



Parent Handbook

Lakepoint Childcare and Learning Centre Inc. V1.4

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1. Welcome Message

Welcome to Lakepoint Childcare and Learning Centre! We operate our childcare centre in accordance with BC Childcare Regulations. We understand the importance of nurturing and developing young minds in a safe and loving environment.

Our approach is rooted in the philosophy of offering care through a 'learn through play' methodology. Backed by a dedicated team of experienced caregivers, cutting-edge facilities, and a curriculum meticulously crafted to promote comprehensive development, our goal is to provide your child with an optimal foundation for their educational and exploratory journey.

We employ an emergent-style curriculum that is adaptable to the unique needs and interests of each child. Our daily activities encompass a mix of indoor and outdoor play, music, movement sessions, story time, and ample outdoor exposure. Rain or shine, we recognize the importance of fresh air and outdoor exploration, encouraging outdoor activities regularly.

At our centre, we prioritize values such as respect, inclusion, and the celebration of our diverse community. Your child's growth and well-being are at the heart of everything we do.

2. Staffing and Care:

Every staff member hired at Lakepoint will possess current certifications in Early Childhood Educator Assistant (ECEA), Early Childhood Educator (ECE), Infant and Toddler Educator (ITE), or Special Needs Educator (SNE) in accordance with BC standards. Additionally, they will hold valid First Aid and CPR training certificates, a clear criminal record check, and any other qualifications mandated by BC Childcare Regulations for working with young children. Every staff member at Lakepoint Childcare and Learning Centre is expected to provide the most exceptional level of care.

3. Operating Hours:

Monday to Friday: 7:30 am to 5:00 pm
(Except holidays or emergency closures)

Some classrooms have different start and closing times. Pre-School (group childcare age 3 years and above) hours are 7:30 AM to 5 PM, while Infant toddler timings are 7:30 AM to 4:30 PM and 8:00 AM to 5:00 PM.

4. Drop-off and Attendance Guidelines:

Children should be dropped off at the centre **no later than 9:00 am** to accommodate morning outings or field trips, which are conducted solely on foot or via strollers/wagons—please note that we do not transport children in vehicles. This timing also allows us to plan the day effectively. Snack time typically occurs around 9:00 or 9:15 am, so if your child is arriving late, please ensure they have already eaten. Any drop-offs after 9:00 am without prior notice may result in being turned

away, as it can disrupt the flow of the program for the remainder of the day. **Children can be dropped off until 11:00am only for appointments.** Any time after 11:00 AM is too disruptive for the flow of the program for the remainder of the day.

Parents/guardians are required to inform the centre, either by phone or through the Brightwheel app, if their child will be absent from the program by 8:00 am.

Please be aware that staff shifts conclude when the centre closes. If you wish to discuss your child's day or spend time in the facility, we encourage you to arrive 10 minutes early to engage with the educators.

5. Daily Schedule:

A detailed daily schedule is outlined in the preschool and infant toddler brochure for each of the rooms and may be adjusted based on program needs. Below is a general overview of the day's plan:

7:30 am	Centre opens, free play and art/sensory activities
9:00 am to 9:15 am	Morning snack time
10:00 am	Circle Time/songs (if children are interested)
10:15 am to 12:15 pm	Outdoor play time/field trip
12:30 pm	Lunch time
1:00 pm to 2:45 pm	Nap/Quiet Activities when waking up
3:00 pm	Afternoon snack time
3:15 pm to 5:00 pm	Free play /outdoor play

Some classrooms have different start and closing times. Pre-School (group childcare age 3 years and above) hours are 7:30 AM to 5 PM, while Infant toddler timings are 7:30 AM to 4:30 PM and 8:00 AM to 5:00 PM.

6. Guidelines for Drop-off and Pickup:

- Drop-off
 - Please drop off your child before 9:00 am.
 - Ensure that an educator is available and that you have made contact before leaving. Take this opportunity to talk to your child's educators about your child's needs for the day
 - All children must be signed in by a parent or guardian upon arrival in the Brightwheel app using the tablet placed at the entrance
 - Place your child's personal belongings in their assigned cubby area.

- Pick-up
 - Arrive ten minutes before to allow staff a few minutes to fill you in on your child's day
 - Only individuals listed on your child's authorized pickup list will be allowed to pick up your child. Inform us in advance if someone not listed will be picking up your child.
 - All children must be signed out by a parent or guardian at the end of the day in the Brightwheel app using the tablet placed at the entrance
 - Be prepared to show ID if staff members do not recognize the person picking up your child.
 - Check that all your child's belongings are collected before leaving.

Drop-off and Attendance Guidelines

Children should be dropped off at the centre no later than 9:00 AM. This allows us to plan the day effectively. Exceptions can be made if communicated earlier, but only until 9:15 AM. After 9:15 AM, we cannot accommodate your child as it disrupts the program for the remainder of the day.

Guidelines for Drop-off and Pickup

Pickup Time: Parents are requested to pick up their child by 4:50 PM when the closing time is 5 PM or 4:20 PM when the closing time is 4:30 PM, which allows staff and parents a few minutes to chat about the child's day. Staff shifts conclude at 4:30 OM or 5:00 PM, and we must respect their time after a long day of hard work with the little ones.

7. Holiday Closures

Lakepoint Childcare and Learning Centre will be closed on the following statutory holidays. Reminders about upcoming closures will be provided using the Brightwheel app. We encourage parents to keep a calendar of the centre closures. If a statutory holiday falls on a weekend, we will be closed on the following Monday. The monthly fee remains the same despite any centre closures. Staff members are paid for all centre closures. Prioritizing the well-being of our staff is paramount. Ensuring a happy, cared-for, and consistent long-term team of employees is crucial for fostering strong bonds with children, creating secure attachments, and forming partnerships with families. The additional closures contribute to the well-being of our staff, ultimately enhancing their ability to provide the best care for the children they look after each day.

