

Mission Statement

*“Wit’suwit’en Values Empower Lifelong Learners
To Realize their Potential”*

- LANGUAGE - CULTURE - INSPIRE-

Develop the Mind

Your child will benefit from our age appropriate, professional and well thought out curriculum, designed to establish a strong skill base and love of learning. Our learning environment is play-based, which supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities, all while allowing them to learn at their own pace. Early learning enables children to develop the confidence to tackle problems, overcome obstacles and succeed. We understand the impact quality education can have on young children when immersed into our Wit’suwit’en Culture. The core of culture begins with our ancestors and has been carried for generations for us to embed into our programming.

Nourish the Body

Activity, fitness and play are all key elements to our program. With regular outdoor time and planned indoor activities, our children experience a world of movement, dance, and recreation. At The Wit’suwit’en Child and Family Center, we incorporate nutrition, music, language and physical activity into each program. We have previously consulted with a registered dietitian and Nutritionist which assists us in planning the snack and lunch menu. Our guidelines reduce the intake of sugar and salt in the children’s diet; meeting the recommended Canadian Food Guide. Its important for parents to review the monthly snack and lunch menu. When a parent knows or is unsure that their child will not eat what is on the menu; it is the parent’s responsibility to bring food in for their child.

Inspire the Soul

The Wit’suwit’en Child and Family Center environment encourages a child’s individuality, creativity and exploration. We help develop children’s social, emotional and physical needs as they grow, develop and mature throughout their journey. We promote freedom and independence while emphasizing the importance of team work and social skills. We celebrate differences and emphasize inclusion, while maintaining a strong sense of connection within community. Acknowledging that we are located on Likhsilyu Territory. Guiding the children their proper protocols on drumming, singing, and clans. Demonstrated respect for everyone involved with our center.

The Wit'suwit'en Child and Family Center

The Wit'suwit'en Child and Family Center offers a wide variety of culturally and developmentally appropriate programs for children with a blended approach of our curriculum and emergent (child lead) environment. Our team aims to provide a well-balanced learning environment where children are free to observe, question, experiment and explore.

Age Groupings

Center classrooms are divided into the following groups:

- Infants and Toddler group – 6 months to 36 months
- Group care 36 months up to 60 months
- Preschool – Group care 4 year olds
- School age group care 6 yrs- 12yrs

Each educator brings individual skills and experiences that enhance their unique teaching style, therefore variations within rooms will occur. The center has clear goals based on the current ECE Code of ethics, theories, practices, and curriculum which form the basis of each program. Your child's educator is available to discuss our programs and your child's progress with you.

Program Layout

Infant and Toddlers: 8 children under the age of 36 months. \$200 a month

Infant and Toddler-Headstart: 8 children under the age of 36 months. Mon – Thurs (No Fee)

3-5 year old's: 16 children \$200 a month

Before and After school care: 16 children

Preschool: 16 children

Each program will have activities with intent and purpose from all areas of the learning domains. Language, physical, cognitive, social-emotional, and spiritually. Activities are designed to move children forward in their development. All programs are based on the latest Indigenous Early Years Framework, and the Early Learning Framework. Each program follows a routine; this includes 60 mins of outdoor time. Routines will be changed from time to time to best meet the needs of the children.

Emergent – Child lead programming:

Our programs focus on Emergent programming, where your child will be invited to explore a topic based on interests of the children in each program. These interests are determined by written observations of educators based on what the children are playing and talking about. After observing the children's interests, educators will plan a project-based learning experience for the children using an inter-disciplinary pedagogical approach to learning.

The natural pace of individual and group learning can emerge without the constraints of the clock. Educators will create learning space that allows for exploring and connection with the land and their play. It has been proven that the Emergent and Pedagogical approach has been successful because the learning process is more important than the end product and it allows the educator opportunities to reflect on what learning has taken place. The journey may occur over a series of days, weeks or months.

Observing Planning Implementing
Redirecting Documenting

This approach to programming allows not just educators but also the children to experience deeper thoughts and connection to the world around them in a well thought out play environment. To enhance their curiosities and their experiences.



Documentation:

Documentation is a means to study children and give visibility to their competencies. It is a means to understand what children think, what they know, what they know how to do and what they are curious about. In order to record and document the children's learning experiences our educators engage with and observe the children on a daily basis and as they Reflect upon their observations, they are able to prepare and plan activities that support the children's interests and developmental needs.

Plan and Engage: What did I introduce/provoke?

Observe: What did I see? What did I hear?

Reflect: What can happen next?

