

After School Care Program

Parent Handbook

PAMELA'S HOUSE



9525 College Street

Chilliwack BC

V2P 4X6

604-210-2614

info@pamelashouse.com

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After School Care Program Overview

Pamela's House After school program is situated across Central Elementary School in Chilliwack in the College Street Victory Church building. Pamela's House is a ministry of College Street Victory Church. Students in grade K-6 up to the age of 12 years old are eligible to register. The program runs from 2-530 PM daily on regular school days with extended hours on non-instructional days (Pro-D days) and on early dismissal days. See below for detailed hours and schedules.

We have two staff: our director/manager and an afterschool care provider. Each staff member will be properly screened and must undergo a criminal record check. (A criminal record check must be completed every 5 years thereafter). Each caregiver must hold a valid First Aid and CPR certificate along with a Responsible Adult Course and a positive attitude. We may hire more staff for longer care days.

WHAT OUR PROGRAM OFFERS

Children in our program enjoy a safe, happy, and fun environment in which to grow and learn! Children are encouraged to express themselves through art, storytelling, skits, and plays, as well as having every opportunity enjoy the weather outside with physical activity. Our program provides nutritious food for breakfast and snacks and even lunch on Pro-D days. Our program also aims to help children build skills using play-based learning. Children build social, emotional, behavior, cognitive development, self-regulation, friendship, and communication skills.

Indoor Activities Include:

- Puzzles & Games
- Arts & Crafts
- Puppets
- Play Dough
- Music & Dancing
- Foosball
- Teck Deck Station
- Air Hockey
- Basketball
- Special Movie Days (on full day care only)
- Video Games (on full day care only)

Outdoor Activities Include:

- Basketball (on-site and/or school grounds)
 - Group Activities (Soccer, Hide & Seek, Scavenger Hunts, Tag)
 - Walks & Picnics
 - Chalk
 - Parks & Water Parks
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Hours of Operation

The program runs from

- 2:00 – 5:30 PM Monday-Friday on regular school days.
- 8:30 AM - 5:30 PM on Non-Instructional days
- 11:00 AM - 5:30 PM on Early Dismissal days except for first day of school.

***Closed on all Holidays.**

Daily Schedule (Regular School days)

2:00 – 2:30 PM	Welcome kids
2:30 – 3:00 PM	Clean hands, healthy snack time.
3:00 – 4:00 PM	Outdoor/Gym time
4:00 – 4:30 PM	Art exploration, table activities, carpet exploration, open book time.
4:30 – 5:30 PM	Prepare to go home.. (All kids picked up by 5:30 PM)

Daily Schedule (Pro-D/Non-Instructional Days)

8:30 – 9:00 AM	Welcome Kids
9:00 – 10:00 AM	Open indoor play time: Art exploration, table activities, carpet exploration, open book time.
10:00 – 10:15 AM	Clean hands, healthy snack time (provided)
10:15 – 11:15 AM	Outdoor/Gym play time
11:15 – 11:55 AM	Craft time
12:00 – 12:30 PM	Lunch time (meal not provided)
12:30 – 1:30 PM	Outdoor/Gym play time
1:30 – 2:30 PM	Quiet time (rest, read, play quietly)
2:30 – 3:00 PM	Clean hands, healthy snack time (provided)
3:00 – 4:00 PM	Outdoor/Gym time
4:00 – 4:30 PM	Open indoor play time: Art exploration, table activities, carpet exploration, open book time.
4:30 – 5:30 PM	Prepare to go home (All kids picked up by 5:30 PM)

Daily Schedule (Early Dismissal days)

11:00 – 11:30 AM	Welcome Kids
11:30 AM – 12:00 PM	Open indoor play time
12:00 – 12:30 PM	Lunch time (meal not provided)
12:30 – 1:30 PM	Outdoor/Gym play time
1:30 – 2:30 PM	Quiet time (rest, read, play quietly)
2:30 – 3:00 PM	Clean hands, healthy snack time (provided)
3:00 – 4:00 PM	Outdoor/Gym time
4:00 – 4:30 PM	Open indoor play time: Art exploration, table activities, carpet exploration, open book time.
4:30 – 5:30 PM	Prepare to go home (All kids picked up by 5:30 PM)

Closures: Statutory Holidays and School Breaks

The After-School Care Program **will be closed** on the following dates. There is also no school on these dates, with the exception of the first day of school.