Centre Closures for 2026 (dates can vary every year)

Thursday, January 1	New Year's Day
Monday, February 16	Family Day
Friday, April 3	Good Friday
Monday, April 6	Easter Monday
Monday, May 11	Professional Development Day
Monday, May 18	Victoria Day
Wednesday, July 1	Canada Day
Monday, August 3	B.C. Day

Monday, July 27 – Friday, August 7	Summer Break
Monday, September 7	Labor Day
Wednesday, September 30	National Day for Truth and reconciliation
Monday, October 12	Thanksgiving Day
Wednesday, November 11	Remembrance Day
Friday, November 27	Professional Development Day
Friday, December 25	Christmas Day
Monday, December 21 – Friday, January 1	Christmas Break

The centre will be closed for two weeks during both the Christmas break and the summer break. For the 2026/27 Christmas break, the centre will adhere to the holiday closure schedule of Sooke District 62. The summer closure dates will be communicated to all parents at the beginning of the year.

On Friday preceding the Christmas break, the centre will close at 12:00 pm for cleanup and organizational activities in preparation for the new year.

In addition, the centre will be closed for two Professional Development (PRO-D) days each year. These PRO-D days will align with the SD62 school district's designated professional development days. This strategic alignment provides our educators with the opportunity to pursue current training, ensuring they meet the required 40 hours of Professional Development necessary to renew their Early Childhood Educator (ECE) certificates to practice, as mandated by the ECE Registry.

8. Emergency Closures

There are no refunds given for any emergency closures due to circumstances beyond our control, such as power outage, flooding, earthquakes, fire, communicable disease outbreaks, epidemic/pandemic outbreaks (detail in following policy - exceptions made), extreme weather, and snow day closures. We follow snow day closures from School District 61/62 (some of our staff travel from Victoria), or if staff are unable to get to work safely. An email, text message and notification via Brightwheel will also be sent as soon as possible to communicate closures.

If the power goes out and we require light and heat, staff will check the hydro website and notify parents to come pick up their children if the outage is expected to last longer than an hour. This is usually not an issue in summer months!

For staff shortages due to illness, we may need to close classroom(s) or accept children on a first-come, first-served basis to meet childcare ratio requirements.

9. Gradual Entry policy

Please Note that a detailed gradual entry plan is outlined in the preschool and infant toddler brochure for each of the rooms and may be adjusted based on program needs. It will be communicated to parents via email before the child joins the centre. Below is a general overview of how a gradual entry plan may look like:

Infant/toddler

- Week 1
 - Day 1: 8:00 AM to 9:00 AM – Approximately 1 hour visit.
 - Day 2: 8:00 AM to 10:00 AM – Approximately 2 hours visit. Includes morning snack.
 - Day 3: 8:00 AM to 10:00 AM – Approximately 2 hours. Includes morning snack.
 - Day 4: 8:00 AM to 11:30 AM – Approximately 3.5 hours. Includes morning snack.
 - Day 5: 8:00 AM to 11:30 AM – Approximately 3.5 hours. Includes morning snack.
- Week 2
 - Day 6: 8:00 AM to 12:00 PM – Approximately 3 hours. Includes morning snack.
 - Day 7: 8:00 AM to 12:30 PM – Approximately 4.5 hours. Includes morning snack and lunch.
 - Day 8: 8:00 AM to 12:30 PM – Approximately 4.5 hours. Includes morning snack and lunch.
 - Day 9: 8:00 AM to 3:00 PM – Approximately 7 hours. Includes morning snacks and lunch and nap.
 - Day 10: 8:00 AM to 4:00 PM – Close to a full day. Includes morning snacks, lunch, afternoon snack, and nap.

From Week 3 onwards, regular drop-off/pick-up time slots will apply.

Please note this may change at any point and a plan will be shared with parents through email or through other means (Brochure).

Note: Please note that the duration of these gradual entry steps is dependent on your child's comfort and settling time with us. Adjustments to the hours can be discussed and arranged with the educators based on individual needs.

Preschool, group 30 months to 5 yrs.

- Day 1: 8:00 AM to 12:30 PM – Approximately 4.5 hours. Includes morning snack and lunch.
- Day 2: 8:00 AM to 12:30 PM – Approximately 4.5 hours. Includes morning snack and lunch.
- Day 3: 8:00 AM to 3:00 PM – Approximately 7 hours. Includes morning snacks and lunch and naps (if needed).
- Day 4: 7:30 AM to 4:00 PM – Close to a full day. Includes morning snacks, lunch, afternoon snack, and nap (if needed)
- Day 5: 7:30 AM to 5:00 PM – Full day.

Note: Please note that the duration of these gradual entry steps is dependent on your child's comfort and settling time with us. Adjustments to the hours can be discussed and arranged with the educators based on individual needs.

Please note this may change at any point and a plan will be shared with parents through email or through other means (Brochure).

10. Drop-off and Pick-up Time slots for Infants and Toddlers

To maintain our staff-to-child ratios for Infants and Toddlers, starting Feb 2025, we have implemented the following timeslots for parents to choose from based on the classrooms:

- 7:30 AM to 4:30 PM (Sunshine and Meteor Room)
- 8:00 AM to 5:00 PM (Maple, Cedar, Oak and Fern Rooms)

Please ensure that you drop off and pick up your child during your assigned timeslot. If your assigned timeslot does not work for you, we can only change it if another family swaps with you or if a timeslot becomes available due to a child leaving.

11. Child Pick Up and Late Pick Up

Lakepoint Childcare and Learning Centre kindly requests that you arrive ten minutes before closing time to allow our staff for a few minutes to provide you with information about your child's day and complete closing duties before their shift concludes at 5:00 pm. If you arrive at the right time, our staff may have limited time to chat with you. If your child has not been picked up by the official closing time, a staff member will try to contact the parents/guardians. If there is no response within 15 minutes, the staff will contact the alternate pickups listed on your registration form. If, after 30 minutes, no contact has been established, the appropriate Ministry will be notified. Please note that a late fee of \$2.00 per minute will be charged, starting from the closure time on the clock. This late fee is waived in emergency circumstances.

