

VWCA Childcare
Parent Handbook
Preschool
Daycare
Out-of-School Care



Program Information: Daycare/Preschool Program

Philosophy

The Little Steps program is child directed and play based. This emphasizes the value of unstructured learning that allows children to make choices, experiment, and use hands on exploration with materials in the preschool and daycare environment. The toys and activities are developmentally appropriate to support your child's emotional, physical, social and cognitive needs. It is our philosophy that children learn best when the information provided to them is easily relatable to their lives, so most of the programming revolves around topics that they can find within their community.

Little Steps strives to provide a safe, welcoming environment for children to learn about their world as well as how to navigate in it. Emphasis on cooperation, using words to solve conflicts and build self confidence is a large part of the program. We strive to allow children to make their own choices and explore in an environment which is physically safe, cognitively challenging and emotionally nurturing.

Program Expectations

Your child must be toilet trained and be 3 years old by December 31st.

What to bring?

- A change of clothes (top, pants, underwear, and socks) in a labeled large zip lock bag when your child starts Preschool or Daycare. We can store the bag of spare clothing in a bin at the Centre.
- Food: Lunch and/or a snack needs to be sent each day.
- Outside Wear: Weather appropriate clothing.

Food and Drink

We promote healthy eating and nutritional habits. Safe drinking water is always available for all children, and we encourage them to drink as much as they would like. If a child has specific nutritional requirements, we will ensure that all staff understands these requirements. Please pack a snack and/or lunch from home which follows Canada's Food Guide. Please inform the staff of any dietary needs or allergies!!

Active Play

We acknowledge the importance of active play in the preschool and the daycare. Gross motor development is just as important as fine motor development. We go outside every day, for a minimum of 40 minutes during the preschool program and 90 minutes for the daycare program. When we are outside, we have outdoor equipment that the children can explore, and we have a variety of games that we play, like "go go stop" and "what time it is mister wolf?". When it is raining, snowing or too cold, we will still go outside to give the children a chance to run and get some fresh air, but will come inside for some group games or go use the gym if its available. Please make sure your child has weather appropriate clothing. If we see puddles, we will probably be jumping in them!!! There are many fun activities to do in the rain, and we will be enjoying as many of them as possible!!

Program Hours

The Daycare operates Monday to Friday from 8:00am to 5:00pm.

The Preschool operates from 9am-12pm Monday-Friday.

Daycare Daily Schedule:

8am- 9am: Morning snack table open

8am – 9:30: Free play

9:30am – 10:30am: Morning Activity

10:30am: DANCE PARTY!!!!

10:45am: Circle time/Group Time

11:15am: Snack Time. The children are encouraged to eat what they need.

12pm: Children are guided to the park for outside playtime.

1:30pm: Children return from outside

1:30pm – 3pm: Rest time. Quiet activities are provided for children that do not require a nap.

3:30pm – 4:30pm: Afternoon Activity

3pm-5pm: Children have the option of having another snack, then playtime until they go home.

The times of the schedule are flexible and may be adapted to meet the needs of the children

Nature Preschool Daily Schedule:

The preschool program operates Monday to Friday from 9:00am-12:00pm.

9:00 – 9:40	Free Play	Monday:	Garden/Orchard
9:40 – 10:00	Group Time	Tuesday:	Field Trip/Adventure
10:00 – 11:30	Outdoor	Wednesday:	Nature Art & Craft
11:30 – 12:00	Lunch	Thursday:	Science
		Friday:	Animals

Program Information: Out of School Care Program

Victoria West Community Centre & Vic West Elementary School Site

The Victoria West Out of School Program offers a caring and safe place for children to learn, play, and have fun.

Children registered in this program will be offered the chance to participate in a variety of structured and unstructured activities, games, arts and crafts, and activity-based learning.

Philosophy

Our program aims at a balanced combination of structured and unstructured program time. Activities are developmentally appropriate to support your child's emotional, physical, social and cognitive needs. It is our philosophy that children learn best when the information provided to them is easily relatable to their lives, so most of the programming revolves around topics that they can find within their community.

VWCA strives to provide a safe, welcoming environment for children to learn about their world as well as how to navigate in it. Emphasis on cooperation, using words to solve conflicts and build self confidence is a large part of

the program. We strive to allow children to make their own choices and explore in an environment which is physically safe, cognitively challenging and emotionally nurturing.

Program Registration

Children must be school-aged (5-12 years) and attend Victoria West Elementary School to be eligible for enrollment in the program.

Fall registration will commence in March.

Priority will be given to:

- Internal Families
- External Families wanting both morning and after-school care
- All other applicants

What to bring?

