

VWCA Childcare Parent Handbook

Out-of-School Kids Club



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Dear Parents,

We would like to extend a warm welcome to all the children and families at Victoria West Community Association. We are committed to providing the best possible learning experience for each child entrusted to our care. To facilitate the OSC Kids Club programs, we are pleased to offer this parent handbook. The purpose of the handbook is to better acquaint parents with the philosophy, principles, and operations of the Centre. It is hoped that the contents of this handbook will assist you and your child in making your time at Victoria West Community Association a successful, happy, and positive experience.

All parents are expected to be familiar with the Centre guidelines and policies listed within and abide by them.

Sincerely,

Staff of Victoria West Community Association

Victoria West Community Association

Vision:

Victoria West community is a diverse, healthy and vital place to live, work and play.

Mission:

The Victoria West Community Association is a not for profit organization whose mission is to engage residents in community stewardship, to impact decisions that affect the community, to raise awareness, to foster a sense of spirit and pride and to encourage participation in community issues, solutions, projects and events.

Victoria West Community Centre is the heart of the neighborhood, offering diverse and relevant activities for all. It is a place where neighbors meet, learn and volunteer. The Centre provides physical, intellectual, social and cultural services and programs that contribute to individual and community health and development.

Values:

Accountability: We are transparent and accountable to our community, funders and partners.

Inclusiveness: The purposes of the Society are to promote, support or undertake any activity that will enhance the quality of life in the Victoria West community and supports the diverse population of the community.

Sustainability: The social, environmental and economic health and vitality of the community is enhanced by VWCA activities and initiatives.

Service: The VWCA provides services to the community as an advocate for, and facilitate participation in, the discussion of community issues in the provision of community services and in sharing information.

Territory Acknowledgement

With humility and gratitude, we acknowledge that the land on which we gather as guests is the traditional territory of the Coast Salish peoples, specifically the Lekwungen, also known today as the Songhees and Esquimalt nations.

Out of School Kids' Club 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 Hours

OSC Kids' Club operates Monday – Friday from 7:00am – 8:45am and 2:35pm to 5:30pm

Before School Care @ Victoria West Community Centre

7:00-8:15 am: children arrive, craft/activity free play

8:15-8:25 am: clean up, get dressed for outside*

8:25-8:45 am: walk to school (drop off)

*Please drop off no later than 8:20

After School Care @ Vic West Elementary School (Gym) or Victoria West Community Centre

2:37 pm: Check in and attendance.

K-3 group meets in the gym.

Gr 3-5 group meets the leaders outside the school under the covered area.

The two groups will take turns having indoor and outdoor time.

K-3 will start inside first, then at 3:40 the groups will switch with the 3-5 coming inside and K-3 going outside.

Program Application and Registration

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

Our program runs from the first **full day** of school in September until the end of school in June and follows the SD#61 Calendar. Please note that enrollment is for the current year only.

Yearly registration will commence in February for existing VWCA Childcare families. Please watch for the notification and the link in the monthly OSC Newsletter. Re-register at that time if you wish to have your child attend again the following September. Please note that those enrolled in the current year have priority placement in the following year, however a space is not guaranteed. If there are spaces remaining after enrolling our current families, registration for new families will commence in March.

Priority will be given to:

- Families wanting both morning and after-school care
- Families wanting the full week M-F
- All other applicants

School Schedule

The OSC Kids' Club program will follow the Victoria West Elementary school calendar for closures. We will begin each year on the first **full day** of school (usually the second day). **There will be no programs on Stat holidays, March Break, Christmas Break, the year-end PD Day or Summer Break.**

We will also close for the following STAT holidays:

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

Inclement Weather

In the event of extraordinary inclement weather conditions such as snow, whether unanticipated or where prior knowledge of such conditions are received through meteorological announcements, programs at the Centre may be cancelled. If closures happen prior to programs starting for the days, VWCA Programs will mirror the of the Greater Victoria School District #61. Please check their website www.sd61.bc.ca in the morning for updates. Families will **not be contacted** directly.