Starting Jan 2026, the Centre has implemented the late fees of **\$2 per minute stringently. This allows fairness for the staff who stay back.**

To release your child to anyone not listed on your registration form, written permission from a parent/guardian is required. Lakepoint staff will request identification if they do not recognize the person picking up. Your child will not be allowed to leave the centre with someone lacking valid photo ID. If you are arranging for someone on your pickup list to come to the centre, ensure they have their photo ID ready, or we will refuse to pick up.

Lakepoint Childcare and Learning Centre must have a copy of any custody agreements or court orders on file, specifying details if there is a parent/guardian who should not have access to your child. If there is no court order in place, we are legally obligated to allow either legal parent/guardian to pick up your child at any time.

Lakepoint staff may deem any person unauthorized to pick up if they appear under the influence of drugs or alcohol. In such circumstances, we will collaborate with you to contact a safe alternative pickup. Legally, we must allow a parent/guardian to pick up their child, but if we suspect you are under the influence of drugs or alcohol, we will immediately contact the police, followed by the appropriate ministry.

12. Registration Policy

Once your child's spot is confirmed, Lakepoint Childcare and Learning Centre will send you an invitation to create your Brightwheel account and complete the registration process.

To enroll your child at Lakepoint Childcare and Learning Centre, please complete the below steps in the Brightwheel app:

1. **Complete the Registration Form and Emergency Contact Card:** Fill out the required registration form and emergency contact card provided by the centre.
2. **E-Transfer the \$250 Non-Refundable Enrollment Fee:** Submit a one-time, non-refundable enrollment fee of \$250 through an E-transfer.
3. **Provide an Up-to-Date Immunization Record:** Furnish a current and complete immunization record for your child.
4. **Complete and Return the Parent Handbook Agreement Form:** Review the Parent Handbook and sign the acknowledgment form.
5. **Childcare Subsidy Application (If Applicable):** If you are applying for childcare subsidy or have already received approval, ensure that the application is processed before your child starts at the Centre. Alternatively, parents can agree to pay the regular fee.
6. **Provide a Copy of Custody Restriction (If Applicable):** If applicable, submit a copy of any custody restrictions or court orders pertaining to your child.
7. **Provide a Recent Photo of Your Child:** Submit a recent photograph of your child.
8. **Payment Agreement:** Sign the agreement for payment of monthly fees via e-transfer or pre-authorized debit.

Completing these steps ensures that all necessary information and documentation is in place for your child's enrollment at Lakepoint Childcare and Learning Centre. If you have any questions or require assistance, feel free to contact our centre manager.

We kindly request that you keep us informed of any changes to your contact information, including address, phone numbers, email addresses, emergency contacts, doctors, or individuals authorized to pick up your child. This information is not only required by Licensing but also helps us in ensuring the safety of your child and enables us to make swift arrangements in cases of illness or emergencies.

Probation Period: Lakepoint Childcare and Learning Centre provides a 4-week probation period for your child to adjust to the program. During this time, we will assess whether the program meets your child's needs. If it is determined that your child is not adapting well or if their continued care is not feasible, the centre reserves the right to terminate care immediately. Proper notices will be provided to parents so that they can plan accordingly.

13. Age-Up Policy

If a child in the infant/toddler room reaches the age of 3 years and there is no available spot in the preschooler room, **there is no guarantee that a spot will be provided.** While the centre will make every effort to accommodate the child, there may be situations where a gap occurs before the child can join the preschool room. In some cases, there may not be an opportunity for placement at all.

14. Payment Policy

Payment must be received by the 1st of each month via e-transfer to contact@lakepointchildcare.ca. Please mention your child's name in the message. Care will be suspended if payment is not received by the 10th of the month, and a **late fee of \$20 will be charged.**

If you are awaiting approval for the Affordable Child Care Benefit (ACCB), you are responsible for full payment until ACCB is received. Once ACCB is received, Lakepoint Childcare will reimburse the approved payment via e-transfer, or it will be adjusted in the fee for the subsequent month.

15. Fee

Lakepoint Childcare and Learning Centre has applied for the Child Care Fee Reduction Initiative (CCFRI) and has been approved.

Fees are on the website: <https://www.lakepointchildcare.ca/fees>

Currently, we offer only full-time spots (5 days per week).

Below are the CCFRI guidelines for 2026/2027:

https://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/childcarebc-programs/ccfri/ccfri_funding_guidelines_26_27.pdf

Lakepoint Childcare and Learning Centre retains the right to increase childcare fees annually based on what is allowed under CCFRI. If a fee increase request is approved, 30 days' notice will be provided in writing regarding any changes.

Fees are due in full regardless of separation or divorce agreements or arrangements. Both parents are accountable for fee payments; however, payments may be made separately. The late payment and termination policy will apply even if only one parent is in default or in a late payment status.

Tax receipts will be issued at the beginning of the following fiscal year.

Fees are designed to reserve a childcare space and are not subject to adjustment for days missed due to various circumstances, including illness, family vacation, Christmas closure, summer closure, professional development days, statutory

holidays, service interruptions, emergency, and non-emergency closures, or food program interruptions.

16. Childcare Fee Reduction Initiative CCFRI

Lakepoint Childcare and Learning Centre is proud to participate in the Child Care Fee Reduction Initiative (CCFRI). This government program aims to make childcare more affordable for families by providing funding to licensed childcare providers, which allows us to reduce the monthly fees charged to parents. As an approved provider under the CCFRI, we pass these savings directly to you, the families we serve.

