infants will sleep on their backs until they can reposition themselves during sleep.
3. The monitors in the nap rooms will be turned on when these areas are in use.
4. Infants will be put to sleep in Sleeping Sleepers or sleep sacks for added warmth instead of blankets for infants to reduce the risk of SIDS, nothing will be added to sleep area that could potentially interfere with breathing.
5. Blankets (for toddlers), Teddy Bears and other comfort items may be brought from home to be used at nap time to help a child adjust to the Centre.
6. Children who have outgrown naps will have quiet time, read books, and do puzzles or other appropriate activities.
7. Children staying late evenings at the ~~childcare~~ centre will also rest and or sleep based on the family/child needs as discussed by the family with the manager and/or childcare provider.
8. Safe and age-appropriate rest practices will be practiced throughout the facility.

Transportation

The daycare staff will escort students signed up for transfer services, on foot to and from school and/or to the bus loop so they can be at school before the school start time. Staff will maintain appropriate ratios and provide adequate supervision during student transport.

Procedure:

1. Staff/child ratios will be maintained on all walks or field trips.
2. First-Aid Kit and emergency cards with updated information and photos of children will be brought on all transport trips.
3. At least one staff member present with the children must hold a current, valid first aid certificate.
4. Staff will carry a cell phone at all times.
5. A signed consent form must be received from the parent/guardian of the child prior to student transport.

Walks and Field Trips

The daycare will take the children off premises for walks or field trips. Staff will inform parents ahead of time about field trips. Kidcare Daycare and Kidcare Early Learning Centre are both located in an area adjoining multiple public spaces: including sports fields, nature trails, and an elementary school playground. These areas can be accessed using School District #27 paths without utilizing any public roads. The staff may at times utilize these spaces. Staff will ensure appropriate ratios for supervision are maintained at all times. Any area used by our childcare staff will be assessed for any potential dangers or hazards, and staff will ensure the environment is safe for children. Any off-site playground equipment will be used with caution and age appropriateness will be maintained at all times.

Procedure:

1. Staff/child ratios will be maintained on all walks or field trips.
2. First-Aid Kit and emergency cards with updated information and photos of child will be brought on all field trips or walks.
3. At least one staff member present with the children must hold a current, valid first aid certificate.
4. Staff will carry a cell phone during the field trip.
5. An emergency plan must be developed prior to field trip. All staff and volunteers in attendance at the field trip must be familiar with the emergency plan. All emergency plans should contain the telephone numbers of parents, ambulance, hospital and doctor, as well as what actions are to be taken in the event of an emergency occurring.
6. A signed consent form must be received from the parent/guardian of the child prior to any field trips.

Aggressive Behaviour

We define aggressive behaviour as intentional bodily harm to another classmate or teacher beyond a “rough play.”

Level one aggression...provoked aggressive behaviour... pushing, slapping, biting etc.

Procedure to follow: # 1

Level two aggression... any un-provoked aggressive behaviour and/or intentional injury to another child... pushing another child down, skinned knee, biting, closed fist punching etc.

Procedure to follow: # 1 then continue to # 2.

If level two aggression happens again the same day go to # 3.

Level 3 aggression... Intentional bodily harm resulting in severe injury or hospitalization to self, another child or teacher.

Procedure to follow: Straight to # 3.

Procedure:

1. Talk to the child to get them to calm down. Allow time for personal space and offer redirection. Explain to the child if behaviour continues then we will be phoning parent(s).
2. Call the parent – Explain all of the child’s action and how it is affecting the other children in the class. Tell the child and the parent that if behaviour continues, we will be phoning again to have them pick up the child.
3. Office staff will phone the parent to come and pick up the child immediately due to continued or severe behaviors. If possible, the child will have been removed from the class and sit with office staff. The child will not be allowed back until the following day.
4. If the child is sent home more than once a week, they will not be allowed to return for three scheduled days.

There will be no parent fee reduction due to suspension.

If the child is sent home multiple times they may be expelled at management’s discretion. A refund of unused paid fees may be issued if the child is being expelled in the first half of the month.

Inappropriate Behavior

To ensure a safe and supportive environment for all children and staff behavior that threatens, the physical or emotional well being of others will not be tolerated. This does not include asking educators questions for the purpose of learning or disclosures.