- Sept 2 – First Day of School (Short day with early dismissal - *No care provided*)
- Sept 30 – Truth & Reconciliation Statutory Holiday
- October 13 - Thanksgiving Day - Statutory Holiday
- November 11 - Remembrance Day - Statutory Holiday
- December 22 to January 2 - Christmas Holidays
- February 16 - Family Day - Statutory Holiday
- March 16 to March 27 - Spring Vacation Period
- April 3 - Good Friday - Statutory Holiday
- April 6 - Easter Monday – Holiday
- May 18 - Victoria Day - Statutory Holiday

Non-Instructional Days (Pro-D days)

Center Open for full day of care from 8:30 AM – 5:30 PM

- Sept 29 - Non-Instructional Day #1
- October 24 - Non-Instructional Day #2
- November 3 - Non-Instructional Day #3
- November 10 - Non-Instructional Day #4
- January 23 - Non-Instructional Day #5
- February 13 - Non-Instructional Day #6
- April 24 - Non-Instructional Day #7
- May 15 - Non-Instructional Day #8
- May 29 - Non-Instructional Day #9

Early Dismissal Days

Center Open for extended hours 11:00 AM - 5:30 PM

- October 23 - Early Dismissal Day #1
- February 27 - Early Dismissal Day #2
- June 25 - Last Day for Students / Early Dismissal #3

Unscheduled Closures

In the event of severe weather conditions where the school is closed, the afterschool care program will also be closed and parents will be notified. In the event of a power failure or water main break, our program may be unable to open or may be required to close early. When possible, parents will be notified in advance of a potential closure and parents will be called if the program has to close early than the scheduled time.

Pick Up and Drop Off

Parents/guardians will enter through the main front door of the center and drop-off/ pick-up at the classroom which is directly to the right of the front entrance.

Arrival Procedure

- Children may not be dropped off before the program opens.
- Parents/guardians must sign their child in. Always ensure that the staff member is aware that you are dropping off your child.
- Please notify the program director at 604-210-2614 if your child will be absent.
- Please also notify the program if your child will be picked up by another adult (written authorization is required).

Departure Procedure

- Your child must be picked up by closing/ending time.
- Children will NOT be released to travel home without an adult or be picked up in another location.
- Parent guardians must sign their child out and check for any messages.
- Always ensure that a staff member is aware that you are signing out your child
- A CHILD WILL NOT BE RELEASED TO ANY PERSON OTHER THAN PARENTS/GUARDIANS OR AUTHORIZED PERSONS LISTED ON THE REGISTRATION FORM, UNLESS STAFF IS NOTIFIED IN WRITING.

Late Pick-up/ Failure to Pick-Up

- There is a late pick-up fee of \$1.00 per minute or part thereof that a child is still in attendance after 5:30PM.
 - After 15 minutes late, you will be immediately contacted. If staff is unable to get a hold of you and your emergency contact, the manager will be notified.
 - If a child has not been picked up by 6:00PM (30 minutes past the program closing time) and no authorized contacts can be reached by staff, then staff will phone the Ministry for Children and Families to come pick-up the child.
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Safe Release of Children Policy

- Children will only be released to individuals who have been authorized for pick-up as per the Program Application Form and the program emergency card.
- At the time of pick-up, the parent/guardian or authorized individual will be required to sign out their child.
- Staff are responsible for ensuring that the individual at pick-up has signed out and that the individual is an authorized person to pick-up the child. All persons picking-up should be prepared to show photo ID.
- Children will not be released to travel home without an adult or to be picked-up in another location.
- Children will not be released to a person who is not listed as an authorized individual on the registration form, unless staff have received written consent from the parent/guardian. Staff will check identification.
- Our program has a duty to protect children from potentially unsafe situations. If a parent or guardian arrives to pick up a child and staff reasonably suspect they are intoxicated or impaired, the following steps will be taken to ensure the child's safety while respecting the rights and dignity of the parent/guardian.

Procedures:

1. Observation and Assessment:

- Staff will assess the individual's behaviour for signs of impairment, such as slurred speech, unsteady movement, smell of alcohol or drugs, confusion, or inappropriate behaviour.
- A second staff member should be consulted to confirm observations if possible.

2. Engaging the Parent/Guardian:

- Staff will calmly and respectfully express concern.

3. Alternative Arrangements:

- Offer to call another authorized pick-up person from the child's emergency contact list.
- Offer to call a taxi or rideshare service at the parent's expense if no other adult is available.
- Keep the child safely under staff supervision until safe release is arranged.

4. If the Parent/Guardian Insists on Taking the Child:

- Staff **will not physically intervene**.
- Staff will:
 - Inform the parent/guardian they are not releasing the child due to safety concerns.
 - If the child is taken against staff advice, immediately call **911** and report the situation, providing license plate and vehicle description if applicable.
 - Notify the **Ministry of Children and Family Development (MCFD)** as a **reportable incident**, as per BC Child Care Licensing Regulation and duty to report under the **Child, Family and Community Service Act**.

Fees & Payments

Payment of Fees

All parents/guardians must sign a Parent Contact and Repayment Agreement upon registering their child.

