

Child Care Handbook

Parent & Caregiver



**qathet School
District**

2025/26

www.sd47.bc.ca
qathet School District

Welcome to Child Care with qathet School District

qathet School District offers a variety of child care programs to support children before and after they enter our elementary schools.

Please take some time to familiarize yourself with our Parent and Caregiver Handbook whatever your program may be. It will provide you with essential information in navigating our processes. If you have questions, concerns, or suggestions, please bring them to the attention of the Child Care Manager whose contact information is on your information page and listed on our district website.

PROGRAM PHILOSOPHY

We consider our child care programs to be a joyful extension of your child's experience within the school day. As such, our vision is that all our programs enable learners to develop their individual potential and to acquire the knowledge, skills, and attitudes needed to contribute to a healthy, democratic, and pluralistic society.

VISION FOR FAMILIES

We believe in working in partnership with families. We acknowledge that families are children's first teachers and want to work collaboratively to learn the ways to best support your child(ren).

PROGRAM GOALS

- Provide safe, supervised, and cost-effective childcare.
- Provide play-based experiences indoors and out.
- Provide enriching social and academic opportunities for children.



About Us



qathet School District offers a variety of child care programs to support children before and after they enter our elementary schools. All our programs are staffed by caring and qualified staff members who often have other roles within the district, such as Educational Assistants. We meet all requirements outlined in the Child Care Licensing Regulation, including ensuring that all staff, substitutes, and volunteers have up-to-date Criminal Record Checks. We also ensure that at least one staff member has a valid First Aid Certificate so, that students will always have access to somebody who is trained to assist them in an emergency.

Our preschool and Kindergarten exclusive programs follow a staff to child ratio of 1:10. Our Grade 1 to Grade 5 programs follow a 1:12 ratio or 1:15, both of which adhere to the child care licensing regulation.

PROGRAM INFORMATION

SAFE RELEASE OF CHILDREN POLICY

Children are released to authorized persons only.

A written authorization from the enrolling parent/guardian is required to release a child to anyone not on the pre-approved list.

Procedures:

- All licensed child care programs require parents, or other authorized adults, to sign-in and sign-out their child. Please sign out using your full name versus “Mom”, “Dad” etc.
- Please inform staff if you have arranged for another authorized person to pick up your child. If an emergency arises during the day, please email through esiKidz and leave a message or call the contact phone number. If the authorized person picking up your child is not known to the staff or manager, we will need information from you about the person (their name, address, phone number, and physical description). The person will be asked to show identification to staff and be expected to sign out your child.
- Permission will not be given by staff for your child to make any alternate arrangements.
- Any parent or authorized person picking up a child who is suspected of being under the influence of drugs or alcohol will be asked to call a relative, friend, or taxi to drive them home. Refusal to wait for another driver and to get into their car to drive will result in staff calling the police immediately, as legally required.
- If an unauthorized person arrives to pick up your child, the child will remain under the supervision of child care staff. Child care staff will explain our *Safe Release of Children* policy. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children, and the staff. If necessary, the police will be called for assistance.

ABSENSES

If your child will not be attending the program for any reason (e.g. illness, family vacation or sporting event), please contact the school or program directly. Messages can be sent through esiKidz so that care providers can see the message during attendance.

Families are charged for scheduled attendance whether a child is present or not.

LATE PICK UP

If you have not picked up your child after 30 minutes of the program being closed then we will contact your identified alternate adult to pick up the child. If we cannot get a hold of your alternate, then we are required by licensing to notify Emergency Services of the Ministry for Children and Family Development..

CUSTODY

If a custody agreement or court order is in place for your child, a copy must be shared and noted on file. Staff will act in accordance with this legal document. If no document has been provided, then communication will defer to the registering parent for communication but cannot deny parental access to the non-enrolling parent.



PROGRAM INFORMATION

CLOTHING & POSSESSIONS

Please ensure that your child wears washable, comfortable clothing that is appropriate for the weather. Please label everything that comes to school.

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

DROP-INS

Drop-ins are only available to registered participants and are dependent on whether there is space in the program. Registered families requiring one-time or short-term drop-in are asked to use the esiKidz app to contact the program staff 24 hours prior to drop-in. Last minute drop-ins are accepted only on exceptional circumstances and must be done through the Child Care Manager.

