



Parent Handbook

Lakepoint Childcare and Learning Centre Inc.

Out of School Program SEP 2026 – AUG 2027
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1. Welcome Message

Welcome to our Out of School Care Program! We are thrilled to have your child with us and look forward to creating a safe, engaging, and enriching environment for them. Our program is designed to support your child's growth through fun activities, creative learning, and social interaction, all while ensuring their safety and well-being.

This handbook contains important information to help you understand our policies, schedules, and the exciting experiences we offer. We are committed to providing the best care possible, and we encourage open communication to ensure a positive experience for both you and your child.

This handbook is applicable for Before and After School program only

2. Staffing and Care

Every staff member hired at Lakepoint will possess the necessary certifications required by BC Child Care Regulations. Additionally, they will hold valid First Aid and CPR certifications, undergo a clear criminal record check, and meet any other qualifications mandated by BC Child Care Regulations for working with young children.

3. Operating Hours

Monday to Friday for Out of School Care

Before School: 7:00am to 8:30 am

After School: 2:30 pm to 5:30 pm

(Except Pro D days, Spring and Summer Camps, Holidays or Emergency Closures)

4. Drop off, Pickup and Attendance

- 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 in or out by a parent or guardian at drop off or at the end of the day in the Brightwheel app. Ensure you make contact with the educator during drop off or pickup.
- 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.
- Parents/guardians are required to inform the center by phone or through the Brightwheel app if their child will be absent from the program by 6:00 am for morning care.
- Please be aware that staff shifts conclude when the centre closes at 5:30pm. 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.

Drop Off at school

- Children who require morning drop-off at school must arrive at the center by **7:30 AM** to ensure adequate time for a safe and timely departure. **The cut-off time for drop off is 8:00 AM**
- Parents are responsible for informing the school that drop-off will be managed by our center and for providing the names of our staff members and the center as necessary.
- Staff will drop off kids at the school as follows:
 - For Kindergarten, drop-off will be at the respective classrooms or as required by the school
 - For Grade 1 and above, drop-off will be in a designated common area or as required by the school
- Safety measures
 - Staff will conduct head counts at multiple points, including upon arrival at the school, before departure, and at regular intervals during the walk
 - Children will wear identifiable pinnies during the **walk** or **during the van/bus ride** as applicable, with staff positioned appropriately along the group, and walking ropes will be used for added safety.
 - Confirmation of drop-off will be sent via the Brightwheel app

Pick up from School

- Parents/guardians are required to inform the center by phone or through the Brightwheel app if their child will be absent from the program by **2:00 pm** for afternoon care. **If notice is not provided by 2:00 pm, a no-show fee of \$20 will be applied to help prevent staff from searching for a child who did not attend school.**
- Parents are responsible for informing the school that pick-up will be managed by our center and for providing the names of staff members and the center as needed.
- Staff will be present at the school at dismissal time to collect all children enrolled in our pick-up program.
 - For Kindergarten, pick-up will be at the respective classrooms or as required by the school
 - For Grade 1 and above, pick-up will be in a designated common area or as required by the school
- Safety measures
 - Staff will conduct head counts at multiple points, including upon arrival at the school, before departure, and at regular intervals during the walk
 - Children will wear identifiable pinnies during the **walk** or **during the van/bus ride** as applicable, with staff positioned appropriately along the group, and walking ropes will be used for added safety.
 - Confirmation of drop-off will be sent via the Brightwheel app
 - Once back at the center, we will confirm each child's arrival through the Brightwheel app for parent assurance.

- Transportation through Van/Bus
Children (from School where it is applicable) will be transported to and from school using a vehicle that is registered with the National Safety Council and inspected semi-annually as a commercial vehicle, in accordance with BC laws.

5. Holiday Closures

Lakepoint Childcare and Learning Centre will be closed on the following statutory holidays. Reminders for 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.

Centre Closures for 2026, (dates can vary every year)

We will follow the SD62 School calendar for closure

Thes PRO-D days will align with the SD62 school district's designated professional development days.

<https://www.sd62.bc.ca/sites/default/files/docs/our-district/Calendar%202025-26%20-%20FINAL.pdf>

6. 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, 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.

7. Transportation

If the school district announces that buses are not running but schools remain open, our centre will still be closed to prioritize the safety of our staff. Additionally, if the Ministry of Transportation advises the public to stay home due to severe weather, our centre will also remain closed.

If staff are unable to travel safely to work, we reserve the right to close the centre to ensure their safety, regardless of the above scenarios.

During expected inclement weather, we may delay the opening of the centre to allow time to receive and assess school district decisions.

8. Child Pick Up and Late Pick Up

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 \$5.00 per minute will be charged, starting from the closure time on the centre clock.** This late fee is waived in emergency circumstances.

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 photo ID ready, or we will refuse 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 a circumstance, 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.