1. Meltdowns/tantrums: State of significant distress including uncontrolled crying, screaming, yelling, flailing limbs, throwing self to the ground, aggression lasting 5 minutes or longer.
2. Disrobing and refusing to put clothes on when inappropriate for developmental age.
3. Intentionally touching others private body parts.
4. Use of sexually explicit language that is inappropriate for developmental age.
5. Use of hateful, racist or vulgar language or gestures.

Procedure:

- A. Talk to the child to get them to calm down or understand that the behavior must stop. Allow time for personal space and offer redirection. Explain to the child if behavior continues then we will be phoning parent(s).
- B. Call the parent – Explain all of the child's action and how it is affecting the other children in the class. Tell the child and the parent that if behavior continues, we will be phoning again to have them pick up the child.
- C. Office staff will phone the parent to come and pick up the child immediately due to continued or severe behaviors. If possible, the child will have been removed from the class and sit with office staff. The child will not be allowed back until the following day.
- D. If the child is sent home more than once a week, they will not be allowed to return for three scheduled days.
- E. If the child is sent home 3 times within 1 month will be suspended until a support/behavior management plan provided by qualified collaborating service provider (i.e. Supported Child Development, Behavior Consultant, OT, etc.) is developed and provided to Management.

Reportable Incidents

Daycare personnel will adhere to Community Care Licensing Regulations Section 29, 30, 31(a) and 31(b). The Residential Care Regulation lists reportable incidents and their definitions in Schedule D; the Child Care Licensing Regulation includes this information in Schedule H. Note that an incident must be reported when a reportable incident has occurred, when abuse or neglect may have occurred, or when a person in care has witnessed a reportable incident. Childcare licensees must report when a child is involved or may have been involved in a reportable incident while in care; Reportable incidents listing can be found in Schedule H of the Community Care and Assisted Living Act, Child Care Licensing Regulation

Reportable incidents

aggressive or unusual behavior, attempted suicide, choking, death, disease outbreak or occurrence, emergency restraint, emotional abuse, fall, financial abuse, food poisoning, medication error, missing or wandering person, motor vehicle injury, neglect, other injury, physical abuse, poisoning, service delivery problem, sexual abuse, unexpected illness

Procedure:

The Child Care Licensing Regulation Section 55 requires a licensee to notify a child's parent or Emergency contact and the medical health officer when a child is or may have been involved in a reportable incident.

How can incidents be reported?

1. Complete the reportable incident form online: <https://www.interiorhealth.ca/child-care-reportable-incident-form>.
2. Retain a copy of the incident report for your records.

Consideration:

Childcare licensees have 24 hours to notify the medical health officer

Safe Release of Children

A child will only be released to the parent or legal guardian unless parent gives prior written consent for someone other than parent/guardian to pick up.

Procedure:

1. The staff must be notified in writing of any alternate arrangements.
2. Picture identification will be required if that person is not known to the daycare staff.
3. Children will not be released to anyone under the age of 12 or not on the approved pick-up list.
4. If a parent/guardian or emergency contact who appears to be unsafe to care for the child arrives at the Center to pick up a child staff will:
 - a. Request assistance from available staff immediately.
 - b. Offer to call a relative or friend to pick up the parent and child.
 - c. Offer to call a cab if appropriate.
 - d. Inform the parent that if intoxication is suspected and he/she chooses to drive with or without the child, the educator will inform the police immediately.
 - e. Refuse release to any person appearing to be intoxicated that is not the parent and call parents for alternate pick-up to be arranged.
 - f. Call The Ministry for Children & Family Development if they believe the child is in need of protection.
 - g. Contact the manager as soon as it is safe to do so.

NON-CUSTODIAL PARENTS

1. Parents must provide a copy of any custody order and photo of non-custodial parent.
2. If the non-custodial parent insists that the child be released to them, the caregiver will:
 - a. Calmly state the daycare's release of children policy
 - b. Ensure all children and staff are safe
 - c. Contact custodial parent
 - d. Call RCMP if parents try to leave with the child

Intoxication

If a parent/guardian or emergency contact who appears to be intoxicated arrives at the Centre to pick up a child:

Procedure:

Daycare staff will:

1. Offer to call a relative or friend to pick up the parent and child.
2. Offer to call a cab.
3. Inform the parent that if he/she chooses to drive with or without the child, the educator will inform the police immediately.
4. Call The Ministry for Children & Family Development if they believe the child is in need of protection.
5. Refuse release to any person appearing to be intoxicated that is not the parent and call parents for alternate pick-up to be arranged

Suspected Child Abuse: Staff Responsibilities

We are obligated by law to report suspected or disclosed abuse. Child Care Licensing Regulations – Schedule H.