If we need to close our programs early due to inclement weather conditions, the Centre will make every effort to inform parents as early as possible through email or text. Parents are asked to ensure that they have a reliable backup plan should an emergency prevent them from picking up their child on time. Please note, no discounts or refunds are issued for missed days, statutory holidays, sick days, vacations or closures due to inclement weather.

Additional Offerings

Depending on staffing and available space, programming during **Pro D days**, as well as the second week of **Winter break** and the second week of **March Break** may be offered for an additional fee at Victoria West Community Centre. Spaces will be limited. These camps will operate from **8:30 am – 4:30pm** in the community centre gym (not the school).

If there are days that the school has an **early dismissal** for parent meetings or special events, OSC will continue at its regular schedule. The community centre may be able to offer additional programming between the early dismissal time and the regular OSC time for an additional fee.

The community centre also offers unlicensed 1 week summer camps throughout the summer. These are completely separate from OSC and this handbook only applies to offerings during the school year following the SD#61 calendar.

Signing up for Camps and PD Days

During the school year, children currently enrolled in our OSC Kids' Club will have priority registration for camps and PD days if they sign up prior to 1 month before the start date of the PD day or camp during the school year. Registration will open on Rec Desk (under Childcare) 2 months before the start date and will close 1 month before the start date. The remaining spaces will then be offered to the community starting 1 month before the start date. This can be signed up for under Youth Camps on Rec Desk. Only withdrawals made more than a month before the start date will be eligible for a refund.

Monthly Fees as of September 2025

OSC Kids' Club (Before & After, 5 days/wk, approx.)

\$482 – CCFRI = approx. \$321.50/Month (Kindergarten Only) *

\$482 – CCFRI = approx. \$405/Month (Grades 1-5) *

*CCFRI may vary and is not guaranteed. Parents are responsible for the remaining parent portion.

You can get more information about the Childcare Fee Reduction Initiative at this link: [CCFRI Estimator website](#).

Please note that each year fees will be adjusted, pending government approval, to keep up with the cost of living. Parents will be notified of the amount prior to the beginning of the program in September.

Part time enrollment is available and can include only before, only after, or certain days of the week.

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

Fees are **due on the first business day of the month**, payable by direct withdrawal.

Payment Requirements:

Program financials are managed by the Childcare Manager. We use email communication and will use the email address you have provided on your child's registration form for all communication. Important information is sent out via email; therefore, please ensure that the email provided is accessible at all times, even during holiday breaks.

- Fees are due on the 1st business day of the month and are paid via direct withdrawal. Withdrawals will appear on your statement as Victoria West Community Association or VWCA.
- A completed Pre-Authorized Debit (PAD) Authorization form must be provided once enrollment is confirmed and at least a month prior to your first day of care. **A VOID cheque** must be attached to the PAD agreement. If you are unable to attach a VOID cheque, please ensure that your financial information is entered correctly. Failure to provide correct information will result in a charge of \$15.00.
- For families wishing to have more than one payee, please complete separate PAD forms, submit a void cheque for each payee and clearly indicate the ratio (50/50 , 60/40 etc).
- Here at VWCA we recognize that there are a number of situations that can cause financial strain. If you need to arrange alternate payment arrangements, please contact the Childcare Manager at least 3 business days before the end of the month to avoid an NSF and/or late penalty.

Gradual Entry for Kindergarten

We are unable to provide special hours for kindergarten children during their first weeks of gradual entry to school. However, parents/caregivers are welcome to drop kindergarten children to the OSC Kid's club themselves, on days they are enrolled, at the beginning of the After School program after the school bell.

Returning Children

Please note that your registration is for the current school year only and ends on the last day of class before summer break. Parents of existing registrants are asked to re-register for the following new program year in February. We will do our best, however, a space in the following year is not guaranteed.

After applying for a space in our OSC Kids' Club, please wait to be notified whether we are able to provide a spot for your child/ren. Once confirmed, an annual non-refundable \$125 admin fee/deposit will be immediately due to secure your space. This is to be paid online, through the Rec Desk account that you created with your application. Once your child starts the new program year, \$25 will be retained for the administration fee and \$100 will be applied to your first month's fees. Should you choose to cancel the registration at any point after it has been confirmed but prior to your child's start date, you must do so with at least a full calendar month of notice (or a month's fees in lieu of notice). The \$125 admin fee/deposit remains non-refundable

NSF Penalty Procedure

Should your direct debit payment be returned to our organization as NSF, we will attempt to withdraw fees a second time (up to 30 days from the original payment date). An additional fee of \$30 may be applied if funds are unavailable at the time of withdrawal. VWCA will not be responsible for any costs charged by your bank/ financial institution.