10. Inclement Weather Policy

At Lakepoint Childcare and Learning Centre, the safety of the children, families, and staff is our top priority. This policy outlines procedures for inclement weather conditions such as snow, ice, extreme cold, high winds, heavy rainfall, or other hazardous conditions.

1. Program Closures : The Before and After School Program will follow the lead of the local school districts (SD62). If schools are closed due to weather, our program will also be closed. Families will be notified via Brightwheel, email, and/or text as early as possible in the event of a closure.

2. **Delayed Start or Early Closure:** If conditions worsen throughout the day, we may initiate an early pickup. Please ensure that emergency contacts are current and available to pick up your child if required.

3. **Transportation Adjustments:** Before School Drop-offs and After School Pickups may be adjusted or suspended if driving conditions are unsafe. If transportation is cancelled due to weather, families will be responsible for arranging alternate drop-off/pickup.

4. **Outdoor Play Modifications:** Outdoor time will be adjusted or moved indoors when there is heavy rain or snowfall, high winds, extreme temperatures (below -10°C or above 30°C with high UV index). Children will remain indoors and participate in planned indoor activities during these conditions.

5. **Parent Responsibilities:** Ensure your child is dressed appropriately for the weather (boots, rain gear, warm layers, etc.). Check Brightwheel or your email regularly for updates.

Keep your child home if travel to the centre is unsafe or your neighborhood is inaccessible.

10. Registration Policy

Once your child's spot is confirmed, Lakepoint Childcare and Learning Centre will send you an invite 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 \$150 Non-Refundable Enrollment Fee:** Submit a one-time, non-refundable enrollment fee of \$150 through an E-transfer to contact@lakepointchildcare.ca.
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 return the signed agreement 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, clear 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 are 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 aids us in ensuring the safety of your child and enables us to make swift arrangements in cases of illness or emergencies.

10. Payment Policy

Payment must be received by the 1st of each month via e-transfer to contact@lakepointchildcare.ca or by setting up pre-authorized debit in the Brightwheel app.

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.

11. Fee

Lakepoint Childcare and Learning Centre is Child Care Fee Reduction Initiative (CCFRI) approved. Below are our fees based on age group:

Age	Parent Fee 2025/26 after CCFRI
Kindergarten	\$320
Grade 1 to 5	\$485

- We currently offer only full-time care (5 days per week, Before and After School Care).
- The monthly fee covers **both Before and After School Care** as a combined program. Please note that **fees will not be adjusted or discounted** if a family chooses to opt out of either portion (Before or After School).
- Fees **do not include** Pro-D Days, Spring Break Camps, or Summer Camps.
- Fees include care for early dismissal days (2 per school year).

- For families utilizing our **van or school bus service** for student pickup or drop-off, a **transportation fee of \$50 per month per child** will apply.
- We are not able to offer full day care during kindergarten gradual entry at this time.

Re-registration:

- Registration will take place every **march** for the upcoming September start.
- **New Registrations:** \$150 (one-time, non-refundable)
- **Returning Families:** \$50 (non-refundable, per re-registration)
- Children currently enrolled in the OSC program will be given priority during the registration process.

Lakepoint Childcare and Learning Centre reserves the right to increase childcare fees annually based on operational needs as per **Child Care Fee Reduction Initiative (CCFRI)** guidelines.

Parents will be responsible for any fees that the ministry/Government doesn't cover. Fees have been averaged out over the 10 months so fees for March, & December will remain the same even though these months include few weeks of center closures.

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.

12. 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.
- ACCB does not cover centre closures. Parents are responsible to pay the portion of the fee that is not covered by ACCB.

13. 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 one-month probationary period to assess whether our program meets the needs of your child and family.

Since this is a school If a family decides to withdraw their child from our program, **a written notice of 90 days is required**, during which time full fees will be applicable. If the notice is received after the 1st 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.

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.

Aggressive behaviours such as hitting, biting, or verbal threats are addressed immediately with calm redirection and documented communication with families. Repeated incidents may result in a behaviour support plan, temporary suspension, or termination of care if the behaviour poses a safety risk.

Flight Risk: If a child becomes uncontrollable and poses a risk to their own safety or the safety of others, **staff will not use physical restraint**. Instead, we will contact a parent, guardian, or authorized adult for immediate pickup. If such behaviour continues and creates an ongoing **flight risk or safety concern**, Lakepoint Childcare and Learning Centre reserves the right to **suspend or terminate care** in the best interest of the child, other children, and staff.

Behavioral issues: If an on-going behaviour issue persists and it is not a safety concern, a meeting will be setup 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 behaviour is too disruptive to the programming or for families/staff, we may give 2 weeks 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.

14. 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.

15. 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)
- Your child has constant deep coughing, when not associated with asthma, allergies or lingering from a past illness
- Your child has experienced diarrhea (2+ watery stools in a 24-hour period) or severe constipation causing discomfort.
- Your child has an undiagnosed skin infection, rash, or sore/red eyes.
- Your child has been vomiting.
- 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.