We are legally obligated to report suspicions and/or disclosures, staff **DO NOT** determine if abuse has occurred.

Failure to report abuse can result in prosecution under the Family and Child Service Act.

Staff is **NOT** permitted to contact the parent, unless specifically directed to do so by the Ministry of Children and Family Development and the RCMP.

Reporting procedures are designed to protect the child. Our concern is the safety and well-being of the child.

Procedure:

1. Inform Team Leader and/or Supervisor of your call and the reasons.
2. Call the police or the Ministry for Children and Family Development to report any child that looks like they have been abused, mentally, physically or emotionally.
3. Document the reasons why you felt you had to make the call.
4. **Do Not** contact the parents of the child you have concerns about.

Allergies Kidcare Daycare

Parents/guardians need to inform the daycare staff in writing if their child has any allergies. In accordance with the Community Care Licensing Regulations Part 4 Division 4 Section 57 – 2 - (e).

Procedure:

1. Allergies will be posted in the kitchen and in classrooms for all staff to see.
2. Our cook will notify staff if a specific allergy friendly snack or meal is to be served, and it will be clearly identified with the child's name and precautions for no cross contamination will be taken within the classroom
3. A **Care Plan** card will be written up on the steps to take if the child has an allergy attack.
4. Extra training will be provided by Interior Health or parents if deemed necessary.
5. Parents will be informed immediately of any allergy attack and the steps taken.

Allergies Kidcare Early Learning Centre

Parents/guardians need to inform the daycare staff in writing if their child has any allergies. In accordance with Community Care Licensing Regulations Part 4 Division 4 Section 57 – 2 - (e).

Procedure:

Allergies will be posted in the classroom for all staff to see.

A **Care Plan** card will be written up on the steps to take if the child has an allergy attack.
Extra training will be provided by Interior Health or parents if deemed necessary.
Parents will be informed immediately of any allergy attack and the steps taken.

Health, Safety and Nutrition

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. Eating nutritious food is an important part of each child's day. Food provided by the Centre will be selected in accordance with Canada's Food Guide requirements. We will utilize produce from our onsite garden whenever possible.

Procedure:

Centre staff will provide:

1. Offer a clean, well-maintained, safe environment for nutritious food, snacks and lunch. Food surfaces will be sanitized before and after each use.
2. Opportunities for learning how to take care of their bodies and develop self-help skills.
3. Opportunities for both rest and exercise with indoor and outdoor activities daily.
4. Welcome mothers to breast-feed their child and provide support for breast-feeding.
5. Provide a comfortable and relaxed environment for the children & parents.
6. Formula must be provided by the parent.
7. Encourage children to eat a variety of foods but be sensitive to individual food preferences and cultural preferences. If appropriate menus will be posted for parents to observe food being offered.
8. Post children's allergies in the kitchen. **(Parents must make staff aware of any food allergies)**
9. Inform parents of any significant changes in the eating habits of their child.
10. Model healthy attitudes towards food and mealtimes, staff will sit with the children during meals.
11. Model healthy attitudes towards washing hands before and after meals.
12. Discourage candy, gum, pop or other "junk food".
13. All babies, under one year of age, will be held during bottle feeding.
14. Toddlers are required to recline or sit when they have a bottle.
15. Staff will discard any unused liquid in bottles or cups to prevent the spread of ~~germs~~.
16. Staff will allow children time to eat and drink at their own pace.

17. Staff will respect the parent's decision as to when and what solid foods will be introduced, while working within the guidelines of the BC Ministry of Health "Baby's First Foods".
18. Water will be available throughout the day, and offered at meal times.

Illness

We value our clients' health as well as the health of the staff, without healthy staff we are unable to provide effective care. In accordance with Community Care Licensing Regulations Part 4 – Division 3 – Section 53-55.

Procedure:

Children and staff need to stay home when new symptoms of illness develop, such as:

1. Fever over 38° C (100.4°F).
2. Chills
3. Loss of sense of smell or taste
4. Infected eyes or skin.
5. Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox.
6. Immediately report to staff any contagious or communicable disease.
7. Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.
8. An acute cold with fever, runny nose and eyes, a “croupy” cough or congested to the point that he/she
9. has heavy breathing.