Affordable Child Care Benefit

As a licensed childcare provider, VWCA is eligible to accept provincial childcare benefit (ACCB/Subsidy) for eligible enrolled children.

The following are expectations that our program has for families utilizing childcare subsidy:

- Parents/Guardians are ultimately responsible for all fees as registrants to our program.
- Parents/Guardians will be responsible for fee payments until benefit plan authorization has been received by our program. We claim subsidies around the 15th of each month. If you are approved after this date, we will not receive it until the following month. Please note that Affordable Child Care Benefit application processing can take 6 to 8 weeks. Any back claimed subsidies for portions previously paid by parent will be reimbursed.
- Parents are responsible for paying any parent portion remaining after the deduction of subsidy from the program fees.
- Parents are responsible for renewing the benefit authorization before it expires.
- For more information about this program, please visit: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

ACCB can be applied for online through the **MY FAMILY SERVICES** website. All subsidies are processed through **VWCA Little Steps**. Alternatively, you can apply through a paper form. Please DO NOT bring in a form that you've already filled out as will have your sensitive confidential information. Instead, the childcare manager will provide you with a form already filled in with our information that you can then add your information to and send to the ministry.

If you require assistance with the application process please contact the childcare manager, or the Child Care Resource and Referral Centre 250-382-7000 or MCFD at 1-888-338-6622, option 1.

Families receiving the Affordable Childcare Benefit must pay the balance of their account by the 1st business day of the month.

Child's Emergency Information

Educators have emergency information for each child with them at all times. Each child has their own page in an emergency binder including:

- child's name and birthdate
- a current portrait photo that can be shown to First Responders
- parent contact information including address and phone numbers
- emergency contacts and authorized pick ups
- medical information such as allergies, medications, doctor and BC Services number

Please notify us as soon as possible if there are any changes to this information, including if you move to a new address or change your contact information so that we always have the most up-to-date information in the event of an emergency. Please also ensure that the contact information for your emergency contacts remains accurate.

Additional Needs

If your child has special learning or medical needs, please discuss this with the Childcare Manager. A child who may show additional needs after starting in one of the programs may require a professional assessment. Parents and staff will work together to determine the best course of action to help support the child's success.

Parent Communication

At Victoria West Community Centre, we believe in regular communication. An integral part of a parent's involvement in their child's education is through effective communication with the Centre. The Centre has an 'open door' policy so should you have any immediate concerns please don't hesitate to touch base with the educators in your child's program.

We use email communication and will use the email address you have provided on your child's registration form for all communication. Important information is sent out via email; therefore, please ensure that the email provided is accessible at all times, even during holiday breaks. 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. It is the parent's responsibility to provide accurate contact information and read the notifications and newsletters that are emailed out.

Parents: Notice of Withdrawal and Refund Policy

Parents/Guardians who wish to withdraw their child or reduce the number of days they attend must provide notice to the Childcare Manager, at least a full calendar month before their intended withdrawal/change date. This written notice must be received by the last day of the month prior to the last month before you wish to withdraw/reduce your enrollment. Withdrawals with or without notice, and sudden departures are treated the same and are required to pay full fees for the full calendar month following the date of notification/departure/withdrawal. If a child is absent for a period of 30 days without any notice or other explanation, that child is then deemed to have given notice, and the family will be required to pay full fees for the following full calendar month.

What to bring?

- A change of clothes* (top, pants, underwear, and socks). *see clothing and possessions
- Food: Snacks and water are provided. If your child requires additional or alternative food, please send it with them to school that day. Children are not allowed to consume junk foods, candies, chocolates, gum etc. during the program.
- Outside Wear: Please ensure children are dressed in clothing appropriate for the weather. OSC Kids' Club program will spend time outside every day, **rain or shine** (ex: raincoat/boots, sunscreen, wide brimmed sun hat).