Documentation brings visibility to the children's learning and allows our Educators to record the children's learning experiences in order to analyze and reflect on these observations

Our educators recognize self-regulation as the ability to effectively deal with a stressor and then recover. True to our goal of Inspiring the Soul, we develop the children's social and emotional needs throughout their journey. We follow a positive child guidance model that includes recognizing why a child behaves in a certain way, encouraging children to regulate their own behaviour by giving them choices. When necessary, children are given time away from the situation to reflect on their behaviour with the support of our educators and consider more appropriate responses.

Our educators will ensure that they:

- Give a friendly greeting and departure to the children, families and co-workers.
- Model a calm and relaxed manner.
- Speak in a clear, pleasant and natural voice
- Use developmentally appropriate language and directions
- Initiate and build on conversations with children.
- Listen to children and use questions to clarify.
- Respond positively to children's emotions and help them identify their emotions.
- Use positive reinforcement to develop the children's self-confidence, self-esteem and decision-making skills
- Deal calmly with conflicts and ensure that children are encouraged to solve problems when possible.
- Model positive and respectful relationships and interactions with co-workers.

Prohibited Practices at The Wit'suwit'en Child and Family Center include:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Management team observes or is made aware of staff using a practice that is not supported by The Wit'suwit'en Child and Family Center, they will address the situation with the staff member according to the procedures outlined in the Behaviour Guidance Policy and Disciplinary Policy.

Building Positive Relationships among Children, Families, Staff and Community.

The Wit'suwit'en Child and Family Center believes that children thrive in all areas of development when they are in an environment rich with positive relationships and strong connections to important adults around them. Social and Emotional learning is intertwined with all other areas of development and paves the way for success. The ability to form relationships, solve problems, self-regulate and work co-operatively with others are all active ingredients to learning. Our Educators will build relationships with children by:

- Positioning themselves at the child's level for face-to-face interactions
 - Showing interest in children's activities through questions and positive observations
 - Asking for children's input and listening to their ideas to expand learning
 - Genuinely acknowledging the child's efforts
 - Following the children's lead and interest during play and becoming an active play partner
 - Providing a safe environment with materials that reflect the children's interests and supports their learning
- How we support relationship building
- Educators will actively participate in children's play and use spontaneous interactions to build children's social emotional skills. Educators will facilitate developmentally appropriate play moving from independent to parallel to cooperative play.

- Children are supported in their efforts to form friendships through turn taking games and sharing of materials as well as working together on common projects and goals. Educators set the stage for positive and responsive interactions among children by providing adequate materials and facilitating interactions among children
- Educators offer an abundance of opportunities for social play through small group activities where pro social behaviours such as turn taking, sharing and problem solving are practiced. Educator's role model appropriate language in play situations and children have opportunities to practice skills in self-regulation.
- Educators involve children in problem solving to foster empathy, caring and cooperating with peers.

Relationships with families encourages regular and open communication with families.

Along with an open-door policy, our annual parent survey provides the opportunity for parents to provide feedback and suggestions to us, allowing us to develop and improve our programs and services. This survey will be available on the KWES website.

Monthly calendars and newsletters: provided to families to keep them updated with upcoming events and other information pertaining to the centre's operations. Regular special events, for example, Mother's and Father's Day Socials and Holiday Celebrations provide our parents the opportunity to spend time with their children at the programs, while connecting with our Educators and other families. Wit'suwit'en Child and Family Center works closely with all local community organizations and partners to support children, families and staff and provide the very best care that we can. We are also happy to work with local colleges to provide practical work experience to students on placement.

Professional Development

We recognize professional development as a key component of a high-quality early year's program. The Wit'suwit'en Child and Family Center will provide opportunities for all staff to learn and develop in their role. Professional development is ongoing for staff and where available we engage in local program development initiatives, for example, Pedagogy reviews and BCACCS training, and CCRR's, to ensure a commitment to best practices and to continually develop and ensure high quality environments and interactions for children in our programs.

Our ECE staff are required to take part in Continuous Professional Learning in order to maintain their License to Practise ECEBC. We are committed to building the knowledge, skills and effectiveness of its staff through ongoing professional development that supports the achievement of our strategic directions and the aspirations of individual staff and our center.

We believe that our Educators and children should be emotionally and intellectually engaged with each other in learning. Our Educators reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group and that their environment is set up according to the interests of the group.

Our manager provides ongoing training and support for our educators to help implement our curriculum and ensure that the children are receiving the best education possible.

Document and Review:

In addition to the evidence of learning (pedagogical documentation) that is displayed in our centres, The Wit'suwit'en Child and Family Center will review the impact that our approaches have in regards to meeting our goals and the needs of the children and families. This will be achieved in part through an annual parent survey, where parents will be invited to evaluate our school in regards to the program offered, learning activities, the skills their child learns, communication, nutrition and more. The survey results, give us an indication of the impact our strategies are having on the families and children. The handbook is a living document and will be reviewed on a minimum of an annual basis to ensure it is meeting the needs of the children in our centres.