Children and staff need to stay home and monitor symptoms for at least 24 hours. Once symptoms improve, fever is gone, and the child/staff member feels well enough, they can return to daycare without further assessment or doctors note.

Any medicine required to treat the above symptoms will mean the child/staff is too ill to attend daycare. Example of medicine: Gravol, Tempera, Tylenol (exceptions may be granted if staff and parent(s) agree that teething is the condition).

If a child becomes sick at daycare, the parent or if parent(s) is unable to be reached the person authorized to pick up in the case of an emergency will be called and asked to pick up the child. The staff will isolate the child from the other children and make him/her as comfortable as possible but will not administer medication.

Head Lice

If a child or staff member is determined to have head lice, they will be unable to return to the center until “NIT” free and must be inspected upon return to verify they are indeed “NIT” free. Staff will provide parents with information about lice removal, and discuss precautionary measures utilized by the Centre.

Immunization

Women's Contact Society is required to note the status of each child's immunization status in case an outbreak should occur.

Procedure:

Upon enrollment the daycare staff will ask for the current immunization status for every child. If a parent has decided not to have their child inoculated, the following procedures then apply:

- The parents will provide a signed and dated letter stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side-effects and dangers of not being immunized.

If an outbreak occurs, the parent will be asked to remove the non-immunized child from the Centre until it has been determined that the child's health is no longer at risk.

Non-Prescription & Prescription Medications

Administration of medications in daycares is regulated by the Child Care Regulations Part 4 – Division 3- Section 53-55. This policy protects children, parent(s) and staff. Early Childhood Educators are not formally qualified to make “judgment calls” as to when medications are appropriate. Only medication prescribed by a doctor will be administered.

Procedure:

1. All medications are kept in a locked container in the kitchen out of reach of children.
2. Parents must inform staff of any side effects or reaction that medication may cause in a child. (example: hives, drowsiness, diarrhea)
3. **Authorization for the Administration of Prescription Medication** form must be completed by parents.
4. Parent authorization must be provided before staff can administer non-prescription and over the counter medications such as Tylenol, Gravol, teething gel etc.... **“Authorization for the Administration of Non-Prescription Medication”** form must be completed by parent.
5. A “medical consent” form will be filled out by a parent for each prescription required.
6. Medication must be brought to the Centre in its original container with instructions from your doctor on how to administer it.
7. The label must clearly show the following information:
 - i. Child’s name
 - ii. Name of medication
 - iii. Dosage
 - iv. Route (oral, nasal, rectal, eye, ear, or injection)
 - v. Physician’s name
 - vi. Care of medication (shake well, refrigerate)
 - vii. Date to end administration of medication
8. Baby bottles containing medicine will not be given to the child at daycare.
9. If the child comes in with a baby bottle containing medicine, it will be locked up and returned to the parent at the end of the day.

Attendance

Regular attendance at the Daycare Center is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child in the daycare at any time, providing your presence is not disruptive to the group as a whole.

Procedure:

Parents will:

Notify the daycare staff within an hour of scheduled arrival if child will be absent.

ARRIVAL:

Upon arrival, parents must:

1. Complete sign in sheet for their child/children before leaving the Center
2. Put all diaper bags and extra clothing in the child's cubby or bin
3. Label soothers and ensure all bottles that need to be kept cold in the refrigerator are given directly to staff
4. Connect with a staff member and relate how your child's night and morning went
5. Take time to settle your child and say goodbye

DEPARTURE:

Upon departure, parents must:

1. Sign their child out with time child is leaving and parent initials
2. Make direct personal contact with a staff member, ensuring safe departure

Daycare staff will:

Phone parents or guardians when a daycare child has missed three consecutive days of daycare and establish the reason for the absence.

If after two weeks the daycare staff have been unable to reach the parents, the child will be dismissed from the program.

Late or Failure to Pick up

Child/Children must be picked up within 30 minutes of their designated pick-up time. If a child is not picked up and the parent has not contacted the childcare center the staff will implement “failure to pick-up” policy. Transportation to and from the childcare centre is the responsibility of each parent. If you have transportation difficulties, please notify staff immediately.

It is your responsibility to pick up your child on time. Although allowances will be made for emergencies, a parent who picks up their child after the **scheduled pick-up time** will be charged a late fee of **\$10.00** for every **15 minutes** late.

