



Community School Centre

CHILDCARE HANDBOOK

Contact Information

Community Centre: 250-389-1470

OSC Cell Phone: 250-514-4885

OSC Coordinator: osc@jamesbaycentre.ca

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Hours of Operation

Centre Desk: Monday - Friday 9:00am - 6:00pm

Curious Cove Playschool: Monday – Friday 9:00am – 11:30am

Out of School Care: Monday - Friday

Before School Care: 7:30am - AM Bell (8:45am)

After School Care: PM Bell (2:38pm) - 5:15pm

Adventures Camp (Winter/Spring/Summer):

Monday - Friday 9:00am – 4:00pm

Adventures Camp Extended Hours: 7:30am - 5:00pm

Hours are subject to change

Contact Us

Centre Desk: 250-389-1470

Out of School Care Coordinator: osc@jamesbaycentre.ca

Visit our website at: <http://www.jamesbaycentre.ca>



About

We are a Non-Profit service provided by the James Bay Community School Society and have been operational since 1976. We offer Out of School care programming in our facilities that provides care for children ages three - twelve years old. Please read this handbook to familiarize yourself with all aspects of our programming.

Childcare Mission Statement:

Our purpose is to provide high quality childcare that is: Safe (physically and emotionally), fun, challenging and stimulating. We are respectful of individual needs and choices. We strive to create an environment where children can make choices in the way that they have fun. We will encourage curiosity, exploration and learning in our activities. We will endeavour to teach children social skills and respect for each other and adults in the centre. We will strive to keep fee level on a competitive basis with alternative care options.

Childcare Guiding Principles and Philosophy:

The following Guiding Principles have informed the creation of our programs:

- We believe in children's intrinsic ability and need to learn and play.
- We strive to support the whole child: body, mind, heart, and spirit.
- We strive to create a safe and inclusive environment where children, parents, teachers, and mentors can play and learn together.
- We strive to create a culture which is tolerant and supportive of individual expression.
- We support cooperative play above competition.
- We respect the integrity of the natural environment in which we live.
- We strive to connect children to nature and to a diversity of people in their community.

Our Basic Rules:

1. To take good care of myself by playing safely and following the centre's rules.
2. To take good care of others by being kind and respectful; to help and never hurt.
3. To take good care of the world around me; to look after equipment, our room, and the environment.
4. To be respectful, polite, and friendly; to be as clear as possible with regards to all communication, questions, and concerns.

***Our rules apply to children, staff, parents all adults in our Community Centre.**

Childcare Programs

1. Curious Cove Playschool

Curious Cove Playschool is a non licensed program for children ages three – five.

2. Out of School Care

Out of School Care is for children kindergarten to grade 5 who are registered as students at James Bay Community School. Pro-D Day care, and Early Dismissal Care are also offered for an additional fee.

3. Adventures Camp

Our Adventures Camp runs Winter Break, Spring Break, and for eight weeks during the Summer Break for children ages 5-12. Camp registration is open to all children in the James Bay community, and beyond.

Registration

To register in any of the James Bay Community Centre’s Childcare Programs, parents/guardians need to fill out a Registration Package, and include a current photo of the child, along with any Childhood Immunization Records as per licensing. Parents must adhere to the agreements contained in the Registration Package and keep all information up to date.

Probationary Period:

Children registered in the program are subject to a two-week trial to verify that the program is suitable for him/her. Should the Out of School Care Coordinator feel that the program is not suitable for the child, they will notify the parents and the parents will be required to remove the child from Out of School Care effective immediately.

Withdrawal Notice

If you need to withdrawal your child from care, you are required to give one month's notice (from the first of the month) to the Childcare Coordinator by email: (osc@jamesbaycentre.ca). Failure to give written notice –which must be received by or on the last day of the month preceding the month in which the child will be withdrawn -- will result in the parent being required to pay full fees for the final month. If the child does not attend care due to vacation, or any other reason, parents/guardians are still obliged to pay for the registered program.