ENROLLMENT POLICIES:

Enrollment Forms: Documents for enrollment must be filled out and returned to the Centre on or before your child's first day. The information you provide to us is extremely important and will remain confidential at all times.

Attendance Days: The Centre will do its best to accommodate all enrollment applications, however if placements are unavailable at the Centre you have chosen, we will try to offer you a drop in space or shared space. Part-time care is subject to Centre schedule/availability and is not available at all Centres.

Custody Arrangements: If you have a legal agreement outlining custody or restraining arrangements, please provide the Centre with a copy for our records. Our program will only abide by what is outlined in the custody arrangement. Parents/guardians are kindly requested to notify the Centre Manager immediately if these legal circumstances change.

Schedule: Changes and additional days are subject to availability and must follow our part time policy. If you need to make any changes to your child's schedule, written notice must be provided on or before the 1st of the month prior to requested change. For example, to change your child's schedule on May 1,

This can include which days a week you require care, or full to part time, and vice versa. If your child needs additional days prior to the change, you will be charged the daily drop-in rate for these days.

Eligibility for the Before and After School Care: Every Before and After School Program has a maximum licensed capacity. In order for us to maintain this capacity it is necessary for us to implement a policy that limits the number of children enrolled in our program. In doing so, the following considerations will be made for children to be enrolled into the Before and After school program.

School Program: age of children, schools they currently attend, children with siblings in the preschool program and children who have been enrolled with the Centre in another program.

Please contact your Centre manager for more information and you will be directed to the program supervisor.

If your child attends the School Age Program, full-time or part time.

Enrollment: In selection locations (center, gym and recreation), part time care is offered. Part time refers to full days, but not full week. If the Centre is able to accommodate your request for part time enrollment, you will be required to sign a separate form to advise you if our enrollment requires the space to be utilized by a full-time family, you will be provided first right-of acceptance to move to full-time enrollment. Should this not meet the needs of your family, we will provide you one month's notice that will allow you to either transfer to another program or center. must be paid in full before a transfer is allowed.

Withdrawal from Program: A minimum of 1 months' written notice is required to withdraw your child from the program. Written notice must be given on or before the first of the month in which you wish to withdraw.

Termination of Care: The Wit'suwit'en Child and Family Center has the right to terminate the service of child care without notice, should you, or your child threaten the safety or welfare of others at the Centre which may include another child or personnel. All families will be expected to adhere to the Operational policies of the Centre and all policies set forth; failure to do so may result in termination of child care services.

FEES & PAYMENT TERMS Registration:

Once the new daycare is built and space is available. There will be a \$200 monthly fee for spaces in the Infant and Toddler program, 3-5 yr old group care program and the Preschool – all day program.

Increase in Fees: The Centre reserves the right to adjust childcare fees. Families will be provided with at least 1 month written notice to a change in childcare fees.

Payment of Fees: Full payment of child care fees are due on or before the first day of your child attending. Each month after, fees are due by the 1st of the month by cash or check. Should your payment be returned for whatever reason, a \$50.00 NSF Fee will be added to your account and the full balance must be paid within the same month or childcare suspension or termination.' When your child ages up to the next age group, fees will change on the 1st of the following month after the age up occurs.

Affordable Childcare Benefit: Some parents are eligible for and approved for families to participate in provincially based fee programs. Please note that ACCB approval is a parent/guardian responsibility and is to be applied for prior to commencing at the Centre. Parents are responsible for paying the full child care fee until its approval is received by the centre. Parents are required to pay any fees not covered by the Governments Benefit Program, Social Assistance or other support agencies on the 1st of the month in advance. Parents/guardians are responsible for renewing their benefit contract and providing this information to the Centre. Failure to do so will result in responsibility of paying all childcare fees not covered while the benefit is expired.

Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

Make Up Days (Part Time): Make up days are not offered for children attending the Centre on a part time basis. Part time children who attend days in excess of scheduled days will be charged based on our drop-in fees and will be required to pay on the day of attendance.

Late Pick Up Fee: When parents are late to pick up their children it causes hardships for Educators because they are unable to leave at the end of their scheduled shift. Our Educators have classes, families and regular personal commitments for which they are responsible. It can also be distressing for children to be left at the center after hours. Late pick-up is not a normal program option and should be considered an exceptional occurrence. Please allow enough time at the end of the day to arrive at the Center, pick up your child(ren) and leave by closing time. Families are required to sign the late fee acknowledgment when the child is picked up after closing time.

Families will be charged for pick-up after stated closing time as follows:

\$10 per child for the first 15 minutes or less, and \$25 per child for every additional 10 minutes or less thereafter, will be charged to any family who has not collected their child/ren from the Centre by closing time (as by the centre clock).