- A change of clothes (top, pants, underwear, and socks) in a labeled large zip lock bag when your child starts Out of School Care. We can store the bag of spare clothing in a bin at the Centre.
- Food: Breakfast (Before School Care) and Snack (After School Care) and water will be provided during program times. If your child requires additional food, please send it with them to school for the day.
- Outside Wear: Please ensure children are dressed in weather appropriate clothing, as the Out of School program will be spending time outside and active every day.

Food and Drink

We promote healthy eating and nutritional habits. Safe drinking water is always available for all children and we encourage them to drink as much as they would like. If a child has specific nutritional requirements, we will ensure that all staff understands these requirements. A breakfast will be provided during Before-School Care, and a snack will be provided during After-School Care. Please inform the staff of any dietary needs or allergies.

Active Play

The Out of School program spends time outside every day for a minimum of 40 minutes. When it is raining, snowing or too cold, we will still go outside to give the children a chance to run and get some fresh air, but will come inside for some indoor activities if it gets too cold. Please make sure your child has weather appropriate clothing.

Before School Care@ Victoria West Community Center

7:00-8:00am Children Arrive, Craft/Activity freeplay,Breakfast

8:20am Breakfast ends

8:30-8:45am, Clean Up.Walk to School(drop off)

After School Care @ Vicwest Elementary School (Gym)

2:45- Pick Up at VWES Playground.

2:45-3:30- Outdoor Time in designated space

3:30- Indoors to designated space. Children drop off backpacks, pinnies, and coats.

3:40-Washroom break, Wash hands.

3:45-4:00 Snack

4:00-5:00 Inside Activity, Programmed Choices

5:00-5:30 Clean up from Activity, Children prepare for pick-up. Free Play until pick-up

Fees

Fees are due on the first of the month, and are payable by cash, cheques, debit or credit. Upon registration, a \$100 non refundable deposit is due. Please post-date your cheque for August 1, made payable to **VWCA**.

The deposit will be applied to your first month's fees. NSF cheques will be paid in cash with an additional \$30 charge.

Preschool (5 days/wk)

\$350.00/Month

Daycare(5 days/wk)

\$950.00/Month

Out of School Care

Before School Care \$135.00/Month

After School Care \$300.00/Month

Before and After Care \$400.00/Month

Every year in September, the fees will be adjusted to keep up with the cost of living. Parents will be notified with the amount prior to registration for the following year.

Fees are averaged over the school year, some months may have fewer days, some have more, but the fees do not vary.

Withdrawal and cause for discharge

To withdraw or change registered days without penalty, families are required to give one month's written notice on the first of the month. The full months fees will be charged if notice not given. If the event of a nonpayment/late pickups, 3 warnings is sufficient for immediate discharge from the program.

Subsidy

Child care subsidy often does not cover your entire monthly fees. Authorization from the MCFD may take weeks to process. The \$100 deposit is still required to hold the spot, and we encourage those parents interested in the program to start the application process immediately as subsidy approval is required to register.

Policies

Behaviour and guidance policy

The word "guidance" describes a teaching and learning process by which children develop socially acceptable and appropriate behaviours as they grow to maturity. The goal of guidance is to assist the child in establishing inner control and making decisions. Little Steps Childcare Centre adheres to the guidelines of the Ministry of Health's "Guidance and Discipline with Young Children" handbook.

Encouraging children to make their own decisions, choices and problem solve is the best solution. Of course, this is a learning process, so an educator will assist the child to resolve the issue themselves.

Screens policy

We do not provide any screen time at preschool, daycare, or out of school care.

Drop off/pick up policy

Please adhere to your child's program times for drop-off and pick up.

Daycare (3-5 Yrs) operates from 8:00am-5:00pm

Preschool (3-5 Yrs) operates from 9:00am-12:00pm

Before School Care (School-Aged) operates from 7:00-9:00am

After School Care (School-Aged) operates from 2:45pm-5:30pm

Staff schedules are dependent on these times, so if you are running late please let us know ASAP! Our fabulous staff would like to leave when their shift is done.

Please give yourself at least 5 minutes (maybe more when your child first starts the program) prior to closing to pick up your child to make sure that everybody can be out of the room by the time the program ends for the day. If an alternate person will be picking up your child, please have a written note or send an email with the person's full name and phone number as they will be asked for identification.

Authorized Pick-up

Children may only be released to persons named on the child's registration and emergency form. Authorized pick-up contacts must be responsible adults who are of the legal age of 19. Staff will ask for photo ID and a local phone number.