The monthly fees are below:

	Registration Fees (One time per school year)	Monthly Fees (Before subsidy)
Kindergarten – Age 12 (Full time 5 days a week)	\$50	\$550

*At this time, we only offer a monthly fee for full time care. The fee remains the same if you need less days of care.

**Please note that you may be eligible for subsidy through the BC government that you can apply for and receive monthly from them.

Affordable Child Care Benefit (ACCB)

Parents/guardians may be eligible for the government Affordable Child Care Benefit to assist in the payment of fees. Our staff will help direct you to the website for information on eligibility and on how to apply. If you are applying, we will complete the Child Care Arrangement form together with you and then you are responsible for submitting the application. The amount of benefit you may receive will vary depending on your circumstances. If you are successful in receiving the benefit, we will also be informed and we will claim the benefit amount each month for your child. You will be responsible for paying any remaining fees after the benefit has been applied. You must renew on a yearly basis to receive the ACCB.

Registration Fees

When a child is enrolled into the center there will be a non-refundable registration fee of \$50.00 required to guarantee placement. This fee will be charged once a year at time of registration. This DOES NOT apply to the first month's fees.

Monthly Fees

- Monthly fees will be automatically deducted from your bank account on the first of each month.
- A receipt will be issued monthly for tax purposes
- The monthly fee covers the ten-month school year and are pro-rated based on school days. The fee includes all early dismissal days and Pro-D days (except days that are listed as program closures in this handbook where there is no care provided; see page 4).

Late Payment Fees

- A \$45 NSF fee will be charged for any payment that is bounced back to our bank due to insufficient funds in your account, so please make sure the funds are available.

Late Pick-Up Fees

- Parents/guardians who pick up their child late after 5:30 PM will be charged \$1.00 for every minute or part thereof that the child is still at the after-school care program after 5:30 PM.
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Refund Policy

1. Registration Fees

- The **registration fee** is **non-refundable** and due at the time of enrollment to secure a spot in the program.

2. Program Fees

- Payments are non-refundable unless one of the exceptions below applies.

3. Refunds and Cancellations

Voluntary Withdrawal

- Parents must provide **written notice at least 2 weeks in advance** of withdrawing from the program.
- Refunds for unused weeks may be given **only if proper notice is provided** and approved by the Program Director.
- No refunds will be issued for partial weeks or missed days due to family vacations or other personal reasons.

Absences & Illness

- No refunds or credits are given for occasional absences, illness, or missed days. If your child is absent due to sickness, vacation, or personal reasons, it is necessary to pay the full fee to maintain your child's space. There are no reimbursements or discounts.
- Extended absences (e.g., 2+ weeks) due to illness **may** be considered for partial credit with a **doctor's note**.
- Parents/guardians will not be reimbursed for any days that their child did not attend the program when the program was in operation.

Program Cancellations by Pamela's House

- If the program is closed due to **weather, emergencies, or unforeseen circumstances**, no refund is provided for the first day.
- If closures extend beyond one day, **pro-rated credits** may be applied to the next billing cycle, at the discretion of the Program Director.
- In the event that the school is closed or the program cannot be open due to unforeseen circumstances, staff sickness (substitute staff will be utilized when possible), unexpected facility closure, parents will be reimbursed or credited for those days only.

Disciplinary Dismissals

- If a child is **dismissed from the program due to behavioral issues**, **no refunds** will be issued.

4. Refund Request Process

- All refund requests must be submitted in writing to the Program Director.
- Approved refunds will be issued within **14 business days**, via the original payment method unless otherwise arranged.

5. Special Circumstances

- Requests due to family emergencies, relocations, or financial hardship will be reviewed on a **case-by-case basis**.
- Supporting documentation may be required.

Cancellation/ Termination of Care

- The first four (4) weeks is considered a trial period and no notice is required to terminate care.
 - After the trial period, parents/guardians are required to give two (2) weeks' notice to terminate the service.
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Transportation Policy

At this time, Pamela's House does not offer vehicle transportation, however, we are located just across Central Elementary School. We will pick-up participating kids from there and walk them over using safe crosswalk practices. If you wish to participate in our program but your children go to a different school, it is your responsibility to provide or organize their transportation to our center.

Central Elementary School **pick-up** will occur at the front of the school doors. Once the bell has rung the children are expected to proceed to the front of the school to a specified line up organized by the school staff to wait for pick up. Supervision is offered by the school for 15 min after the release bell has rung. Children will be picked up during that time and attendance will be taken. Attendance will be taken again at our check-in counter in our center.