Child Pickup and Drop Off Policy

Parents and/or caregivers **must check in with staff** so they can sign your child in and out of the program. Your child may **never sign themselves in or out**, walk home or leave the premises without being signed out by an authorized adult.

During pickup, our staff will only release your child to caregivers whose names are indicated on the registration forms as **emergency or authorized pick ups**. Please indicate on the Childcare Application Form the name, relationship to child and phone number of anyone who will be picking up your child. Temporary permission may be granted and must be received in writing. Staff will ask for photo ID. Please let us know in advance if you are sending someone to pick up in your place so we can verify they are on your list. Any changes to your authorized pick ups can be made in writing or email to the childcare manager.

Attendance Policy (missing child protocol)

It is the responsibility of parents to **inform the program** (Childcare Manager, or OSC Kids' Club Team Lead) by email or phone if their child is not attending on a day they are registered to attend. If a child does not arrive to the program after school dismissal and staff have not been notified in advance of an absence, staff will contact parents/guardians. If staff are unable to confirm the child's whereabouts, they will call 9-1-1 and report the child missing.

After School Extra Curricular Activities/Late Arrival

Our After School Kids' Club begins when the school bell rings. To ensure everyone's safety and supervision, children must join the program directly after the school bell rings.

If your child attends other after school activities provided by Vic West Elementary, such as choir or sports, parent's need to fill out the **Late Arrival Permission Form** to ensure that staff know the whereabouts of each child and when they will be arriving to the program. If there is any change to this schedule, please notify the Team Lead immediately.

Punctuality

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

Before School Care (School-Aged) operates from 7:00-9:00am (please **arrive by 8:20am**).

After School Care (School-Aged) operates from 2:35pm-5:30pm (Please arrive for pick-up by 5:25pm).

Staff schedules are dependent on these times, so if you are running late, please let us know! 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 ensure that everybody can be out of the room by the time the program ends for the day. We do not offer options for late pick up or extended care.

No Show at End of Program

If a child is still at the centre at closing time, the staff will take the following steps.

1. **Attempting to Contact the Parent or Guardian:** Staff will immediately try to reach the parent or guardian using the contact information provided in the child's records.
2. **Contacting Emergency Contacts:** If after several attempts (5 min) the parent or guardian cannot be reached, staff will begin to try to contact the emergency contacts listed in the child's record.
3. **30 min late - Involving Authorities:** If no authorized individuals can be reached and the child remains uncollected, staff will contact local authorities, such as the Ministry for Children and Families and/or the police, to ensure the child's safety and well-being.

Medical Information

It is important for the Centre to have all relevant medical information at hand to ensure the safety of your children including:

Full Disclosure: Parents must fully disclose all medical information about the child during registration (information as specified in the medical section of the application and/or registration form). Disclosure is vital so that the Centre can take any medical precautions as becomes necessary – such as requiring an EpiPen be kept in the program areas for a child with a severe nut allergy.

Up-to-Date Information: Should a child undergo a medical procedure or treatment after registration, parents are required to inform the Centre so that changes to medical information can be amended and a medical plan implemented if deemed necessary.

Immunization: Up-to-date immunization information is required for all children.

If a child's caregivers have chosen not to have their child vaccinated, the family is advised that in the event of an outbreak, or an immediate threat of an outbreak, the child will need to temporarily stay home from their program to protect their child from becoming ill and prevent the spread of the disease.

Medication: Staff should be notified of any prescription or non-prescription medication a child is taking. In the case where staff may be required to administer medication, please complete a "Permission to Administer Medication" form, copies of which can be found on the website, and in the childcare office.

Allergies: Parents must notify the Centre of any allergies and if/when any new allergies or physical condition arise. Emergency medications such as an EpiPen or puffer must be kept on premises for those children prescribed them for severe and life-threatening allergies. Parents are responsible for ensuring such medications are up to date.