The CCFRI funding helps us maintain high-quality care while easing the financial burden on parents. We are committed to transparency and will notify you in advance of any changes to the fees that result from adjustments to the CCFRI program. Participation in CCFRI also enables us to support our mission of providing accessible and affordable childcare to our community. If you have any questions about the CCFRI or how it impacts your fees, please do not hesitate to contact us.

Please note that funding renewals and delays may occur, and in such cases, parents will be responsible for paying the full fee until the CCFRI funding is reinstated.

17. Affordable Childcare Benefit (ACCB)

The Affordable Child Care Benefit (ACCB) is a provincial program designed to assist families with the cost of childcare. At Lakepoint Childcare and Learning Centre, we recognize the importance of accessible childcare services and support families in navigating the ACCB application process.

To apply for ACCB, families must apply directly to the provincial government. Request a completed Childcare Arrangement form during registration to get the application process started. Once submitted, it may take several weeks for approval and processing. During this time, you are responsible for full payment of fees until ACCB funding is received.

Once approved, Lakepoint Childcare will reimburse the approved ACCB payment via e-transfer or adjust it in the fee for the subsequent month. It is important that parents submit their ACCB renewal on time. If ACCB funding is terminated for any reason, parents will be responsible for payment of full fees until ACCB is reinstated.

Note: Absences exceeding 10 consecutive days may lead to the temporary suspension of subsidies during that period.

18. Termination of Care

At Lakepoint Childcare and Learning Centre, we strive to maintain a positive and supportive environment for all children and families. Upon enrollment, there is a two-month probationary period to assess whether our program meets the needs of your child and family.

If a family decides to withdraw their child from our program, **a written notice of one and a half months is required**, during which full fees will be applicable. If the notice is received after the 15th of the month, including weekends, you are obligated to pay for the following month's care. While we may consider waiving the next month's fee if we successfully fill your space, please be aware that finding a suitable replacement involves various factors and is not strictly on a "first come, first serve" basis. Despite having a waitlist, we may face challenges in finding the perfect match for space.

Lakepoint Childcare reserves the right to terminate care if it determines that it cannot meet the child's needs, if there is non-compliance with centre policies, if payment obligations are not met as outlined in the payment policy, or if the safety and well-being of other children or staff are compromised. In cases requiring immediate termination due to safety concerns or serious breaches of policies, Lakepoint Childcare may terminate care without prior notice. We value open communication and aim to support families through any transitions.

If an on-going behavior issue persists and it is not a safety concern, a meeting will be set up with the family to ensure everybody is onboard to better support the child. If we are unable to meet your child's needs and have exhausted all efforts and the behavior is too disruptive to the programming or for families/staff, we may terminate care without notice.

Please note that no refunds will be provided for termination or breach of our policies and procedures. Termination of care is at the discretion of Lakepoint Childcare and Learning Centre at any given time.

19. Parent Conduct

Parents/guardians and staff members are to be respectful in communication to ensure Lakepoint Childcare remains a safe space. Harassment towards Lakepoint staff or other families will not be tolerated. Instances of harassment encompass, but are not restricted to, unwelcome remarks, slurs, jokes, or any form of discrimination. Negative comments concerning staff members, Lakepoint programs, slander on social media platforms, and failure to adhere to Lakepoint policies are considered examples of unacceptable behavior.

Any concerns or grievances should be addressed through proper channels to ensure the well-being of everyone within our community.

20. Sick Policy

At Lakepoint Childcare and Learning Centre, our illness policy is designed to prevent the spread of illnesses to other children, families, and our staff. If staff members contract an illness brought into the program, it could lead to a potential centre closure if adequate coverage is unavailable, which is not equitable for anyone involved.

When your child is unwell or unwilling to participate in our daily activities due to illness or discomfort, we cannot provide care for them at our facility. This policy is strictly

enforced for the health and safety of all the children in our care, as well as the well-being of our staff and their families.

Please keep your child at home when:

- Your child has a fever (temperature over 38C)
- Nasal discharge, which is thick and green and requires frequent or consistent nose-wiping is considered signs of illness
- If your child has been vaccinated, they should remain home for **24 hours**, and an updated vaccination copy should be provided to the center
- Your child has red or pink eyes accompanied by discharge, itchiness, irritation, or visible discomfort
- Your child has been awake most of the night.
- Your child has experienced diarrhea (**2 or more watery stools** in a 24-hour period) that are different from your child's normal bowel movements or severe constipation causing discomfort. **This includes stools that soak into the diaper or underwear, leak, or cannot be contained normally.**
- **COVID-19, we follow current public health guidance. COVID-19 is managed in the same manner as other respiratory illnesses. Children who are symptomatic must remain at home until symptoms have resolved and they are able to participate fully in the program.**
- Your child has an undiagnosed skin infection or rash
- Your child is in obvious pain.
- Your child requires consistent nose-wiping.
- Your child requires Tylenol or Advil to get through the day.
- Your child is unable to participate in the flow of our daily activities.

All children must be **symptom-free for 48 hours** before returning to the program. If over-the-counter medication is required to alleviate any of the mentioned symptoms, they must remain at home until they are symptom-free for 48 hours. In the case of antibiotics, children can return to the centre after being on antibiotics for 48 hours to ensure there is no adverse reaction. If a child has a rash or infection/redness of the eyes, it must be diagnosed by a doctor and a doctor's note must be provided before they can return to the centre.

If any child in the household is unwell, siblings are not permitted to attend the centre. Both children must return together once everyone has fully recovered.

A staff member will contact the child's parent/guardian if the child is vomiting, has a

fever, has diarrhea, has a rash, has a suspected communicable disease, or cannot be consoled for over an hour. If your child has a communicable disease, please consult the Program Managers for guidance on when your child can return to care.

If your child has a sick sibling at home or anyone in the household has been diagnosed with COVID-19 or any other disease/virus outbreak, your child is required to stay home from care.