Unauthorized Pick-up

If you wish to have an unauthorized person pick up your child, we require advanced written authorization by completing the unauthorized pick-up section of the registration package or by sending a fax or letter. Pick up contacts must be responsible adults who are of the legal age 19. Staff will ask for photo ID and a local phone number.

Release of Care

Parents must check in with staff so that they can sign your child in and out of program. Your child must be picked by a responsible adult from the authorized pick-up list. Your child may never sign themselves out, walk home or leave the premises without being signed out. At the managers' discretion the VWCA may facilitate play-dates for children; however, our staff will not provide contact information for children or call on behalf of children unless permission from all guardians is given.

Alleged Impaired Pick-up

The staff must take reasonable steps to prevent any person unable to provide care from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative, or friend to pick up the person and child. As required by law, the VWCA staff may call Child Protection Services and/or the police if a child is taken off premises by an allegedly impaired person.

Custody

With regards to custody, please include all legal documentation regarding custody and custody orders with the registration forms.

Late fees Policy

A late fee of \$5 for the first 5 minutes per child, after the closing time will be charged. After this, an additional \$1 per minute will be charged. The staff will write up an invoice for the amount owing, your copy can be taken to the office and added to your monthly bill. If the fee has not been paid before the end of the week, an additional \$50 fee will be added. If the fee is not paid by the end of the month you will be contacted by the manager to discuss further consequences.

Call if you are running late!

The following steps will be taken in the event of a late pick up.

-You will be contacted

- If the parent/guardian cannot be reached, your Emergency contacts will be contacted to find someone to come pick up your child.

-If both emergency contacts and parents are unable to be contacted within half an hour of closing, the Ministry of Children and Families will be contacted, and the child will be put into emergency daycare services until a parent is located.

Three late pickups in a row will result in dismissal from the program.

Closures

The **Daycare and Preschool** programs will close for a week at Christmas for Facility maintenance.

We will also close for the following STAT holidays:

New Year's Day	Good Friday	Easter Monday	Victoria Day
Canada Day	BC Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day	Family Day

In the case of inclement weather, VWCA Programs will mirror the of the Greater Victoria School District (61)for closures.

The **Out of School** program will follow the school calendar for closures. There will be no program on Stat holidays, school Pro-D Days, March Break, Christmas Break, or Summer Break.

Illnesses

Please keep your child home if they have any of the following symptoms: ear infections, eye infections, cough, diarrhea, fever, lice, vomiting and any other communicable disease like chicken pox. This prevents the spread of illness in the centre. If your child has any of these communicable diseases, your child needs to be at home for at

least 24 hours after medication has been given or the symptoms have stopped. If your child becomes sick while attending VWCA programs you will be contacted to pick your child up as soon as possible. If you would like some more information about communicable diseases, please ask! I have a copy of Sneezes and Diseases which is a helpful resource 😊

Communication

We use e-mail communication and will contact you by e-mail you have provided on your registration form. Important information is sent out via e-mail so please ensure the e-mail address you have provided is accessible at all times, even during holiday breaks. If this is not possible, please provide your preferred method of communication.

We assume that you have received and read our e-mail unless it bounces back as undeliverable. If this occurs we will notify you by phone.

E-mails include: monthly newsletters, billing notifications and relevant program information

It is the parent's responsibility to provide accurate contact information and read the notifications that are emailed out. Notify the childcare manager as soon as possible if your personal contact information changes during the year.

Manager Contact information:

Daycare/Preschool Childcare Manager: Beth Hume email: littlesteps@victoriawest.ca

Phone number: 250-516- 2770 (cell phone)

Please use this number to let staff know that your child is sick/away for the day

Out of School Care Manager: Asha Willis

Email: outofschoolcare@victoriawest.ca

Phone Number: 250-508-0142 (cell phone)

Please use this number to let staff know that your child is sick/away for the day

Daycare/Preschool Cell (Frontline Staff): 250-516-2752

Out of School Care Cell (Frontline Staff): 250-508-5935

VWCA Parent Agreement (Please Sign and Return):

The parent/guardian must initial each box and must sign below acknowledging and taking responsibility for all expectations and policies outlined in the parent/ guardian handbook.

- ☐ The policies around fee payments, refunds, de-registration and penalty payments
- ☐ If the information provided on this form changes, I am responsible for updating it with the manager
- ☐ If my child is sick or unable to participate safely I, upon request, will immediately pick-up
- ☐ Actively communicate with program staff about your child's needs

By signing below I/we confirm that I/we have read and understand all expectations and guidelines outlined in the parent/guardian handbook

Signature: _____ Date: _____