Illness

We understand that parents may choose to bring their children to program even with a mild sickness. However, we have an obligation to everyone to ensure a healthy atmosphere for all. If a child has a bad cold with a runny nose or cough and comes to program, the chances are that other children and staff could also contract the cold. Germs have the potential to spread quickly in the program environments. With your cooperation, we can establish a healthier environment for everyone if, when your child is sick, they remain at home.

Please Note: If we see that your child is not feeling well, we will call you to pick them up promptly.

Below is a general list of illnesses that would prevent your child from being allowed to attend the OSC Kids' Club as well as a general guideline for the program's educators to call you to pick up your child promptly.

A fever exceeding 38°C or 100.4°F

An infection for which the child has not been on an antibiotic for at least 24 hours.

A child vomiting or complaining of severe headaches or stomach aches.

A child who has diarrhea.

A child who has been constantly coughing or has a runny nose with thick discharge.

A communicable disease such as pink eye or head lice. Parents are required to notify the Childcare Manager or Team Lead immediately if their child contracts a communicable disease.

Please Note: We ask that parents keep their child home until they have been symptom-free (without the use of fever and other symptom reducing medication) for at least 24 hours.

Food and Drink Policy

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 understand these requirements. A snack will be provided every day during the After-School Kids' Club and is also available during morning care as requested. Please inform the staff of any dietary needs or allergies. Please note that snacks are not provided during full day camps at the community centre (PD days, Winter Break, Spring Break).

Active Play Policy

The OSC Kids' Club program spends time outside every day after school for a minimum of 40 minutes (as required by childcare licensing). When it is raining, snowing, hot or cold, we will still go outside. Please make sure your child has weather appropriate clothing.

Clothing and Possessions

Please ensure that children are dressed appropriately for the weather and with clothing that they can easily put on and off themselves.

A second set of clothing should be available (in your child's backpack) at all times in case of "mishaps". Please remember to send a spare set of clean clothes if the previous ones were taken home to be washed. All clothing should be labeled with your child's name.

Please note that if your child has a "mishap" such as a toileting accident and does not have any backup clothes to change into, parents will be contacted to either bring some clothing or pick the child up. Children cannot stay in the program with soiled clothing. This can easily be avoided by ensuring they always have an extra set.

Screens policy

We do not provide any screen time in our OSC Kids Club.

Child Guidance / Harassment and Bullying Prevention

Victoria West Community Centre believes that all children have the right to learn in a safe, caring and orderly environment with a focus on physical safety, social connectedness, inclusiveness and protection from all forms of bullying, regardless of a child's gender, race, culture, religion, sexual orientation or gender identity.

Our approach to behaviour guidance is to assist children in developing self-control, self-confidence, and ultimately self-discipline and sensitivity in their interactions with others. The Centre's approach to discipline is positive, proactive and consistent with the developmental age and stage of each child. We encourage acceptable behaviour such as being respectful to ourselves, to others, and to centre property and learning to follow Centre rules such as walking calmly when inside and staying in designated areas.

Unacceptable behaviour can consist of but is not limited to: fighting (or play fighting), lack of respect for others, teasing, throwing objects and running inside the building. This applies whilst at the centre, at a program-related activity or in other circumstances where engaging in the activity will have an impact on the centre's environment.

The consequences of unacceptable behaviour will be applied in a fair and consistent manner, will respect an individual's rights, and take into account their age, maturity and special needs, if any. Consequences will be restorative rather than punitive.

Behaviour Management Guidelines

The first incident of inappropriate behaviour will result in the child being redirected from the activity. The staff will discuss with the child the rules and the reason that their behaviour is inappropriate. The child will be supported by the staff to make more appropriate choices and find problem solving solutions.

If inappropriate behaviours continue or progress in frequency and escalates in peril, the educators will contact the parents to discuss solutions/options to address the problem. The incident will be logged in our internal documentation. The parent may be called to pick the child up immediately depending on the severity of the incident.

Should the solutions arranged by the staff and parents prove ineffective, a more formal meeting will be scheduled to look at alternative solutions. The parents may be advised that the child cannot attend the program temporarily if the alternative solutions are unsuccessful. The incident may be documented for our Licensing Officer to review. If the behaviour is still a concern, the Childcare Manager reserves the right to discharge the child from the program.