The sick policy is at the discretion of the Educators at Lakepoint Childcare and Learning Centre. Failure to comply with or argue against this policy may result in termination, as we prioritize the health and safety of every child, family, and staff member in our care. A doctor's note does not override the center's illness policy (unless diagnosing a rash). If your child exhibits symptoms, they cannot attend until symptom-free for 48 hours.

21. Medication

Lakepoint Childcare and Learning Centre follows the British Columbia Child Care Licensing Regulation (CCLR) regarding medication administration and the care of unwell children.

Medication Administration

- Medication will only be administered when provided by the parent/guardian and accompanied by a completed and signed Medication Consent & Instructions Form.
- Medication must be in its original container, clearly labelled with the child's name, dosage, administration instructions, and expiry date.
- All medication will be stored securely and administered by designated staff following centre procedures.
- All medications must be handed directly to a staff member; under no circumstances should medication be left in your child's cubby, lunch kit, or backpack. All medications will be stored in a secure location which is out of reach, either in a high cupboard or a lockbox in the fridge.
- Each administration will be documented as required.

Over-the-Counter Medication (e.g., Tylenol, Advil)

- Fever-reducing or pain-relief medication (including Tylenol or Advil) will not be administered to allow a child to remain in care.
- If a child develops symptoms that require this type of medication while at the centre, parents/guardians will be contacted for prompt pick-up.
- Medication is only given when it supports recovery or comfort after a parent has been notified, and not to mask illness.

Sick Child Policy

- Children who are unwell, have a fever, or are unable to participate comfortably in daily activities must be picked up as soon as possible.
- Children waiting for pick-up will be supervised in a quiet, comfortable area, separate from the group when appropriate.

This policy ensures the health and safety of all children and staff and aligns with licensing requirements.

This policy is in place to guarantee the safety and well-being of every child under our care. By adhering to these procedures, we can ensure that medications are administered accurately and in line with the instructions provided by parents/guardians.

22. Lice Policy

Children with active lice infestations must be treated at home before returning to the centre. Parents/guardians are required to follow recommended treatment protocols, including using lice-killing products and thoroughly combing out nits. The child may return to the centre once they have been treated, and no live lice are found. We will implement enhanced cleaning and sanitization procedures to minimize the risk of lice spreading within the centre, including cleaning and vacuuming carpets, furniture, and other common areas, as well as laundering bedding and dress-up clothes.

23. Emergency Care

For the safety and well-being of your child, it is essential to provide up-to-date emergency contact information, including details of your child's physician and your authorization for Lakepoint Childcare and Learning Centre to consent to medical treatment if you cannot be reached. Please ensure that all information held on file is current and promptly update any changes.

If your child falls ill, the primary responsibility for their care lies with the parents. Every attempt will be made to contact you or your designated emergency contact for prompt pick-up. Our staff will make every effort to keep the child calm and comfortable until your arrival.

In case of a severe emergency where immediate action is necessary, emergency services will be contacted, and the child will be transported to the hospital. All steps will be taken to contact you or your emergency contact as soon as possible.

24. Inclusion policy

At Lakepoint Childcare and Learning Centre, we are committed to creating an inclusive environment where every child and family feels welcome, valued, and respected. We embrace diversity in all its forms, including race, ethnicity, culture, religion, language, socio-economic status, ability, and gender identity. Our policy ensures equal access

to programs and services for all children, regardless of background or abilities. We promote a culture of respect and acceptance, with staff trained to support diversity in daily interactions. Collaboration with families is integral, encouraging open communication about each child's unique needs. Discrimination is strictly prohibited, fostering a safe environment where all children can thrive. Staff engage in ongoing professional development to enhance inclusive practices. We aim to foster a nurturing community where every child can learn, grow, and succeed.

Acts of racism or bigotry towards any parent, child, employee, or community member will not be tolerated. Any instances of such behavior may result in immediate termination of care.

25. Supply List

To ensure your child has a comfortable and enjoyable experience at Lakepoint Childcare and Learning Centre, please provide the following with a label:

- 1. A water bottle/sippy cup:** Only water, no juice or milk (except the Infants and toddlers)
- 2. Lunch and Snacks:** If you have not opted for the food program, please pack two healthy snacks and a lunch with an ice pack. For warm food, send food in a thermos. We do not warm up food or put children's lunches in the fridge. Our facility is nut-free, so please ensure all food is nut-free.
- 3. Clothing:**
 - a. 2-3 sets of spare clothes, including socks.
 - b. Raincoat/rain pants for Infants and Toddlers.
 - c. Rain pants and raincoat for 3- to 5-year-olds.
 - d. Boots and a hat suitable for all weather conditions.
 - e. Blanket and stuffy for nap time.
- 4. Sun Protection (Warmer Months):**
 - a. Sunscreen.
 - b. Sunhat.
- 5. Footwear:**
 - a. Velcro shoes, slip-on shoes, or cozy slippers for indoors (croc's are preferred).
- 6. Diapering:**
 - a. Bag of diapers and wipes.
 - b. Wet bag if using cloth diapers.
- 7. Nap Time:** Blanket and a small stuffy
- 8. Earthquake Kit:**
 - a. Blanket.
 - b. Special toy.
 - c. Family photo with out-of-town emergency contacts on the back.
 - d. A few dry snacks.
 - e. Place the earthquake kit in a large Ziplock bag with your child's first and last name written on the front.

We will notify you when your child is running low on diapers, but please feel free to bring a large supply. Your cooperation ensures a smooth and well-prepared

environment for your child's time at the centre.

26. Food and Drink Policy

At Lakepoint Childcare and Learning Centre, we prioritize fostering healthy nutritional habits for your child and will occasionally offer a shared snack to the children. Any shared snack will be announced in advance so that parents/guardians are always aware of what the children are offered. We ask you to provide a nutritious lunch per day and 2 healthy snacks. Clean drinking water is always readily available, and we encourage children to stay hydrated. Please pre-cut and peel any food requiring preparation. If possible, provide separate containers for morning and afternoon snacks.