Monthly Payment & Fees

Fees are due on the first of every month, or the next business day if the first falls on a holiday. Payment can be made at the Centre Desk between 9am and 6pm, Monday-Friday. We accept cash, cheque, debit, or credit. Credit card payments can be made over the phone. Our system is not set up for automated payments currently. If you have trouble remembering to make your payments on time, you are welcome to drop off post-dated cheques made out to James Bay Community School Society. Lack of payment will result in loss of your childcare space. Please speak with the Childcare Coordinator if there are any unforeseen circumstances that result in an inability to pay fees on time. Payment plans can be made.

Failure to comply or make payments on time may be cause for discharge from the program and prevent any future registration in any Community Centre program until fees are fully paid.

Program Fees:

Curious Cove 2024/2025			
2 Days - \$126	3 Days - \$189	4 Days - \$252	5 Days - \$315
Kindergarten 2024/2025			
Full Fees	CCFRI Reduction	Parent Portion (before ACCB)	
AM Only – \$106.10	\$64.44	\$41.66	
PM Only – \$291.75	\$64.44	\$227.31	
AM + PM Care – \$328.90	\$128.87	\$264.44	
Grades 1 – 5 2024/2025			
Full Fees	CCFRI Reduction	Parent Portion (before ACCB)	
AM Only – \$106.10	\$57.50	\$48.60	
PM Only – \$291.75	\$57.50	\$234.25	
AM + PM Care – \$328.90	\$115.00	\$213.87	

Please note: Monthly fees do not include Pro-D Days, Winter Break camp, and Spring Break camps; these specific days require separate registration and extra fees to cover the cost of the hours of care and staffing.

Early Dismissal \$20/day	Pro-D Days \$35/day	Winter Break Camp or Spring Break Camp - \$150
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Annual Fee Increase:

All childcare fees are subject to change annually. Two months' notice will be given to all parents within our programs.

Prepayment

Provided proper notice is given, any portion paid in advance for childcare, beyond the last day of the month named on the withdrawal notice, will be reimbursed via credit, cheque, or credit card, and may take up to two weeks to be issued. If proper notice is not given, any portion paid in advance for childcare will be put towards the remaining amount owed. Should there be any money owed back to any family, this amount will be reimbursed via credit, cheque or credit card and may take up to two weeks to be issued.

Unforeseen Closures:

If the centre cannot provide care for unforeseen closures i.e., Job action, snow days, burst pipes, etc. of which exceeds three executive business days, fees will be prorated, and a credit will be issued to the parent for days missed. The Centre is closed for STAT holidays and up to one week per year for cleaning, repairs, or staff development. Parents will receive at least one month's notice regarding these additional days.

Please note: For OSC there is a \$35 a day charge for Pro D days, and a charge of \$20 for Early Dismissal Days.

The Affordable Child Care Benefit

The Affordable Child Care Benefit (ACCB) is a financial assistance program provided by the government of British Columbia to help eligible families with the cost of licensed childcare services.

The benefit is intended to help working families, those who are attending school or in job training programs, and those who are facing financial difficulties. It is designed to make childcare more affordable, so that parents can continue to work or study without worrying about the high cost of childcare.

The amount of the benefit depends on a family's income and the number of children who require care. Once you've been approved, The Club will deduct the approved monthly amount from your fees. The program pays us directly, reducing the out-of-pocket costs for families.

Parents can use this link to get an estimate of how much funding they might be eligible for:

<https://myfamilyservices.gov.bc.ca/s/estimator>

1. Determining Eligibility:

You can check the eligibility criteria on the Government of British Columbia's website to see if you qualify for the ACCB and calculate your savings. To be eligible for the ACCB, families must meet the following criteria:

- They must be residents of British Columbia.
- They must be working, attending school, or in a job training program.
- They must have children under the age of 12 who are attending licensed childcare facilities.
- They must have a gross family income of \$111,000 or less per year.
- They must be Canadian citizens, permanent residents, or designated as a protected person under the Immigration and Refugee Protection Act.

2. Gather Information:

Before applying, make sure you have the necessary information on hand, including your Social Insurance Number (SIN), your spouse or common-law partner's SIN (if applicable), your children's personal information, and details about your childcare expenses.

3. Create an Account:

The easiest and quickest way to apply for the ACCB is online using the My Family Services portal found on the Government of British Columbia's website. Prior to creating your account, you will be asked to create a BCeID.