Alleged Impaired Pick-up Policy

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.

Duty to Report

We are required by law under the Child, Family and Community Service Act to report any suspected cases or disclosures of child abuse or neglect to the appropriate authorities for investigation. Our responsibility is to report suspicions or disclosures, 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.

Privacy Policy

VWCA respects the right of individuals to the protection of their personal and family's information. VWCA is committed to maintaining the confidentiality, privacy, and accuracy of personal information it collects, uses and discloses. VWCA staff and volunteers who have access to personal information follow fair information principles, in keeping with privacy laws. Families in our programs are in turn expected to respect the privacy of other participants and staff.

In accordance with British Columbia's privacy and child protection laws, there may be circumstances where VWCA is legally required to share personal information. This includes, but is not limited to, disclosures to child protection authorities, law enforcement, or health professionals when there is reason to believe that a child or individual may be at risk of harm. In such cases, only the minimum necessary information will be shared to meet legal or safety obligations. If at any time you feel your privacy is not being appropriately respected, please bring it up to the Team Lead and/or the Childcare Manager.

Custody Issues

Should there be custody issues:

The Centre must have legal papers of visitation schedules and any other relevant legal documents, including restraining orders, etc. If there are no legal papers, the office will accept a written agreement signed by both parents.

Each parent has a right to receive Centre mail, speak to staff, see sign-in sheets, and leave with their child on their appropriate day and time. Only the parent with legal custody may enroll the child, withdraw the child, or sign permission slips and paperwork.

It is staff policy not to side with either parent in the event of a divorce. Staff also may not write letters in your defense for any legal hearing or legal action. Trust that our staff is here to aid your child and give him/her the best care possible in a consistent and nurturing environment.

If the occasion happens when both parents are in the Centre grounds during a time when the two parents are estranged, we expect both parents to treat each other with respect. No conflicts will be tolerated while on Centre property.

Service Continuity Policy

We understand the importance of mutual understanding and adherence to our childcare policies and procedures outlined in this handbook. Our aim is to ensure a harmonious and safe environment for all participants in our programs. Your cooperation ensures a positive and enriching experience for all. In the rare instance where policies or procedures are not being upheld, we follow a progressive approach:

Reminders and Guidance: Our staff are committed to assisting parents/guardians in understanding and complying with our policies. They will remind you of the policies and encourage you to review the parent handbook.

Supportive Correction: Continuous non-compliance may necessitate further action. In such cases, we will offer additional support and clarification to facilitate adherence to our policies.

Service Termination: In instances where repeated non-compliance persists, we reserve the right to discontinue childcare services. This decision is made with careful consideration and in the best interest of all children, families and staff within our childcare community.

Accidents/Incidents

All accidents/incidences involving children are documented at the Centre.

In case of a Minor Accident or Incident:

The child/ children will be tended to immediately by a staff member. Appropriate first aid will be administered, if necessary (soap and water and/or bandages), or comfort and support given should that be more appropriate. It will

then be shared with the caregiver picking up the child that day as well as being documented in the classroom communication book and/or on a "VWCC Incident Report Form" which is kept on file for the school year.

In case of a Serious Accident:

The child will be tended to immediately by a staff member who will ascertain the extent of the injury, begin first aid if it is appropriate and inform the Childcare Manager/OSC Kids' Club Team Lead as soon as possible through another staff member. Parents/ caregivers will be notified.

For serious injuries, the teacher, Childcare Manager and/or Centre Manager will also call 911. (Parents will be expected to assume responsibility for any expenses incurred.) Should the child need to go to the hospital and parents cannot be reached, the child will be accompanied by a staff member who will take along all their necessary medical information; care card number, family doctor (as listed on the registration form) etc.

Concerns and Issues Resolution

If any parent wishes to clarify or discuss any matter or concern about the programs or their child, the following guidelines should be followed:

Issue/ Concern	Contact
-your child's needs	-one of the staff in your child's program
-your involvement with an individual teacher	-the staff person directly (using discretion as to time and place.)
-general program matters or concerns about program environment	-Program Team Lead
-personnel issues in general	-Childcare Manager or Executive Director
-financial matters	-Childcare Manager or Centre Manager
-buildings and grounds	-Centre Manager
-overall functioning of the Centre	-Centre Manager or Executive Director
-registration and enrollment	-Program Team Lead or Childcare Manager

Appeals Policy

If a concern is not addressed satisfactorily with the staff member(s) involved, following the above guidelines, the Executive Director will make every attempt to solve the matter.