Program Closures

Truth & Reconciliation Day
Thanksgiving Day
Remembrance Day
Winter Vacation
B.C. Family Day
Spring Vacation
Good Friday
Easter Monday
Victoria Day
Pro-D Days
Summer Vacation

VISITORS

To ensure the safety and security of children, families, and staff, all visitors must obtain permission before entering a Before & After School Care Program. Community resources/partners and immediate family members of children may visit; however, arrangements must be made in advance. Unauthorized visitors will be asked to leave the premises.

PHOTO CONSENT

As part of qathet School District, parents have completed a Media Release Form, which will guide photo taking practices within Before & After School Care Programs. JustB4 preschool forms will have separate Media Release Forms for parent to fill.

VIDEOS

As a program activity, we will not show videos unless it relates to a special activity we are doing and provides specific educational value. If a video is used for educational or activity purposes, it will not extend past 30 minutes of viewing without a physical activity break. If shown, all videos will be rated 'General'. Other activities will be available should you or your child not wish to participate.



HEALTH AND SAFETY

qathet School District's Before & After School Care Program has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities of all children.

Our goal is to promote good health, safety, and nutrition by providing the children with a clean, well-maintained, safe environment and opportunities.

ILLNESS

Please see qathet School District Communicable Diseases Protocols listed on the website (sd47.bc.ca).

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

- Has a communicable disease.
- Has a contagious infection, including pink eye
- Has a fever over 38 degrees Celsius
- Is vomiting or has diarrhea.
- Has a skin infection or an undiagnosed rash
- Is not able to participate in all program activities including outdoor play.

Please notify Child Care staff if your child has a communicable disease so that other families and the Community Health Department can be notified.

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

DUTY TO REPORT

We are required by law under the Child, Family, and Community Service Act to report and suspected cases or disclosures of child abuse or neglect to the appropriate authorities for investigation. Our responsibility is to report suspicions or disclosure, not determine if abuse has occurred. Investigations are the responsibility of the Ministry for Children and Family Development and/or the police, and they are responsible for contacting the parent/guardian.

NUTRITION

Families are asked to send nutritious foods each day in quantities sufficient to meet their nutritional needs. A light and nutritious snack may be provided at our afterschool programs that follows qathet School District guidelines outlined in [AP 164: Nutrition and Healthy School Food Environments](#).

Please ensure that any food allergies are in the child's esiKidz profile, so that staff can support their health.



HEALTH AND SAFETY

MEDICAL EMERGENCIES

If your child is injured or becomes ill at a qathet School District Before & After School Care Program, staff will quickly assess the situation to decide what action/attention is required.

If First Aid treatment is required:

qathet School District's Before & After School Care Program staff who are qualified in First Aid will:

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

If Emergency medical attention is required:

The Child Care manager or school principal will:

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

EMERGENCY PREPAREDNESS

Safety is an ongoing part of the qathet School District Child Care Programs.

- Fire drill/evacuation procedures (approved by the Fire Marshall) are posted and will be practiced once a month. Earthquake drills are posted 3 times a year.
- In the event of fire and other disasters, staff have been trained and regularly practice emergency preparedness.
- Staff will relocate children, if necessary, to the nearest safe location and notify families to come pick them up. Staff will remain with children until an approved adult arrives.
- In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, child care programs may have to close.
- If a school is closed during school hours then so is the child care program running out of it.

PROGRAM GUIDANCE

ACTIVE PLAY

To conform to Ministry standards of practice, qathet School District Before and After School Care Program staff will, whenever possible, provide children with at least 30 minutes of active outdoor play as part of our regular daily routine.

Active play includes:

- Moderate to vigorous bursts of high energy
- Creative and imaginative play that involves walking and running.
- Activities involving running, jumping, leaping, such as field games and sports, tag, manhunt, scavenger hunts, obstacle courses, skipping, etc.

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

Finally, Child Care staff will include elements of injury prevention and Fundamental Movement Skills into planned activities which include:

- Activities that allow children to practice and develop balancing skills, coordination skills (throwing, catching, and kicking), and locomotor skills (running, jumping, skipping, hopping etc.)
- Identifying potential hazards in activities e.g. “The pavement is slippery today, so be careful not to go too fast around the corner’ or ‘when you leave the table, please leave the scissors there and do not walk around the room with them’, etc.