Procedure:

1. Staff will confirm no contact has been made with childcare Center (check messages, check with appropriate office staff)
2. Staff will make all attempts to call contact numbers including emergency contact numbers.
3. If staff are not successful in contacting anyone authorized to pick up the child, they will call the Ministry for Children and Family Development, and the child will be released into the care of the Ministry.
4. Childcare staff will **not take** a child home.
5. When a child is picked up late, staff will inform the Finance Department of the incident so it can be put on their next month's billing.

No Smoking

Smoking or vaping of any substance and the use of smokeless tobacco is prohibited in all schools, school district buildings, on school property, buses, and district vehicles. Kidcare Daycare and Kidcare Early Learning Centre and fenced grounds are situated on school district property and fall under the school district policy.

Procedure:

Anyone wishing to smoke or vape any substance or use smokeless tobacco must do so outside of School District # 27 school grounds.

Payment of Fees

Fees are to be paid on or before the first day of each month. If applying for Affordable Child Care Benefit; it is the parent/guardian's responsibility to fulfill all the requirements of the Affordable Childcare Benefit Branch and to maintain the daycare subsidy. If not eligible for full subsidy, the parent/guardian is responsible for the fees. Fees are based on enrolment not attendance (**NO** fee decreases for sick/missed days or statutory holidays).

Procedure:

1. There will be a \$50 administration fee for registration and for every administrative change (ie. scheduling changes).
2. Monthly Fees **MUST BE PAID** on or before the first day of the month.
3. A \$30 late payment fee will be charged for all late payments and if the payment has not been received within 7 days, care will no longer be provided for your child.
4. When fees are payable to Women's Contact Society, payment will be accepted in Canadian legal tender, however the preferred method of payment is e-transfer. Payments via debit, VISA or Master card will be accepted when a computerized machine is available at the point of sale. Cheques will only be accepted with the prior authorization of the Executive Director. Cheques must be drawn on Canadian Chartered Banks or Credit Unions written in Canadian funds. Cheques must be printed by the Bank including the name and address of the client. No third-party cheques will be accepted.
5. If a cheque is returned NSF the full amount of the cheque plus a \$75.00 administration fee is payable immediately via cash, debit or credit card. Cheque writing privileges will not be reinstated without the authorization of the Executive Director.
6. If a parent/guardian is eligible for ACCB, Center staff must verify eligibility prior to attendance.
7. If the parent/guardian becomes ineligible for any ACCB, they will be responsible for paying the full monthly fee.
8. It is the parent/guardian's responsibility to keep all information (i.e.: relationship status, work/school status, family income, reason for care, address, phone number etc...) current with the Affordable Child Care Benefit (ACCB) Branch and Women's Contact Society.
9. Parents are responsible for the parent portion of fees that is not covered by ACCB and will be billed monthly for these fees.
10. Renewal of ACCB must be started at the beginning of the month when subsidy expires, and copies of forms must be kept on file until the acceptance letter is received.
11. If parents wish to start their child before ACCB acceptance a full payment for the month will be needed. The parents will be reimbursed for their fees when ACCB is received.

Refunds

After the **2 weeks' written notice for a child to be withdrawn** from the childcare facility has been satisfied any credit balance on the account will be refunded to the parent/guardian. Refunds will be issued in a timely fashion and will be mailed out to the primary guardian's address on file unless other arrangements have been made with the manager.

Procedure:

Refunds will be issued for the following reasons:

1. Parent or guardian payments have been fully covered by Affordable Child Care Benefits (ACCB) and credit remains on the account.
2. A change to the child's schedule has resulted in a credit on their account.
3. Parents or guardians have withdrawn a child, and credit remains on the account.

Medical Attention and/or Emergency Transportation

For children who require immediate medical attention, staff will call emergency services to respond.

Procedure:

1. Staff will phone for emergency transportation and/or medical attention when they deem it necessary for a child or children in their care.
2. The staff will notify parents or emergency contacts of situation.
3. Staff will complete appropriate incident reports.

Missing Child

In the event of a missing child from daycare, the childcare staff will remain calm and follow the procedures below.