Health

Sick Children

A child is considered too sick to attend the program if he/she experiences any of the following symptoms:

- o Difficulty breathing: wheezing or a persistent cough
- o Fever or 100°F (38.3°C) or higher
- o Sore throat or trouble swallowing
- o Infected skin or eyes/ undiagnosed rash
- o Severe headache or stiff neck (should see a physician)
- o Diarrhea
- o Nausea/ vomiting
- o Conjunctivitis (pink eye)
- o Severe itching
- o Lice

Children who are ill may not return to the program until their symptoms have subsided and are no longer infectious. Children should be feeling well enough to participate in all areas of the program, including outdoor play.

If a child arrives at the program ill, parents/guardians will be asked to find alternate care for the day. If a child becomes ill while attending the After School program, the parent/guardian will be immediately notified to pick-up the child. While waiting, the child will remain supervised in a quiet, separate space in the classroom.

Parents/guardians are required to inform Pamela's House within 24 hours if their child has been diagnosed with a communicable disease or has been exposed to a serious illness/communicable disease. If it comes to the attention of the staff that a child has been diagnosed with communicable disease, the After School Care program manager will notify Community Care Facilities Licensing.

Injuries

If a child is injured while attending the After School Care program, the parent/guardian will be immediately notified.

In a non-emergency situation where the staff believes that the child requires medical attention:

- the staff will contact the parent/guardian to arrange for the child to seek medical attention.
- If the parent/guardian cannot be reached, the staff will contact the emergency contacts provided by the parent/guardian.
- If no contacts can be reached, the staff will call an ambulance.
- **In an emergency where a child has sustained a very serious/life-threatening injury or is very seriously ill: staff will immediately call an ambulance, and then notify the parent/guardian.**

Medication & Allergies

Medication

Parents/guardians are required to provide information to the school regarding the administration of medication at the time of registration or as required. Our school should already have this information on file so we will confirm with you that information about medication is accurate and up to date. The After School Care program will follow school district policy and procedures on administering medication.

Medication stored on site will either be placed in lockbox out of child's reach or, as in the case of an epi-pen, will be kept on the child in a fanny pack.

Allergies

Parents/guardians will be required to indicate any food allergies (or other allergies) at the time of registration. Based on information provided by parents/guardians, caregivers will put into practice:

- Preventing exposure to specific food(s) that trigger an allergic reaction.
- Recognizing the symptoms of an allergic reaction.
- Treating an allergic reaction.

Parents and staff will:

- Ensure the childcare setting has the appropriate medication on site (if necessary).
- Ensure proper storage of medication.
- Ensure the proper equipment and training is in place to use while the child is in care.

Our program staff will:

- Promptly take steps outlined by parents/guardians if a reaction occurs.
- Notify emergency medical personnel if warranted, or if epinephrine has been administered.
- Notify parents of any allergic reaction or possible contact with food that may cause an allergic reaction.

An individual child's food allergies will be posted prominently in the classroom. (care will be given to confidentiality issues).

A child's medical alert plan and medication will be taken on field trips, including neighbourhood walks.

Food and Clothing

Clothing

- Part of each day is spent outdoors except in very inclement weather, when our gym will be used.
- Please dress your child with appropriate outside clothing.
- Please send an extra change of clothing to school for your child including socks and underwear.
- Labelling your child's shoes, clothing and belongings is very helpful.

Food

- Please provide your child with a re-usable water bottle. Your child will be expected to bring it home daily and back to school.
 - Our After School Care program promotes healthy eating and follows the Guidelines for Food and Beverage in BC Schools document, below.
 - https://www2.gov.bc.ca/assets/gov/education/administration/kindergarten-to-grade12/healthyschools/2015_food_guidelines.pdf
 - A healthy afternoon snack will be provided.
 - As much as possible, students will be given choice by offering a healthy selection of snacks.
 - On full days of care, such as Pro-D days, students will be provided with a morning and an afternoon snack. Lunches remain the responsibility of the parent just like a regular school day.
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Nutrition Information Policy

Lunches – It is the parent’s responsibility to provide a healthy and adequate amount of food for lunch and snacks for their child. If you have any questions about what to provide, please ask a staff member or refer to the Canadian Food Guide. We strongly discourage sugary snacks. Any candy, soft drinks, or gum that is packed will be sent home unopened.

Snacks- Pamela’s House will provide 1 healthy snack/day on regular school days and 2 snacks on full care days.

Allergies- This is a Peanut Free facility. If there are any other allergies, parents will be notified and lunches must be limited for the safety of the child.

Smoking- Pamela’s House is a smoke-free establishment.

Emergency Plan and Procedure

1. Purpose

To ensure the safety and well-being of all children, staff, and visitors in the event of an emergency (e.g., fire, earthquake, lockdown, medical emergency, power outage, evacuation, or missing child).

2. Roles and Responsibilities

Program Director / Manager

- Ensure staff are trained on emergency procedures.
- Keep emergency contacts and child records up to date.
- Coordinate drills and evaluations.
- Communicate with emergency services and parents/guardians.