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



PROGRAM GUIDANCE

SOCIAL AND EMOTIONAL LEARNING AND SUPPORT

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

Families can expect qathet School District Before & After School Care Program staff to:

- Promote the development of positive social skills including self-esteem, self-control and safety skills
- Demonstrate appropriate, respectful behavior at all times.
- Encourage children to understand/follow rules and positive expectations.
- Supervise the children at all times.
- Establish clear, consistent and simple expectations and implement appropriate consequences if required.
- Discourage aggressive play and assist the children to learn and practice resolving conflict in non-violent ways.
- Acknowledge children's feelings and seek their input.
- Offer choices that are developmentally appropriate.
- Demonstrate respectful affection and caring to each child.
- Give verbal direction and redirection as the main way of guiding children.



We encourage parents/guardians to ask about guidance and discipline methods in the orientation and as any questions arise. We are committed to working with families and to enhancing knowledge of child development and approaches to child rearing practices.

Please be proactive and provide us with relevant information about your child. Providing our staff with this information allows us to better meet your child's needs in a supportive manner.

CONFLICT RESOLUTION

Families are encouraged to discuss questions or concerns regarding any aspect of qathet Child Care Programs with the manager. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept. **The steps outlined will be followed:**

- **Step 1** The enrolling parent/guardian and the Child Care manager will meet to define the issues, state their points of view, and agree on the problem. This is best done at a time other than pick up at end of the day the situation occurred.
- **Step 2** Solutions and/or resources will be identified whenever appropriate
- **Step 3** A plan will be agreed upon by the enrolling parent/guardian and the manager.
- **Step 4** Once the plan is enacted, the enrolling parent/guardian and lead will check in to ensure it is working. If no plan can be agreed upon by all parties, using the conflict resolution procedure, the principal will be notified and meet with the parents and program lead to outline a resolution.

PROGRAM GUIDANCE

BEHAVIOURAL GUIDANCE POLICY

Families can expect educators to:

- Promote the development of positive social skills including, self-esteem, self-control, safety skills, and awareness of others, feelings, and identity.
- Demonstrate appropriate, respectful behaviours at all times.
- Encourage children to understand the meaning of and to follow rules and positive expectations.
- Supervise the children at all times.

All educators will strive to:

- Establish clear, consistent, and simple expectations.
- Meet each child's individual needs.
- Guide and assist children in resolving conflicts in compassionate and restorative ways.
- Acknowledge children's feelings and seek their input.
- Be consistent with expectations and guidance strategies.
- Offer choices that are developmentally appropriate.
- Demonstrate respectful affection and caring to each child.
- Listen carefully, acknowledging and naming a child's feelings and then as required, give clear and kind verbal direction and redirection as the main way of guiding children.
- Ensuring a physical and emotional safe environment for all.

Harmful actions not permitted:

- Shoving, hitting, or shaking by an employee or another child, or confinement or physical restraint by another child.
- Confinement or physical restraint by an employee, except as authorized in a child's care plan, if the care plan includes instructions respecting behavioural guidance.
- Harsh, belittling, or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self respect.
- Spanking or any other form of corporal punishment.
- Separation, without supervision by a responsible adult, from other children; as a form of punishment, deprivation of meals, snacks, rest, or necessary use of a toilet.
- Ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse, or neglect as those terms are defined in Schedule H of Child Care Licensing Regulation.



FINANCIAL MANAGEMENT

TERMINATION OF SERVICES

qathet School District Child Care staff are committed to providing a caring and supportive environment for all families.

However, termination of services may be required if:

- Parents consistently fail to adhere to policies and procedures, especially regarding the respectful treatment of staff and children, health and safety, facility hours, etc.
- Fees for services are not paid and suitable arrangements cannot be agreed upon, or
- qathet School District Child Care Program is unable to satisfactorily resolve an issue with the enrolling parent/guardian using the conflict resolution steps.
- If qathet School District Child Care Program plans to terminate service without due cause, the manager will give one month's written notice to the enrolling parent/guardian or refund fees for the current month in lieu of notice.