It's important to note that no child will ever be coerced into consuming food or drink, and these will never be used as forms of punishment or reward. All uneaten food will be sent home.

Homemade food, including homemade cookies or cupcakes, is not permitted at the centre. Any food brought to share for birthdays or special occasions must be store-bought, come in its original, unopened packaging, and be nut-free, due to allergies and safety concerns.

If your child has allergies or follows a certain diet, please let us know so that we can create a care plan. Care plans are implemented in collaboration with the parents. Should a child have an anaphylactic allergy to peanuts or nuts. A prescribed EpiPen must be provided, and care plans revised, signed, and updated yearly.

27. Food Program

We have stopped our food program at this time.

28. Active Play Policy

At Lakepoint Childcare and Learning Centre, we value the importance of active play for the holistic development of children. We venture outdoors every day, regardless of weather conditions, as we believe in the positive impact of fresh air on both children and staff. Our outdoor activities provide numerous opportunities for movement, exploration, and the enhancement of gross-motor development skills. Outdoor play is an integral part of our daily routine, with a minimum of 90 minutes dedicated to outdoor activities.

We use our onsite playground and Westhills playground as an outdoor area for play.

Indoors, children are engaged in a combination of free play and guided activities designed to promote fine motor skills and unleash creativity. Our indoor environment offers a variety of resources such as books, educational toys, games, and sensory play experiences. Experienced Educators guide play, emphasizing literacy, cooperation, social skills, and movement.

29. Screen Time Policy

Infant Toddler Program (0–30 months):

No screen time is permitted in the Infant Toddler room. Children in this age group engage exclusively in hands-on, play-based, and relationship-focused learning experiences.

Preschool Program (30 months–5 years):

Preschool children may have up to 20 minutes per week of screen time. Screen use is strictly for educational purposes and is educator-led.

All screen time:

- It is supervised by educators
- Uses age-appropriate, educational content
- Does not replace active play, outdoor learning, meals, rest time, or social interaction

This policy supports healthy child development and aligns with the British Columbia Child Care Licensing Regulation (CCLR).

30. Photos/social media Policy

At Lakepoint Childcare and Learning Centre, we prioritize the privacy, dignity, and well-being of each child in our care. No photos of your child will be posted on any form of social media, including the center's website, without prior written permission.

All parents must provide written consent for their children to be photographed or videotaped during special events or day-to-day activities at Lakepoint Childcare and Learning Centre. Parents have the right to object to their child being photographed, and in such cases, their wishes will be respected.

Photos and videos may be:

- Shared with parents over the Brightwheel App.
- Used for educational purposes within our centre, such as documenting activities or creating learning portfolios for children

We do not post identifiable photos or personal information of children on social media platforms without explicit parental consent. Our social media accounts are used to share general updates, educational content, and centre events.

31. Nap/Quiet Time

Nap time is mandatory in our infant and toddler programs. The staff at Lakepoint Childcare and Learning Centre will only wake a child under the age of 3 if they are still asleep at 3:00 PM (unless the parent/guardian has no concerns about their child sleeping longer). We are a busy group and if they are falling asleep on their own, their body needs rest.

For children aged 30 months to 5 years, nap time is not mandatory. Quiet times are observed daily from 1:00 p.m. to 2:30 p.m. Children are given the opportunity to rest. Those who do not fall asleep within the first 15–20 minutes will be invited to participate in calm, quiet activities or quiet outdoor time, when appropriate

32. Potty Training Policy

At Lakepoint Childcare and Learning Centre, we are more than happy to work in partnership with you to assist your child in their potty-training journey. We will only allow potty training at the centre if your child is showing us the signs and signals that they are fully ready to take this next big step. Sometimes, children show signs of readiness at home first. They must also show signs at the centre for us to move forward with potty training.

At Lakepoint Childcare and Learning Centre, we believe in working collaboratively with parents to support and guide children through the potty-training process. Our approach is grounded in ensuring that children exhibit clear signs of readiness both at home and at the centre before commencing with potty training. The following guidelines outline our approach to potty training:

Signs of Readiness:

Potty training will only be initiated when a child demonstrates both physical and psychological signs of readiness. These signs include:

- Keeping the diaper dry for extended periods.
- Recognition of a soiled diaper through pointing or verbal communication.
- Consistent bowel movements within a specific timeframe.
- Ability to pull up/down pants independently.
- Expression of interest in using the potty and a desire to sit on it.
- Awareness of the world beyond oneself.
- Capability to follow 3-4 step instructions.
- Independence in reaching the potty without assistance.
- Willingness to sit on the potty without fear.

The best time to begin potty training is often during an extended weekend or vacation week when the child is in a familiar and comfortable environment. Staff at the centre will offer support through consistent reminders, timers, positive reinforcement, and the use of sticker charts. However, please note that we are unable to provide treats for potty training due to BC Childcare Licensing Regulations. For the convenience of potty training, children must wear comfortable and easy-to-manage clothing. Onesies, overalls, belts, jeans, clothing with buttons or zippers, and tight leggings are

discouraged during this period.

To maintain hygiene standards, if a child experiences 3 or more accidents per day at the centre during the potty-training process, it may indicate that they are not yet fully ready. In such cases, we recommend revisiting potty training at a later, more opportune time.

33. Injuries/Illness

All injuries and illnesses are recorded in a logbook. We will contact a parent/guardian and report to licensing depending on the seriousness of the injury (for example, a hard bump on the head would require an immediate phone call and pick up, while a small scratch on the knee would only require a written incident report to show the parent/guardian at pick up time). It is to the staff's discretion if a child needs an early pick up. We will not hesitate to call 911 in an emergency. If your child has a head injury, they may be required to be monitored at home for 24 hours before they can return to care, depending on the severity of the injury. This is up to the discretion of the staff at Lakepoint Childcare and Learning Centre.