4. Submit Supporting Documents:

Childcare arrangement forms are provided upon request. Simply email the office requesting a form for your child. Once you've received it you will need to fill in a portion of the form, sign it and upload it to your portal to be assessed by the ministry of child and family development.

You will be prompted to submit the Childcare Arrangement Form and other supporting documents.

5. Wait for Approval:

After submitting your application, you will receive a confirmation email. The government will review your application and let you know if you are approved for the ACCB. If approved, you will start receiving the benefit within 30 days.

6. Update and Reapply:

It's important to note that if you require full day care, such as during spring break, an additional arrangement is necessary. To avoid any interruptions or delays in receiving

your subsidy, please request a Full Day Claim Form at least one month prior to the start of camp.

To receive funding, you will need to apply each year by obtaining a new Childcare Arrangement Form, and your funding amount may vary based on any changes to your circumstances.

To learn more about the Affordable Child Care Benefit, please visit this [website](#):

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-carefunding/child-care-benefit>

If families need help with their ACCB application, please visit:

Child Care Resource and Referral: <https://www.childcarevictoria.org/>

2001A Douglas Street 250.382.7000

referrals@childcarevictoria.ca

***Please note:** the ACCB Arrangement Form needs to be completed each year, and a separate form needs to be completed and submitted for Adventure Camps.

Child Care Reduction Fee Initiative:

The James Bay Community School Centre receives funding from the provincial government to support families by reducing our fees for families.

To learn more about the initiative, please visit this [website](#):

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/running-daycare-preschool/child-care-operating-funding/child-care-fee-reduction-initiative-provider-opt-in-status/information-for-families>

To access the Fee Estimator, please visit here:

Guidance, Discipline & Inappropriate Behaviour Policy

The purpose of guidance and discipline in our Childcare Programs is to provide a safe, healthy, and inclusive environment where every child can thrive, feel secure, respected, and valued. Children will be encouraged and supported to develop positive relationships with peers and staff. Staff will be positive role models by showing respect to children, their parents, fellow colleagues, and their environment. If your child engages in any inappropriate behaviour such as: swearing, or any conversation that makes another child feel hurt, humiliated, or degraded, they may be removed from the program. If your child is not acting in a way that highlights the Community Centre's policies, you can expect us to follow these steps:

1. Verbal redirection is the first course of action taken to help guide the child into choosing a more positive behaviour.
2. Should the behaviour reoccur, the child will be removed from the group. The child will receive clear expectations for behaviour in the program, and a chance for the child to explain their choices.

Continued inappropriate behaviour and defiance of behavioural expectations by a child that jeopardizes the quality of care for all children will be dealt with as follows:

1. **First incident:** incident recorded; Parent/Guardian informed.
2. **Second incident:** incident recorded; Parent/Guardian informed; Supervisor informed.
3. **Third incident:** Parent/Guardian called for pick-up; Meeting between all concerned parties to discuss the behaviour, and continued participation in the program must take place.

To this end, parents/guardians can also expect that staff will provide clear, simple, and consistent limits regarding appropriate behaviours within the Community Centre. Such limits will always be offered in a positive manner. Harsh, belittling language, or physical punishment will never be used at any time.

Please contact the Out of School Care (osc@jamesbaycentre.ca) immediately if you would like to address any concerns regarding leader or the Community Centre.

Cause for Discharge

Extreme Behaviour:

While we always do our best to accommodate and support children through a wide range of behaviours and stages that are a part of growing up, there may be situations that arise where a child's need is beyond the scope of care that are staff are able to provide.

This includes:

- 1.** Physical outbursts that result in your child hurting themselves, other people, or our space.
- 2.** Running away from our staff, not respecting, or leaving program boundaries.
- 3.** Behaviour or conduct that requires ongoing 1-1 supervision or consistent individualized attention from staff.

If these situations arise, staff will contact you and may require that your child be picked up from program immediately. A collaborative meeting will be set up with you and the Out of School Care Coordinator to come of with strategies or plan of action. If these types of behaviours or incidents continue to occur, and staff feel that the safety of your child or other children is at risk, we may be required to withdrawal your child from our care. This decision will be made solely at the discretion of the Out of School Care Coordinator.