Procedure:

If a child goes missing:

1. Centre staff will stay calm
2. call RCMP and give them a complete description of the Child.
3. The remaining children will stay together with childcare staff
4. Centre staff will notify the parent/guardian and inform them of the steps that are being taken to locate their child.
5. Any extra staff outside child ratio will search area for missing child

Emergency Preparedness Plan

Each classroom has an emergency backpack containing a first aid kit, tissue, hand sanitizer, and emergency contact information for each child. These backpacks are taken by the educator every time the classes go outside.

In case of emergency, an Emergency Preparedness kit is located in the staff room. These kits contain enough emergency supplies to take care of children and staff for at least 72 hours as per Community Care Licensing Regulations Part 3 - Division 1 - Section 22.

All staff will receive comprehensive emergency training in the following procedures during their onboarding process. Annual retraining sessions covering all emergency protocols and updates to procedures will be mandatory attendance.

We will perform monthly fire and evacuation drills.

Recovery and Returning to Normal Operations

1. Debriefing Process:

- a) **Staff Meeting:** After the emergency, a staff meeting will be held to review the incident and gather input on response effectiveness.
- b) **Children's Well-Being:** Age-appropriate activities or discussions will be conducted to help children process the event.
- c) **Parental Communication:** Parents will receive detailed information about the incident, including how it was handled and any ongoing measures.

2. Restocking Supplies:

- a) Conduct a thorough inventory of emergency supplies after the incident.
- b) Replace used or damaged items, including first aid materials, food, water, and other essential supplies.

3. Repairs and Facility Restoration:

- a) Assess the facility for damage immediately after the emergency.
- b) Coordinate repairs promptly to ensure safety and minimize disruptions.

4. Evaluation and Improvement:

- a. Conduct a detailed evaluation of the emergency plan's effectiveness:
 - i. Identify what worked well and what did not.
 - ii. Gather feedback from staff, parents, and, if appropriate, children.
- b. Update and revise the emergency plan based on findings.
- c. Communicate updated plans to all stakeholders and incorporate them into future training.

5. Documentation and Reporting:

- a) Maintain detailed records of the emergency, including actions taken, outcomes, and any follow-up measures.
- b) Submit reports to regulatory agencies if required.

This plan ensures preparedness, effective response, and a smooth transition back to normal operations following any emergency.

Neighborhood Evacuation Procedure:

In the event of an emergency that requires us to evacuate the neighborhood, we will take our emergency backpacks and all the children to our emergency meeting place:

The Child Development Center located at 690 2nd Ave N. Williams Lake, B.C.

As per our reciprocal agreement with the CDC, the Kidcare manager will contact the CDC manger directly at 778-267-6400 or tdeausy@ccchild.org

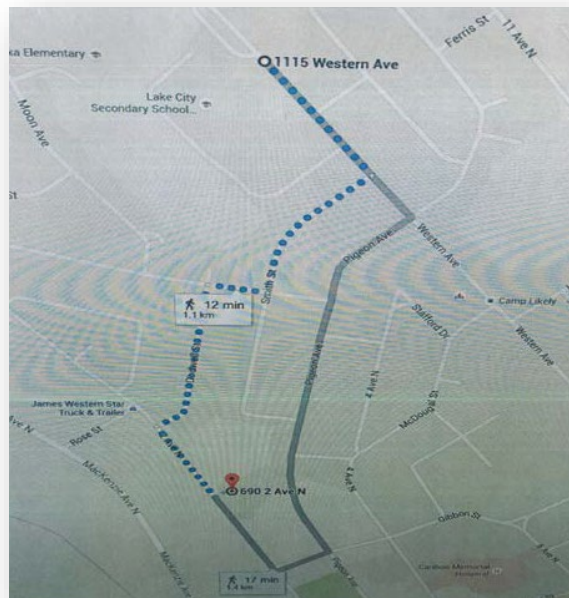
We will walk with the children to the Child Development Center; younger children will be transported via strollers and wagons. In extreme weather Women's Contact Society Staff will be called to assist in transport Via staff vehicles with qualified staff all who have clear criminal record checks. Staff will travel:

- down Western Ave,
- turning right onto Smith ST,
- proceeding until making a right turn onto Boundary St,
- then left onto Dodwell,
- and left onto 2nd Ave arriving at the Child Development Center.

Children will continue to be supervised with staffing ratios that meet or exceed licensing requirements. All staff are trained and adequately prepared to support and care for children during emergency situations

Each classroom will bring emergency contact cards for their students, located in our emergency packs and parents will be contacted for pickup as soon as possible. We would also leave notes on the doors of Kidcare Early Learning Center as to our location.