34. Discipline

Lakepoint staff will follow the guidelines of the "Island Health Guiding Children's Behaviour" handbook (https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/guiding_childrens_behaviour_april_2017.pdf).

Intervention strategies will be used to guide a child's behavior, such as reminding, rephrasing, redirecting, modelling, and stating limits in a positive way. We focus on the behavior rather than the child and offer age-appropriate choices and consequences. Each child will always be treated with respect, dignity, kindness, understanding, and love. If an ongoing behavior persists and is disrupting the flow of the day, the child's family will be notified, and a meeting will be set up to discuss a plan so that we are all on the same page to better support the child. If the health and safety of the group is compromised, there may not be time to set up a meeting and immediate termination may be required. This is up to the discretion of the staff at Lakepoint. One of our goals at Lakepoint is to create a calm atmosphere of safety and respect. Staff and parents/guardians are expected to always act respectfully towards everyone and to our facility.

35. Bullying

We have zero tolerance for any form of bullying or harassment. If you have an issue with another family, a staff member, or following a centre policy at Lakepoint Childcare and Learning Centre, we ask that you approach the situation away from the children and in a calm demeanor via e-mail or phone call, followed by a meeting with the Manager if needed. Inappropriate behavior (rudeness, yelling, swearing, belittling, fighting centre policy, or gossiping) towards a staff member, another family, or the centre owner will result in immediate termination of your child's space at the centre and you will not be reimbursed for the current month.

36. Reporting Abuse

"Anyone with reason to believe a child is being abused or neglected - or at risk for abuse or neglect – where the parent is unwilling or unable to protect them, has a legal duty to report that concern." - The BC Handbook for Action on Child Abuse and Neglect

If the staff at Lakepoint Childcare and Learning Centre have reason to believe that a child is being or is likely to be physically, sexually, or emotionally abused, and/or neglected, we are obligated to and will report it to the Ministry of Child and Family Development.

37. Emergency Plan and Drills

At Lakepoint Childcare and Learning Centre, the safety and well-being of our children and staff are our top priorities. We have implemented a comprehensive emergency plan to ensure a swift and organized response in any situation requiring immediate action. This plan includes regular assessments and updates to address various emergencies such as fire, earthquake, lockdowns, and medical situations. We practice monthly fire drills and an annual emergency drill with the children to practice these procedures and familiarize children with safety protocols in a calm and reassuring manner. Our communication system ensures that parents receive timely updates and instructions during emergencies. Our goal is to maintain a secure environment where children can thrive, and we continuously review and improve our emergency protocols to enhance safety and preparedness.

Upon registering with our centre, you are required to provide an earthquake kit for your child. Please consider adding an emergency contact who lives closer to the centre so that they can get there sooner in the event of an emergency. Our emergency plans are posted at each exit of the centre, and the plans include emergency meeting places. Regular head counts and attendance will be done to ensure no child is ever left behind and every staff member and substitutes will be made aware of our emergency procedures.

38. Earthquake Preparedness

To reinforce the safety awareness of the children, annual earthquake preparedness drills will be conducted at our centre once a year. The following procedures outline our earthquake drills and the corresponding actions to be taken:

Earthquake Drill Procedures:

- Announce to the children to immediately STOP their activities, indicating the commencement of an Earthquake Drill by saying "EARTHQUAKE."
- Instruct the children to swiftly move under a table or any sturdy surface, positioning themselves in a sturdy doorway facing away from windows. They should then DUCK, COVER, and HOLD.
- Adults will count to 60 and wait until the shaking has stopped.
- Guide the children to line up and exit through the designated door

- to the evacuation area.
- Carry the attendance clipboard, cell phone, and emergency backpacks.
- Follow the evacuation procedure, gathering at the designated building location.
- Conduct attendance checks before exiting the centre and after reaching the meeting place to ensure the accountability of all children.

Real Earthquake Procedures:

- After the shaking stops and it is deemed safe, exit from the designated safe spot. Adults are responsible for inspecting the classroom to ensure it is safe for the children to come out and exit the centre if necessary.
- Display a "HELP" sign in the windows if extra assistance is needed or an "OK" sign if not.
- Attempt to contact the Emergency Contact person to inform parents of their children's whereabouts.
- Wait for parents to collect their children, ensuring constant supervision and a calm atmosphere.
- Stay calm throughout the situation and provide reassurance to the children.
- Follow directions from emergency responders.
- Attend to children's medical needs or provide comfort as necessary.
- Make decisions prioritizing safety.
- Provide parents with as much information as possible. In the event of difficulty finding us at the meeting place, parents should go to the local emergency shelter for our location and updates on any injuries.

Parents are encouraged to familiarize themselves with our emergency exits and designated evacuation areas, which are prominently marked throughout the centre.

39. Damages

Lakepoint Childcare and Learning Centre is committed to maintaining a safe and well-equipped environment for all children. In cases of regular wear and tears, the centre will handle the repair or replacement of broken daycare equipment or toys. However, if any damage occurs intentionally by a child, the responsibility for repair or replacement lies with the parents or guardians.

Lakepoint Childcare and Learning Centre does not assume responsibility for lost or damaged personal items, including hearing aids, glasses, or any belongings brought from home.

40. Smoking/Vaping

To ensure a healthy and smoke-free environment, smoking or vaping in any form, including marijuana devices, is strictly prohibited on the center's property. This policy applies to both staff and parents/guardians.

41. Confidentiality

Lakepoint Childcare and Learning Centre places a high value on privacy. Any personal information shared with the program manager, or any staff member, is treated with the utmost confidentiality. We respect the privacy of both our staff and the families within our centre. Your trust and confidence are essential to maintaining a secure and supportive community at Lakepoint Childcare and Learning Centre.