Staff

- Know all procedures and evacuation routes.
- Supervise and ensure the safety of children.
- Carry emergency backpack and attendance list during evacuations.
- Follow communication protocols.

3. Emergency Contacts

- **Police/Fire/Ambulance:** 911
- **Poison Control:** 1-800-567-8911
- **Local Health Authority:** 604-702-4900
- **Facility Emergency Contact:** Vincent Perron 587-891-4590
- **Alternate Facility (Evacuation Site):** Central Elementary School or field 9435 Young Rd, Chilliwack, BC V2P 4L9

4. Emergency Equipment and Supplies

Stored in an accessible, clearly marked Emergency Backpack in the kitchen space.

Includes:

- First aid kit
- Flashlight + extra batteries
- Water and snacks
- Blankets
- Emergency cards for each child
- Whistle, gloves, hand sanitizer
- Copies of emergency plans
- Cell phone and charger/power bank

Fire Extinguishers are installed at various locations throughout our center and are being regularly maintained alongside our annual fire inspection.

The facility has a fully functioning fire suppression system with smoke alarms that are serviced and monitored.

5. Emergency Procedures

A. Fire

1. Activate fire alarm and call 911.
2. Evacuate building using nearest safe exit.
3. Staff bring attendance list and emergency backpack.
4. Gather at designated assembly point based on Fire plan.
5. Take attendance and report missing persons to emergency services.
6. Wait for all-clear before re-entering.

B. Earthquake

1. **DROP, COVER, HOLD ON** under sturdy furniture or against an interior wall.
2. After shaking stops, evacuate if necessary.
3. Avoid windows and overhead hazards.
4. Proceed to the outdoor assembly area, bring emergency backpack and roll.
5. Check for injuries and administer first aid.

C. Lockdown / Intruder

1. Secure all children in nearest safe room.
2. Lock doors, turn off lights, and stay silent.
3. Keep children low and away from windows.
4. Text/call 911 if safe to do so.
5. Do not open door until “all clear” is given by police or authorized staff.

D. Missing Child

1. Alert all staff immediately.
2. Secure and supervise other children.
3. Search building and grounds.
4. Call 911 after 10 minutes or earlier if high risk.
5. Notify parents/guardians.

E. Medical Emergency

1. Call 911 if life-threatening.
2. Administer first aid/CPR as trained.
3. Notify parents/guardians.
4. Complete incident report.

F. Power Outage / Utility Failure

1. Assess safety (heat, lighting, cooking, etc.).
2. Use flashlights (no candles).
3. Notify parents if early pickup is needed.

6. Evacuation Plan

- Primary exit: Front doors leading to College Street.
- Secondary exit: Side doors leading to Henderson Avenue.

- Assembly point: Central Elementary School Field

7. Drills

- **Fire drills:** Monthly
- **Earthquake drills:** Every 3 months
- **Lockdown drills:** Twice per year
- All drills logged with date, time, duration, and staff feedback.

8. Communication with Families

- Emergency alerts via phone or text
- Parents receive emergency contact policy and procedure upon enrollment.
- Parents must keep contact info current.

9. Staff Training

- All staff trained during onboarding and annually.
- First aid/CPR certification required.
- Ongoing review during staff meetings.

Fire Safety Plan

Purpose

To ensure the safety of all children, staff, and visitors in the event of a fire by establishing clear procedures for prevention, evacuation, and emergency response.

1. Fire Prevention Measures

- All staff will receive annual fire safety training, including proper use of fire extinguishers and evacuation procedures.
- Electrical equipment and cords will be regularly inspected for safety.
- Flammable materials (e.g., cleaning supplies) will be stored securely and away from heat sources.
- Exit routes, fire extinguishers, and alarms will remain unobstructed and clearly marked at all times.
- No open flames (e.g., candles) are permitted in the facility.

2. Fire Safety Equipment

- Smoke detectors are installed in all program areas and tested monthly.
- Fire extinguishers are placed in key locations and inspected annually.
- Fire alarms are tested per building maintenance schedules.

- Emergency lighting and illuminated exit signs are installed.

3. Evacuation Procedures

In the event of a fire or alarm:

1. Sound the Alarm – Pull the fire alarm if it hasn't already been triggered.
2. Evacuate Immediately – Staff will:
 - Calmly instruct children to line up and follow them to the nearest exit.
 - Take attendance sheet, emergency contact binder, and first aid kit.
 - Check all rooms (bathrooms, closets, etc.) before exiting.
3. Use Designated Exits – Evacuation routes and exits will be posted in every room.
4. Assemble at Designated Meeting Point – Outside and at a safe distance from the building (e.g., far end of parking lot or nearby park fence).
5. Take Attendance – Conduct a roll call using the attendance sheet.
6. Call Emergency Services – Dial 911 if not already done.
7. Notify Parents/Guardians – Once children are accounted for and safe.