If the parent feels that the matter has not reached a satisfactory conclusion, the parent should present the matter, in writing, to the Executive Director.

If a concern is in regard to the Executive Director, the matter should be presented in writing to the Board. The Board will contact all parties involved and after careful consideration, will resolve the matter.

Fires, Earthquakes and other Major Disasters:

VWCC has an Emergency Preparedness Plan as well as an Emergency Procedures Flowchart, which addresses the procedures staff would take in the event of a fire or bomb threat, a minor or major earthquake (including tsunami), a Lock Down or a major weather event.

The children practice fire drills once a month and earthquake drills at least once a year. The Emergency Preparedness Plan is practiced at least once each year by the staff.

We ask that you DO NOT phone the Centre. Phone lines must be kept open for emergency calls.

TUNE into local radio station CFAX 1070 using a battery-operated radio or car radio for information and direction. ESTABLISH an out-of-area contact person. Phone service will likely be limited during a major disaster. It may be much easier to phone someone outside the region than to contact someone locally.

Electronic Mail may serve as a means of communication.

EpiPens and Emergency Medication. Time and safety permitting staff will do their best to ensure that epiPens or other emergency medications are taken with them during an evacuation.

Preventing Contagious Disease Outbreaks Guidance for Childcare Settings

Even though the Covid-19 pandemic is officially over, it has taught us how important it is to protect ourselves and others from contagious diseases. We must work together to ensure that our childcare spaces are safe and healthy places for our children, families and educators.

If you're ill—stay at home.

All children and staff who are ill with fever, cold, influenza, or infectious respiratory symptoms of any kind need to stay home. Parents of children with cold or influenza-like symptoms should keep their children home. Children can return to childcare of 24 hours after their symptoms have ceased, without the use of fever reducing medication.

Continue to encouraging hand hygiene

As we know, little and big hands pick up germs easily, from anything they touch, and can spread those germs to objects, surfaces, food, and people. Handwashing with soap and water is still the single most effective way to reduce the spread of the illness.

Children forget about proper hand washing so practice often and teach them to wash their hands properly in a fun, relaxed way. Everyone should wash their hands more often!

When sinks for hand washing are simply not available, you may use alcohol-based hand sanitizers (ABHS) containing at least 60% alcohol. Know that this is not very effective when a child's hands are quite soiled, when coming in from outside, for example. Read labels and wash hands with sanitizer the same way you would wash with soap and water.

Six steps to proper handwashing

Wet hands with warm running water.

Apply a small amount of liquid soap. Antibacterial soap is not required.

Rub hands together for at least 20 seconds (sing ABC's). Rub palms, back of hands, between fingers and under nails creating a lather.

Rinse off all soap with running water.

Dry hands with a clean, disposable towel.

Discard the used towel in a waste container.

Children should wash their hands...

When they arrive at the Centre before entering the program

Before eating and drinking

After playing outside

After sneezing or coughing into hands

Whenever hands are visibly dirty

Cough and sneeze etiquette:

Cough and sneeze into an arm or tissue.

Please keep your child at home if they have any of the following symptoms: cough, fever, runny nose, respiratory symptoms, ear infections, eye infections, diarrhea, fever, lice, vomiting and any other communicable disease like chicken pox.

This prevents the spread of illness in the centre.

Contact information:

Childcare Manager

Email: childcaremanager@victoriawest.ca

Phone number: 250-590-8922 ex:1

OSC Kids Club Team Lead

Email: outofschoolcare@victoriawest.ca

Team Lead and After School Phone Number: 250-508-0142 (cell phone)

Before School at VWCA Phone Number: 250-508-5935 (cell phone)

***Please note it the program must be notified if your child will not be attending their scheduled after school care.
You can email, text, call or tell the Team Lead in person.**

Victoria West Community Centre: 250-590-8922