42. Family Roles and Responsibilities

To maintain a positive and collaborative environment at our childcare centre, we kindly request families to adhere to the following roles and responsibilities:

- Bring any complaints, concerns, or problems directly to us for resolution.
- Inform us promptly of any changes in your address, phone numbers, employment, or emergency contact information.
- Notify us of any changes in your family situation, custody arrangements, or access of parents.
- Inform us of any changes in care hours or days needed, including adjustments to drop-off and pick-up times.
- Inform us of any illnesses or contagious diseases that might affect other children or members of our family.
- Respect the privacy and need for confidentiality of other children in care and their families.
- Respect our property and belongings within the childcare centre.
- Ensure you pick up your child at the agreed-upon time.
- Provide us with the name of an emergency backup person.
- Furnish authorization for emergency medical care for your child.
- Ensure your child is brought to the centre well-rested, fed, healthy, and clean.
- Provide sufficient and appropriate diapers, clothing, and necessary supplies for your child.
- Respect other children in care and their families.
- Provide the agreed-upon notice before removing your child from our care.
- Ensure you have read and understood the childcare policies and handbook and have signed all required documents.

43. Privacy Policy

At Lakepoint Childcare and Learning Centre, we prioritize the privacy and confidentiality of all children and families entrusted to our care. Our privacy policy ensures that personal information, including names, contact details, emergency contacts, medical information, and allergy information, is collected and handled responsibly in accordance with applicable privacy laws. This information is used solely for the purpose of providing childcare services, ensuring the safety and well-being of children, and facilitating effective communication with parents. We maintain strict security measures to protect personal information against unauthorized access, disclosure, or misuse. Access to personal information is limited to authorized staff members who require it for operational purposes. Parents have the right to access

and update their child's personal information, and we adhere to stringent retention and disposal practices to safeguard information integrity. By enrolling your child at Lakepoint Childcare and Learning Centre, you consent to the collection, use, and disclosure of personal information as outlined in this privacy policy.

44. Communicable Disease Prevention Plan and Policies

If there is a confirmed or suspected case of a highly infectious or dangerous virus or disease, such as COVID-19, SARS, or any other outbreak involving a staff member, parent/guardian, sibling, household member, or child themselves, Lakepoint Childcare and Learning Centre reserves the right to close for deep cleaning and sanitization. The centre may remain closed for a period depending on the severity of the illness, the number of cases, and recommendations from provincial and federal health authorities. If the school district closes, the centre may also remain closed until advised to reopen by health officials, and at the discretion of Lakepoint Childcare and Learning Centre. During closure, centre fees will remain unchanged for the current month, meaning no refunds will be issued for fees already paid, unless directed otherwise by government authorities.

If closure persists for longer than 1 month, staff members will be eligible to collect EI or other government benefits. Fees to be paid by parents/guardians will be determined by government programs announced to support families during this period.

After a COVID-19 outbreak, a communicable disease prevention plan must be implemented to safeguard our business, ensure continuous operation, meet financial obligations, and most importantly, prioritize the health and safety of all individuals in our care, their families, and our staff. This policy is crucial to maintaining a stable childcare environment for your family's return.

If you, your child, or anyone in your household displays symptoms of a communicable disease, your child must refrain from attending the centre until everyone has been symptom-free for 24 hours. Our staff will regularly monitor each child's temperature, implement enhanced cleaning and sanitization practices, promote frequent handwashing, allocate additional space for napping, and take every possible precaution to safeguard the health of everyone in our care. All staff members will strictly adhere to current health and safety protocols recommended by health officials.

For drop-off and pick-up procedures, all parents/guardians must wear face coverings while on daycare premises, following current health recommendations. During the pandemic, parents/guardians are not permitted to stay to play or socialize indoors. Drop-off and pick-up should be swift and preferably conducted outdoors or in designated hallway areas. These protocols are subject to adjustment based on ongoing communicable disease developments and recommendations from health authorities.

Childcare ratios are always required during operations, regardless of a pandemic or communicable disease outbreak. If employees are unable to come to work for illness or quarantine order and ratio is not able to be met, Lakepoint Childcare and Learning

Centre retains the right to temporarily close programs or classrooms and/or reduce operational hours and/or rotate days off between children. This decision would be made as required to maintain compliance with childcare licensing regulations, and would be communicated with parents in writing, via email.

45. Health and wellness policy

Our Health and Wellness Policy is designed to create a nurturing environment that supports optimal physical and emotional health for everyone in our care.

We prioritize illness prevention through daily health screenings upon arrival for children and staff, monitoring symptoms of communicable diseases. Anyone displaying symptoms must stay home until they are symptom-free for 24 hours. Hand hygiene practices are rigorously enforced, with regular handwashing before meals, after toileting, and after outdoor activities. Enhanced cleaning and sanitization Protocols are maintained to ensure surfaces, toys, and high-touch areas are regularly disinfected, minimizing the spread of germs.

Nutrition plays a crucial role in children's development; nutritious meals and snacks support their growth. Physical activity is encouraged daily, both indoors and outdoors, promoting active play and gross motor skills.

Safety is fundamental to our operations, and we maintain comprehensive emergency preparedness plans and conduct regular drills to ensure readiness. Children are supervised closely during all activities to safeguard their well-being.

Our staff are trained in health and safety practices, including CPR, first aid, and infection control, to provide competent care. We collaborate closely with families and healthcare providers to address children's medical needs and maintain updated health records. Open communication with parents/guardians is maintained regarding health policies, illness updates, and any necessary precautions.

Continuous improvement is integral to our approach, and we regularly review and update our Health and Wellness Policy based on feedback, evolving health guidelines, and best practices. At Lakepoint Childcare and Learning Centre, we are committed to fostering a healthy and safe environment where children can thrive.

Our standard health and wellness policy remains in effect during a pandemic or communicable disease outbreak, with additional measures aligned with COVID-19 guidelines from our local Medical Health Officer and the Provincial Health Office.