4. Staff Roles During a Fire

Role	Responsibilities
Lead Staff/Coordinator	Lead evacuation, account for children, call 911
Assistant Staff	Check restrooms and side rooms, assist with children
Program Director (if present)	Communicate with emergency responders and families

5. Fire Drills

- Fire drills will be conducted monthly and recorded in a Fire Drill Log.
- All children and staff must participate.
- Drills must use different exits, when possible, to prepare for various scenarios.

6. Re-Entry Procedure

- Children and staff may only return to the building when cleared by fire officials.
- A headcount will be conducted again upon re-entry.

7. Communication with Families

- Parents will be notified of the incident as soon as possible via phone, text, or email.
- An incident report will be provided if evacuation was due to an actual fire or safety threat.

8. Review and Updates

- This plan will be reviewed annually or after any fire/emergency event.

- Staff will be trained on the Fire Safety Plan during onboarding and annual refreshers.
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Reportable Incident Procedure

Purpose

To ensure the safety of all participants and meet legal and regulatory requirements, any serious incident must be documented and reported promptly to the appropriate parties, including program management, parents/guardians, and (where required) licensing authorities or child protection services.

Definition of a Reportable Incident

A reportable incident includes, but is not limited to:

- **Injury** requiring medical attention (e.g., broken bones, head injuries, severe allergic reactions)
- **Allegations or suspicions** of abuse or neglect
- **Missing** or unaccounted-for child
- **Inappropriate** staff behavior or misconduct
- **Serious behavioral** incident involving violence or threats
- **Property damage** resulting in unsafe conditions
- Any **emergency** requiring outside assistance (e.g., fire, police, ambulance)

Immediate Steps

1. Ensure Safety
 - Prioritize the safety of all children and staff.
 - Administer first aid or call emergency services if needed.
 - Remove children from harm or secure the area.
2. Notify Program Coordinator or Site Supervisor
 - The staff member involved or who witnessed the incident must immediately inform the supervisor on duty.
3. Contact Emergency Services (if applicable)
 - Call 911 for serious injuries, fires, or other emergencies requiring police, fire, or medical assistance.

Notification Timeline

- **Parents/Guardians** – Must be notified as soon as possible, ideally within **1 hour** of the incident.

- **Licensing Authority/Child Protection** – Must be notified within **24 hours** or per local regulations.
- **Program Director** – Must be notified **immediately** after initial response.

Documentation

An Incident Report Form must be completed and include:

- Date, time, and location of incident
- Names of individuals involved
- Description of what occurred
- Action taken by staff
- Witness statements (if applicable)
- Signatures of reporting staff and supervisor

Forms must be:

- Submitted to the Program Director within 24 hours
- Stored securely for compliance and future reference
- Shared with parents/guardians and signed upon review

Follow-Up

- Debriefing with involved staff and management
- Parent meeting (if needed)
- Review of supervision and safety procedures
- Staff training or corrective action (if applicable)
- Follow-up report to licensing agency or authorities (if required)

Confidentiality

All incident reports and communications will be handled with strict confidentiality and in accordance with privacy laws. Only authorized individuals will have access to sensitive information.

Active Play Policy

For outdoor activities, we are renting space at Central Elementary School field and playground. Outdoor school equipment is regularly maintained by school district maintenance staff and ensure all equipment, including playground equipment is up to code and is inspected regularly. Our staff will ensure that all indoor equipment and supplies are inspected, repaired or replaced as necessary.

Our program will ensure a minimum of 45 minutes per day (on days that we are open 3 hours or less) or 100 minutes per day (on days when we are open more than 3 hours) of outdoor active play. In inclement weather, indoor active play will be available in our kid's theater.

Generally, there is a 'no screen time' policy at our After School Care Program.

The exceptions will be:

- Occasional use of the smart board/tablet/computers for educational purposes
- Occasional movie times (children/family G-rated) when weather is extremely poor

We may, on occasions such as Pro-D days, take excursions such as a nature walk in the vicinity of the school or a walk to the park. Chilliwack Landing Park is a great location walking distance from our center.

If other outings are planned, such as field trips, a consent form will be provided to parents/guardians in advance of the scheduled outing.

Outdoor Play Areas

1. Purpose

To ensure children in our care are provided with safe, supervised outdoor play opportunities that support physical activity, social development, and exploration, while maintaining strict safety standards—especially when walking to and from the school park and field located across College Street.

2. Outdoor Location

- **Outdoor Play Area:**
Central Elementary School park and field across College Street (less than 1-minute walk)

3. Walking to the Park

Children will be walked to and from the park **as a group**, using the **designated crosswalk** on College Street.