If you are concerned about your child's safety in the Community Centre, please reach out to the Out of School Care Coordinator: (osc@jamesbaycentre.ca).

Unpaid Fees:

If fees remain unpaid for over 30 days, the family does not respond or declines to make a repayment plan, or if they continue to miss payments, their serviced may be terminated.

We understand that financial difficulties may arise, and we are committed to working with families to ensure that they have access to affordable childcare options. However, we also need to ensure that we can operate on a self-sustaining basis, and therefore prompt payment is required.

Parental Behaviour:

We expect all families to treat our staff, other children, and parents with kindness and respect. If a parent displays rude or aggressive behaviour towards any member of our community, we may have to review their child's enrollment in our program. We reserve the right to withdraw **services if we feel that a parent's behaviour is negatively impacting our ability to provide a safe and supportive environment for all.**

Drop Off & Pick-Up Policy

Drop Off:

Grades K-2: Drop off for Morning Care will be in Wonder Club. Before you drop off your child, please make sure you connect with a leader.

Grades 3-5: Drop off for Morning Care will be in Our Pond. Before you drop off your child, please make sure you connect with a leader.

Pick-Up:

All children must be signed out from program by an adult who is 19 years of age or older. As per Childcare Licensing Regulation, no child will be permitted to sign themselves out or walk home without an adult.

Children will only be released to adults who have been designated as an 'Alternative Pick-Up', which is on the Registration Package. While picking up the child, please ensure that you have an I.D. present with you, as well as notify your alternative pick-ups that they will need to bring a piece of I.D. with them. This allows staff to identify the identity of the pick-up person, and to ensure that each child is going home with the correct person. While staff who know you will likely not need to check your I.D., there can be new staff or substitutes, so it is best to have it on hand each time.

When picking up or dropping off your child, please make sure you connect with a leader. Failure to do so may result in termination of services.

Late Pick-Up:

Last pick up for OSC is 5:15pm. If you are late picking up your child your account will be charged \$10.00 until 5:30, and then an additional \$1.00 for each minute after that. Alternative parent(s)/guardian(s) will be contacted if your child has not been picked up 15 minutes after the program end time.

Staff will call alternate person(s) from the Registration Package authorized pick-up list if the parent(s)/guardian(s) cannot be contacted. If the alternates are not available, and if the parent/guardian has not arrived after 45 minutes, we are required to notify the Ministry of Child and Family Development.

If late pick-up is an ongoing issue, then notice of termination of services may be given.

***This policy does not apply to Curious Cove Playschool**

Absent Policy

If you know that your child is going to be absent, please email the Out of School Care Coordinator (osc@jamesbaycentre.ca) or text the Out of School Care cellphone: **250-514-4885**. Letting the school know does not suffice.

When a child does not show up in OSC and we have not been able to locate them, we are legally required to call the police and report a missing child. If you do not let us know that your child is absent on a regular basis, withdrawal from the program may be advised.

Health/Illness Policy

We are committed to providing a safe and healthy environment for each child and staff member in our program. Children must be well enough to participate in an indoor/outdoor program. If a child is sick, they must be kept home and symptom free before returning to Out of School Care. Please refer to the following illness list for guidance:

Communicable disease: as a licensed centre, we are required to report if a communicable disease has been identified within the centre. Parents are required to notify us immediately if their child has contracted a communicable disease (chicken pox, measles, impetigo, scabies etc.) Your child will not be permitted to attend the program until VIHA has provided us information regarding how long they child should be excluded from Out of School Care.

Acute cold: contagious with obvious discharge of infected green or reddish-brown mucus. Child may return when discharge is clear.

Cough: difficulty breathing or persistent cough (3-5 times per hour). Child may return once coughing subsides.

Fever: 38C or 100F or over. Child may return when fever has remained at 37C (98.6F) for 24 hours without medication.

Vomiting: child may return 24 hours after the last bout of sickness.