SUSPENSION OF SERVICE

Outstanding balances must be paid by the **1st of each month** to prevent suspension of service. Staff will work with families to accommodate payment plans, but in the event of repeated outstanding balances, failure to communicate with staff or follow through with payment agreements within 3 months, suspension of service may occur.

In the event of suspension, parents will receive:

- i) e-mail notification
- ii) verbal notification in person or by phone / message
- iii) a letter advising of service suspension.

Service will be reinstated, if space is available, once the account is paid up to date.

TERMINATION OF SERVICES BY FAMILY



Families are required to provide **two weeks written notice** if they plan to permanently discontinue use of a qathet School District Child Care Program's services. Families that do not provide written notice of termination will continue to be charged until they do so.

FINANCIAL MANAGEMENT

CANCELLATIONS & CREDITS

gathet School District Child Care Programs do not provide credits for cancellations except in the event of:

- i) a closure due to weather, facility closure, or circumstances beyond our control where we are unable to provide service;
- ii) an unforeseen family crisis which results in a child being unable to attend the program.

FEES & PAYMENTS

Payments can be done directly through the esiKidz parent portal using a credit card. We ask that you don't send cash or cheques to school with your child, but rather contact the manager or if you need to make cash payments. Digital receipts will be at the time of payment.

INCOME TAX RECEIPTS

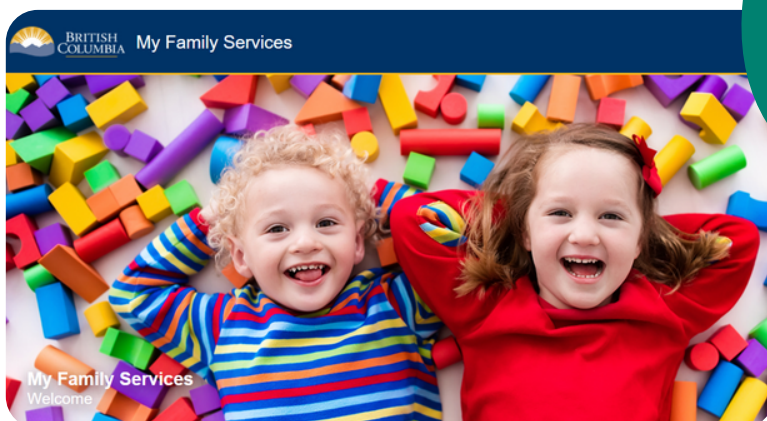
Income tax receipts will be made available through our online registration and invoicing system esiKidz.

If you require additional information on your tax receipt, please contact the school board office at (604) 485-6271 or child.care@sd47.bc.ca

MINISTRY SUBSIDY / AFFORDABLE CHILD CARE BENEFIT (ACCB)

Parents who qualify for the provincial Affordable Child Care Benefit are responsible for any outstanding amounts not covered by their funding. Parents applying for subsidy are requested to complete their forms online for speed and efficiency. If submitting paper documents, the applicant is responsible for the picking up and dropping off of a CF2798 Childcare Arrangement Form to the School Board Office at 4351 Ontario Ave.

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



The Affordable Child Care Benefit is a monthly payment to help eligible families with the cost of child care. **Families need to renew their application every year.**

APPLY ONLINE
myfamilyservices.gov.bc.ca

COMMUNICATION

Your feedback is important to us. qathet School District encourages on-going feedback, comments and suggestions.

Please contact us if you have any questions, concerns, or need clarification about our program and policies.



child.care@sd47.bc.ca



(604) 485 6271



WHO TO CONTACT	TOPICS
Child Care Staff	Issues regarding the child’s day-to-day care, routines, eating habits, and illness. Concerns about the child’s development, questions about programming, questions about the provided snack and activities
School Principal	Questions on student transitions between the program and school. Social conflicts that may affect participation in both school and child care.
Child Care Coordinator	Fees, payments, registration, concerns with staff, changes in care, withdrawal, overall operations, policies, any concerns not to do with your child’s day-to-day routines.
Director or Superintendent	Concerns that cannot be resolved through the above contacts.

WE LOOK FORWARD TO WORKING WITH YOU!

Please visit www.sd47.bc.ca for additional information