Walking Safety Procedures:

- Minimum **staff-to-child ratio** adhered to or exceeded (as per BC Child Care Licensing Regulation).
- **One staff member leads, one at rear**; additional staff dispersed as needed.
- **Children walk in pairs** (“buddy system”).
- **Safety vests** or brightly coloured identifiers used when crossing roads.
- **Cross only at designated crosswalks**; wait for full stop of traffic.
- **Daily attendance** taken before leaving, upon arrival, before returning, and again upon return.
- Children are **briefed regularly** on walking and traffic safety.

4. Supervision at Outdoor Locations

- Active supervision at all times with **clearly defined supervision zones**.
- Staff assigned to monitor high-risk areas (e.g., climbing structures, large open fields).
- At least one staff member will carry:
 - **Emergency backpack** (first aid kit, emergency contacts, cell phone, medications)
 - **List of all attending children**

5. Weather & Outdoor Play

- Outdoor play is encouraged **daily**, weather permitting.
- Children will not go outside in conditions of:
 - Lightning or severe wind
 - Extreme cold/hot temperatures (as defined by Health Canada guidelines)
 - Poor air quality or advisories
- Children are expected to come dressed for the weather (parents will be notified when special gear is needed).

6. Injury or Incident During Outdoor Play

- Minor injuries: first aid administered on site, parents notified at pick-up.
- Serious injuries: emergency care provided, 911 called if needed, and parents notified immediately.
- Incident report completed by staff and filed with director.

7. Behavior & Boundaries

- Clear outdoor play rules are established and reinforced (e.g., stay within sight, kind hands, no rough play).

- Children who do not follow outdoor safety rules may be temporarily restricted from outdoor play and parents will be informed.

8. Risk Assessment & Site Checks

- Daily check of the park and field for hazards (broken glass, unsafe equipment, animals, etc.).
- Any hazards reported to the school or municipal authority.
- Documentation of site checks kept on file.

9. Emergency Procedures

If an emergency occurs while outdoors:

- Staff initiate emergency plan (first aid, contact 911 if needed).
- Children gathered in safe area (e.g., field perimeter or return to facility).
- Parents will be contacted if pickup is required.
- In case of lockdown or threat, return to our facility or alternate secure site immediately.

10. Communication with Parents

- Parents are informed of the regular outdoor play schedule and location during enrollment.
- Any changes to routine or park use will be communicated in advance.
- Parents are reminded to send children with appropriate clothing, water bottles, and sunscreen.

11. Washroom Access During Outdoor Play

- The only available washrooms during outdoor play time are located **inside our licensed facility**.
- Children will be encouraged to **use the washroom before leaving** for the park.
- If a child needs to use the washroom while outdoors:
 - **A minimum of one staff member** will return with the child and **a group of children** to maintain proper staff-to-child ratios at both locations.
 - The group will walk back using the same crossing and walking procedures as outlined in this policy.
- The supervising staff member at the park will maintain active supervision and keep the group within sight and in a safe area until the others return.

Acknowledgement

- Parents and guardians will be required to sign an **Outdoor Play Consent Form** acknowledging they are aware of the walking route, supervision plan, and safety procedures.

Active Supervision Policy

1. Purpose

The purpose of this policy is to ensure the **health, safety, and well-being** of all children in our care through **constant, intentional, and attentive supervision** in all areas of the program—indoors, outdoors, during transitions, and on outings. This policy meets the expectations of the **BC Child Care Licensing Regulation (Section 44 – Supervision of Children)**.

2. Definition of Active Supervision

Active supervision means that staff are:

- **Always able to see or hear every child in their care**
- **Engaged and attentive** to the environment and activities
- **Positioned strategically** to supervise all areas and reduce blind spots
- **Continuously counting, scanning, and assessing** the group
- **Anticipating children's behavior** to prevent injuries and conflicts
- **Immediately responsive** to potential hazards or unsafe actions

3. Staff Responsibilities

All staff are responsible for maintaining active supervision by:

Indoors

- Constantly circulating through activity areas
- Supervising high-risk zones (e.g., play kitchens, block areas, climbing equipment)
- Keeping room organized to minimize blind spots

Outdoors

- Spreading out across the outdoor area to monitor all play zones
- Watching for safety hazards (e.g., broken equipment, strangers nearby)
- Rotating supervision locations to prevent clustering of staff in one area

Transitions & Movement (e.g., walking to the park)

- Head counts before departure, upon arrival, during activity, and on return
- Using the buddy system and walking ropes/visual markers if needed
- Positioning staff at the front, middle (if needed), and end of line

4. Supervision Ratios (BC Guidelines)

Staff-to-child ratios must be maintained **at all times**, including during:

- Washroom breaks
- Outdoor activities

- Transitions between locations
- Snack times and group activities

Minimum ratios for school-age care (5+ years):

1 adult per 12 children (*as per CCLR – Schedule E*)

Ratios may be adjusted upward for higher needs or risky activities.