Diarrhea: child may return 24 hours after the last bout of sickness and bowel movements have returned to normal

Infected skin/eyes/rash: a doctor must examine undiagnosed skin irritation and provide clearance prior to a child's return to care. Eye infections such as Conjunctivitis (pink eye) is extremely

contagious and must be treated. A teacher will place the ill child in a quiet rest area and the child will be monitored closely.

If a child becomes ill during the day, parents will be called to pick up their child. If they cannot be contacted, we will call listed emergency contacts to pick up the child. A leader will place the ill child in a quiet rest area and the child will be monitored closely.

We will notify you if your child has been exposed to a communicable disease so you can be alert to symptoms of that disease in your child. While exposure to contagious diseases is a normal part of childhood, these policies will minimize the risk of most preventable diseases.

Medication Policy

A leader will administer medication only if it is in the original container, including Epi-Pens. Prescription drugs must be clearly marked with the child's name and dosage instructions. Parents are required to complete the Permission to Administer Medications form. The leader administering the medication will maintain the portion of the Permission to Administer Medications form, which pertains to the medication record for the duration of the treatment(s). All medication will be kept in a locked container. A leader reserves the right to choose whether they will administer any given medication. As per policy, if a child is unwell, we will not administer over the counter medication such as Tylenol, Advil, etc. If your child is complaining that they are unwell, they will need to be picked up immediately.

Injuries and Other Emergencies

Minor cuts and abrasions suffered while at the center will receive proper care - specifically, they will be washed with soap and warm water and properly bandaged. Treatment will be logged, and the staff will tell you how and when the injury occurred.

If a medical emergency arises, the staff will try to contact a parent first, unless taking the time to call the parent(s) endangers the child's life. In this extreme case we will take necessary steps, putting the child safety first (calling hospital, doctor, poison control, etc.). If need be, we will accompany your child to the nearest hospital via ambulance, while continuing to contact parents/guardians during transporting and when we arrive.

Snack/Water Policy

A healthy afternoon snack (usually a fruit or vegetable, and a form of carb) will be provided in Out of School Care. Staff and children do not share food unless a pre-approved special occasion item is brought to share and does not contain any item from the 'allergy, sensitivity, preference' sheet listed for any child.

At no time will a child:

- have food used as a reward or punishment
- be forced to consume any amount of food or drink
- have the order of which to eat their food told to them
- be left unattended at meal time

At each mealtime, a leader will:

- check snacks for items that might be harmful for an anaphylactic child
- ensure children wash their hands before eating or drinking
- model healthy eating habits
- refill drinking water when needed

Dietary restrictions

For parents with unique dietary needs or selective eaters, we kindly ask you to provide your child's snack. Accommodations will not be made beyond offering a gluten-free or dairy-free option.

Items From Home Policy

Our centre provides a variety of toys, games, and activities for your child. We ask that your child refrain from bringing toys and valued personal possession to the Community Centre. From experience, we have found that possessions from home can go missing, get broken, or cause unnecessary tensions within the group. We are not responsible for any lost or missing items. If a child brings a toy from home, it must stay in their backpack or risk being confiscated until the end of the day.

Snow/Inclement Weather Policy

Closure of program BEFORE program is scheduled to begin:

Closure of program may be due to inclement weather, including snow, ice, and wind causing dangerous driving conditions as well as power outages. Within the Greater Victoria School District, the Superintendent of Schools will provide media outlets with information about the status of their facilities (including both James Bay Community Centre and James Bay Community School) and transportation services by 6:30am. If either School is closed, the Out of School Care programs will always be cancelled until we are advised that it is safe to re-open.

To find out about school closures:

<http://www.sd61.bc.ca/>

90.5 CBC Radio One

CFOX 1070 AM

In addition, although we will do our best to be open, during inclement weather we may choose to close independently of the schools in accordance to police advisories to ensure the safe of the children, families, and staff. If we do open, we may need to adjust our hours of operation to take into consideration staff's challenges to travel to the facility.

Closure of program DURING program operation hours:

If the weather conditions change suddenly during the day, and the James Bay Community School chooses to remain open, the administration at the James Bay Community Centre can decide to cancel programs. If a childcare program is in progress or is set to begin that afternoon and the decision has been made to shut down, parents will be notified by staff. Parents will then be responsible for ensuring that their child(ren) is (are) picked up.