Our emergency plan will be evaluated and tested at least once a year.



Building Evacuation Procedure:

In the event that we need to evacuate the building, staff will take the children walking on foot to

Thompson Rivers University, 1250 Western Avenue Williams Lake, phone 250-392-8000

We will walk with children to Thompson Rivers University; younger children will be transported via strollers and wagons. In extreme weather, Women's Contact Society Staff will be called to assist in transport via staff vehicles with qualified staff all who have clear criminal record checks.

Each classroom will bring their emergency backpacks. Parents will be contacted for pickup as soon as possible. We would also leave notes on the doors as to our location.

If, **within one hour**, the fire department determines that the daycare is safe to re-enter, we will return to daycare.

If, **after one hour**, it is still unsafe to return to daycare, parents will be called to pick up their child.

Power Outage Procedure:

If a power outage occurs and power is not returned within an hour parents will be notified to come and pick up their child.

Staff may call parents at any time to pick up their child if their ability to maintain the child's safety is in question.

Our emergency plan will be tested at least once a year.

Shelter in Place Procedure:

Upon receiving information about an emergency requiring protection from external hazards, the Manager will initiate the shelter-in-place procedures.

Parents will be notified of the situation via phone, text, email, or other communication methods as soon as it is safe to do so.

Staff will be informed through the intercom system or direct communication. Staff will be directed to:

- Close and lock all windows and doors. Close all curtains.
- Move staff and children to safety designated areas.
- Turn off ventilation systems, including air conditioning or heating, if applicable.
- Ensure all individuals remain calm and engaged with quiet activities.

Maintain communication with local authorities for updates on the situation.

The Manager will announce when it is safe to exit the shelter areas, based on information from local emergency services.

Parents will be notified to pick up their children if necessary.

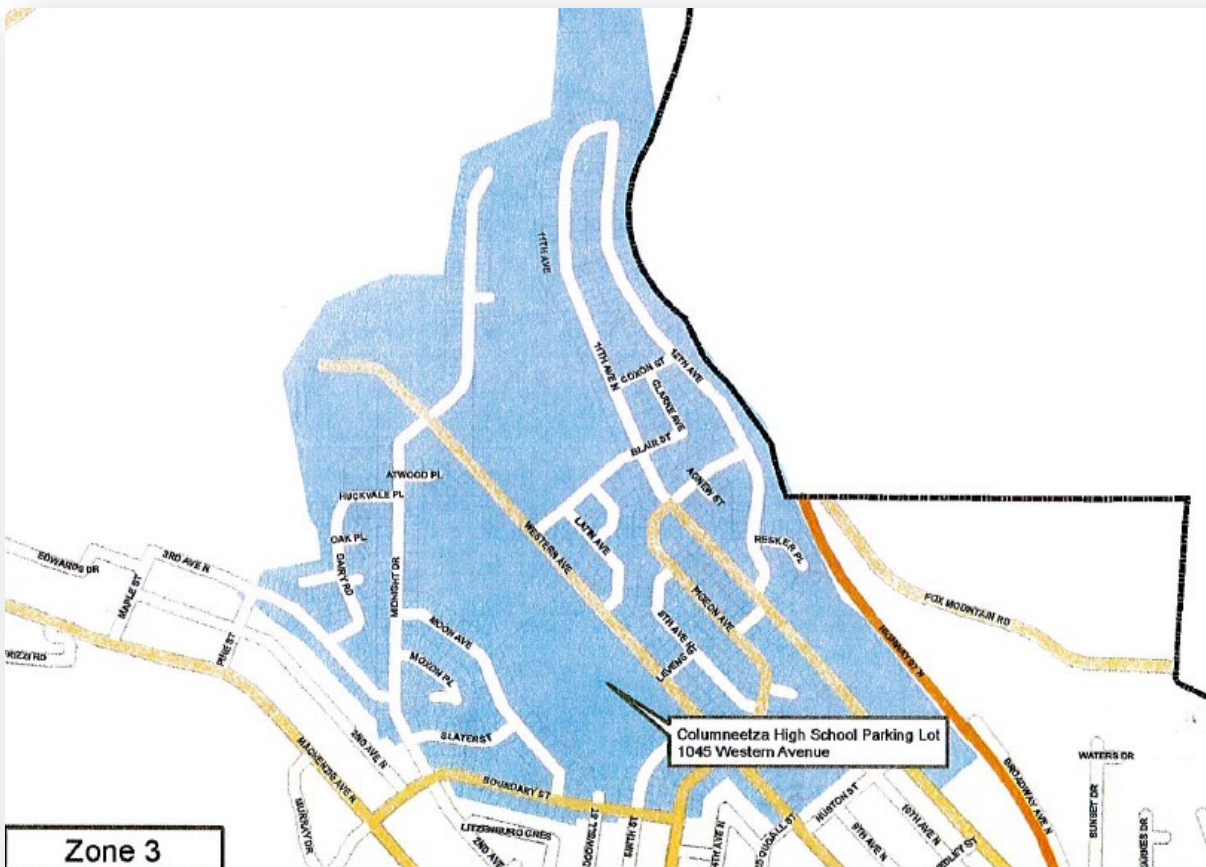
Community Evacuation Procedure:

In the event that the city issues a community evacuation order, the staff and children will prepare and will evacuate to the designated staging area after 30 minutes of the order being placed. This time is to allow families time to pick up their children.

Every attempt will be made to connect children to their families before evacuating town.

Staff will take the Emergency Preparedness kit with them and walk the children to the staging area. A support vehicle will follow the evacuation bus with additional support and supplies.

Our emergency plan will be tested at least once a year



Staffing

Childcare personnel will adhere to Community Care Licensing Regulations Part 3 - Division 2 & 4 - Section 34 & 37.

Procedure:

STAFF

Our childcare staff are trained and certified in a variety of specialized fields which include the following: Infant and Toddler Educators, Special Needs Child Educators, Early Childhood Educators, Early Childhood Educators Assistants and Responsible adults. Each class fully meets or exceeds the educator requirements as defined by Community Care Licensing Regulations. Each staff member maintains a clear criminal record, a valid First Aid, and whenever possible Food Safe Certificates. Many of the staff have worked in the childcare field for many years. Our team of educators continuously upgrade their education through workshops, conferences, independent study, and researching topics of interest.

STUDENTS

From time to time, the Women's Contact Society will accept students seeking work experience and Early Childhood Education practicum students. We will introduce them to you and your child as they arrive at the daycare. They will have cleared criminal record checks prior to attending.

VOLUNTEERS

An interview is conducted by the Supervisor. This includes a criminal record search of all possible volunteers. To ensure that security is maintained, the number of volunteers and students will be limited.

Consideration:

Child Care Licensees need to update their licenses every 5 years and renew their First Aid Certification every 3 years.

Substitute Educators

Childcare personnel will adhere to CCLR Division 4 – Section 37

Procedure:

Qualified substitute childcare staff will be called in when regular staff are away in order to maintain the staff/child ratio required by provincial licensing.

Consideration:

Child Care Licensees need to update their licenses every 5 years

Employee	Period of absence	Replacement
Educator	< 30 days	educator or assistant
	≥ 30 days	educator holding at least the same certificate
Assistant	< 30 days	educator, assistant, or responsible adult
	≥ 30 days	educator or assistant
Responsible adult	any period	educator, assistant, or responsible adult
Manager	< 30 days	a person qualified to be a manager under this regulation
	≥ 30 days	a person qualified to be a manager under this regulation, with notice of the appointment given to the medical health officer

Staff Child Ratios

The daycare personnel will adhere to the Community Care Licensing Regulations Part 3 - Division 4 - Section 37 & Schedule E

Care program	Maximum group size	Children per	Ratio of employees to children in each group
Group Child Care (Under 36 Months)	12, with a separate area designated for each group	≤ 4	One infant and toddler educator
		5 – 8	One infant and toddler educator and one other educator
		9 – 12	One infant and toddler educator, one other educator and one assistant
Group Child Care (30 months to school age)	25, with not more than 2 children younger than 36 months in a single group	≤ 8	One educator
		9-16	One educator and one assistant
		17-25	One educator and two assistants
Multi-Age Child	8, having no more than 3 under 36 months, of those no more than one younger than 12 months	8	One educator
Group Child Care (school age) if any preschool child or grade 1 is present	24	≤ 12	One responsible adult
		13-24	2 responsible adults
Group Child Care (school age) if no preschool child or grade 1 is present	30	≤ 15	One responsible adult
		16-30	2 responsible adults