5. Bathroom and Individual Needs

- If a child needs to return to the facility (e.g., bathroom), **a staff member must accompany them with enough children to maintain ratios at both locations.**
- Staff must always inform each other before leaving or rejoining the group.

6. Documentation and Training

- Staff are trained in active supervision principles during orientation and reviewed annually.
- Daily **attendance tracking, head counts, and incident logs** are maintained to ensure accountability.
- Supervisors review supervision practices regularly to ensure effectiveness.

7. Responding to Incidents

If a lapse in supervision leads to an incident (e.g., lost child, injury):

- Immediate response and first aid as needed
- Notification to parents and licensing officer (if required)
- Incident report completed and reviewed for policy improvement

8. Family Communication

- Parents are informed of our active supervision policy during registration.
- Staff share supervision strategies with families as part of our commitment to safety.

Behavioural Guidance Policy

Our goal is to provide a safe, inclusive, and respectful environment where all children can thrive emotionally, socially, and academically. This Behavioural Guidance Policy outlines how we support positive behavior and address behavioral challenges in a constructive and age-appropriate way.

It is expected that students will:

- Be aware of and follow rules.
- Respect the rights of all persons including peers, adults and parents.
- Respect the building's physical facilities, equipment and the property of fellow peers.
- Respect the diversity of our community and the BC Human Rights Code which prohibits discrimination on the grounds of: race, national or ethnic origin, colour, religion, sex, age, mental or physical disability.
- Behave in a safe and responsible manner at all times.
- Not threaten, harass, bully, intimidate or assault, in any way, any person within the community.
- Listen to and follow staff directions
- Use kind and respectful language
- Keep hands, feet, and objects to themselves
- Stay within designated program areas
- Use materials and equipment appropriately

Rising Expectations:

- Consequences and reminders may be modified to suit age of students.
- Special considerations may apply to students with special needs if these students are unable to comply with a code of conduct due to having a disability of an intellectual, physical, sensory, emotional or behavioral nature.

Core Principles

- Promote **respect** for self, others, and property
- Encourage **personal responsibility**
- Foster **self-regulation** and problem-solving skills
- Support a **positive, inclusive atmosphere**

Our approach to behavioral guidance is **preventative, positive, and developmentally appropriate**. Strategies include:

- **Clear communication** of rules and expectations
- **Positive reinforcement** for appropriate behavior
- **Redirection** to more appropriate activities
- **Problem-solving discussions** with staff support
- **Logical consequences** related to behavior
- **Modeling** of respectful behavior by staff

Managing Challenging Behaviour

If a child displays inappropriate behaviour:

1. **Verbal Reminder** – The child is reminded of the rule and asked to correct their behavior.
2. **Redirection** – The child may be redirected to another activity or given a break.
3. **Reflection Time** – The child may be asked to take time away from the group to reflect and discuss the behavior with a staff member.
4. **Parent Communication** – Parents/guardians will be informed of repeated or serious behaviors.
5. **Behaviour Support Plan** – For ongoing challenges, staff may work with parents/guardians to develop a consistent plan of support.

*If we have to repeat this process over the same behavior more than three times, suspension or dismissal from the program will follow. Participation in this program is a privilege, not a right.

Serious Behaviours

Behaviours that may lead to immediate consequences include:

- Physical aggression
- Bullying or harassment
- Destruction of property
- Leaving the program area without permission
- Repeated non-compliance or unsafe behavior

Depending on the severity, these may result in:

- Immediate parent contact
- Suspension from the program
- Dismissal from the program (only after other interventions have been attempted, except in extreme cases)

Collaboration with Families

We believe behaviour guidance is most effective when staff and families work together. Open communication and consistency between home and program help support children's development and success

Review and Updates

This policy is reviewed annually and updated as needed to reflect best practices and feedback from staff and families.

Legal Duty to Report

When a child discloses abuse or neglect, it is our responsibility and priority to honour and protect the child. Therefore, we will take every precaution not to further traumatize the child. If a child is in immediate danger, 911 will be called. If we have any **reason** to believe that a child has been or is likely to be physically harmed, sexually abused, sexually exploited, neglected or needs protection due to specific circumstances outlined in the Child and Family Services Act, we are also legally obligated to report to the Ministry of Children and Family. A detailed report will be written and filed. All staff will be educated on the warning signs of abuse.

“We always want the line of communication to be open, so if you have any concerns regarding your child or the center, please do not hesitate to talk with me or the team on duty. If we feel your child is not responding to the facilities strategies and limits, a staff member will approach you to discuss alternative strategies.”