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 Centre Manager 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 centre's illness policy (unless diagnosing a rash). **If your child exhibits symptoms, they cannot attend until symptom-free for 48 hours.**

16. Medication

At Lakepoint Childcare and Learning Centre, the administration of medications, including over-the-counter medication like Tylenol, will only be carried out by staff when a completed medication agreement form and record sheet are provided by the parent/guardian with detailed instructions.

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 out of reach, either in a high cupboard or a lockbox in the fridge.

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.

17. Lice Policy

If a child is suspected of having head lice, staff will discreetly check for the presence of lice or nits (eggs). If lice or nits are found, the child's parents/guardians will be notified immediately and asked to pick up the child as soon as possible. A notification will be sent to all parents/guardians in the affected classroom to inform them of the situation and encourage them to check their own children for lice.

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.

18. 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 parent. 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.

19. 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.

20. 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 for full day programs and a healthy snack for the before and after school program. Clean drinking water is always readily available, and we encourage children to stay hydrated.

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.

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.

Our facility is nut-free, so please ensure all food is nut-free. We have no candy or junk food policy.

21. Active Play Policy

We believe active play is essential for children's health and development. Our program encourages all children to engage in daily physical activity, both structured and unstructured, during their time with us.

- Children will have at least **30 minutes of active play** each day.
- Activities will include games, and free play, with a focus on fun and participation.
- Whenever possible, active play will take place outdoors.
- If the weather doesn't permit, indoor activities will be organized.
- Our staff will closely supervise all activities to ensure safety.
- All children, regardless of ability, will be included in active play.

22. Screen Time Policy

We understand that technology is an important part of children's lives, but we also believe in balancing screen time with active, hands-on learning and play. Our **Screen Time Policy** is designed to ensure that children are engaging in a variety of enriching activities during their time with us.

- Screen time is limited to a maximum of one movie per week, though this does not guarantee a movie will be shown every week.
- Children are not allowed to bring personal devices (tablets, phones, etc.) for recreational use during the program.
- If a child needs a device for communication with parents, it should only be used with staff permission and for that purpose.
- The focus of our program is on **hands-on learning, physical activity, and social interaction**. Screen time will not replace active play or creative activities.
- We aim to minimize screen time, encouraging children to explore other forms of play and engagement.

23. 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 centre'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.

24. Injuries/Illness

All injuries and illness 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.

25. Behavioral Guidance Policy

At our program, we believe in promoting positive behavior and creating a safe, respectful environment for all children. Our approach to behavioral guidance encourages self-regulation, respect for others, and problem-solving skills.

Guiding Principles:

1. **Respect for All:** Children are expected to treat others with kindness, respect, and fairness.
2. **Safety First:** Physical and emotional safety are priorities. Any behavior that harms others, such as hitting, bullying, or name-calling, will not be tolerated.
3. **Positive Reinforcement:** We focus on recognizing and encouraging good behavior to foster a positive atmosphere.

Behavioral Expectations:

- **Listen and Follow Directions:** Children are expected to follow staff instructions and program rules.
- **Respect Personal Space:** Children should respect others' boundaries and personal space.
- **Cooperation and Sharing:** We encourage working together and sharing during group activities.

Guidance Strategies:

- **Redirection:** If a child is having difficulty, staff will gently redirect them to a different activity or behavior.
- **Clear Communication:** Staff will calmly explain why certain behaviors are unacceptable and provide examples of appropriate alternatives.
- **Natural Consequences:** Where appropriate, children will experience the natural outcomes of their actions (e.g., losing the privilege of an activity if rules are not followed).
- **Problem-Solving:** Children are encouraged to talk through conflicts and find solutions with staff support.

Handling Misbehavior:

- **Step 1: Verbal Reminder:** A staff member will give the child a gentle reminder of the rules.
- **Step 2: Redirection or Time Away:** If the behavior continues, the child may be redirected to another activity or given a short "cool down" time to reflect.
- **Step 3: Parent Involvement:** For recurring issues, parents will be informed, and a plan may be developed to support the child in improving their behavior.

Serious Incidents:

For serious behaviors such as physical aggression, bullying, or continuous disruptive behavior:

- Parents will be notified immediately.
- A meeting with the parents and staff may be arranged to discuss appropriate steps moving forward.
- In rare cases, if behavior poses a risk to others, suspension or removal from the program may be considered as a last resort.

We believe that open communication with parents is essential for effective behavioral guidance. If your child experiences any behavioral challenges, we will work with you to ensure they have the support they need.

26. 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 demeanour via e-mail or phone call, followed by a meeting with the Manager if needed. Inappropriate behaviour (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.

27. 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.

28. 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 could 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.

29. 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 persons 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.

30. 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 tear, 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.

31. Smoking/Vaping

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

32. Confidentiality

Lakepoint Childcare and Learning Centre places a high value on privacy. Any personal information shared with the centre 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.

33. 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.

34 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 the 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 of time 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.