Example of times - Pick up Time Late Fee Charged per Child

6:00pm – 6:15pm \$10

If you know you are going to be late, please contact the centre to advise them (Late fees will not apply) Weather, traffic etc. DOES serve as an exemption for late fees. All late fee is payable to the Centre directly, by cheque or cash. (where available). Any outstanding late fees will be added to the following month's fee.

You may arrange set days you require drop in with the Program supervisors or contact us as soon as you know you require care. Drop-in care is not guaranteed and is based on sufficient staff to maintain ratios and licensed space availability. Drop-in fees vary by Centre and must be paid on day of drop in by cash at the Centre.

Extra Curricular Recreation Programs for the Before and Afterschool Program: will offer a variety of active programs in the gym and outside activities; such as track and field, Softball, soccer, traditional activities etc. We also offer Early Learning Programs to assist with reading and math skills, which provide a unique opportunity to reinforce essential learning skills in a small group setting. Programs vary by location and are taught by staff.

BEGINNING YOUR JOURNEY AT The Wit'suwit'en Child and Family Center

Orientation and Transition: Transition/ Gradual Entry visits can be arranged to help ensure a smooth transition for your child. This experience is an essential part of ensuring that your child is comfortable during their first days of care. Orientation sessions are usually held from 9:00am to 11:00am and are based on availability, with parents pre-booking upon enrollment. Parent is required to stay on site as the child is not yet registered to the program. We recommended that parents also arrange to adjust their own schedule, to allow them some flexibility, during their child's first days at the centre.

First Day: What to Bring?

- Indoor shoes (these are required to stay at the Centre)
- Rest time bedding: A blanket– that will be taken home every Friday for washing
- Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- Spare clothing
- Weather appropriate clothing
- Milk (if special type required) – please ensure this is labeled correctly with child's full name
- Hat and sunscreen in the spring, summer and fall
- Family picture
- Medication form (if required)

Do NOT Bring

- ⊗ Toys from home
- ⊗ Cell Phones and Electronic Devices
- ⊗ Outside food and drinks (juice, pop)

Key Contacts:

For any questions/concerns regarding the daily operations of the Centre, please use this hierarchy whenever possible:

Number: 250-847-2244 ext 4

Cell Number: 250-643-7143

Fax: 250-877-5095

Email: charmayne.nikal@kyahwes.ca Manager

Email: maburgess@kyahwes.ca Executive Director

Center supervisors:

Infant and Toddler

0-24 months: sa.vantunen@kyahwes.ca

Toddler: 24 – 36 months: vacant – not in operation yet

3-5 group care: travis.dennis@kyahwes.ca

Preschool: vacant – not yet in operation

Before and after school age: Camisha Naziel & Chavonne Michell

Outreach: Corrina Mitchell

Communication During the First Week: (Not set up till in new center)

Our child care educators understand that it is difficult for parents/guardians to leave their child for the first time and encourage parents/guardians to call throughout those early days to check on their child's progress. The centre will provide parents/guardians daily updates in the form of reports through Hi Mama (communication app) for babies, toddlers and preschoolers detailing their daily activities including toileting, fluids intake, nap times, activities and other notes as applicable.

Open Door Philosophy

The 'Open Door' philosophy encourages the participation of parents/guardians, extended families and members of the community to enrich the programs and care provided to children. Families are encouraged to visit the Centre during operating hours to experience first-hand the educational programs offered to children. These visits allow parents/guardians to gain a more thorough understanding of their child's development progress. For the safety of all children, visitors must provide current photo identification and sign in with the Centre Manager upon arrival at the Centre.

Canadian Anti-Spam Legislation and Opting Out of Electronic Messages:

Canada implemented the anti-spam law in 2014, which requires express, versus implied, consent to send commercial electronic messages, including messages to email addresses and social networking accounts, and text messages sent to a cell phone. Please be advised that should you opt out of electronic messages, in cases of mass communication for an emergency or other timely information, you will not receive these. Where there is a need to communicate in such a case, Centres may not have time or ability to contact all affected parents by telephone.

The Wit'suwit'en Child and Family Center may use social media (such as posting to Facebook pages managed by WCFC) to further ensure as many outlets to communicate are available to parents/guardians.

Updating Your Contact Information:

It is the responsibility of the parent/guardian to ensure the Centre has correct contact information on file. Please keep us updated with changes to your contact information, emergency contacts, mailing addresses. Numbers, custody etc.

HEALTH & WELLNESS

Immunizations: The Centre is required to maintain up-to-date immunization records for all children attending the Centre. Parents/guardians are required to supply proof of up-to-date immunization. Please advise the Centre of any updated immunizations. For parents who choose not to immunize, exemptions are to be documented as follows on a Ministry approved form:

- For medical exemptions, a legally qualified medical practitioner must complete the **“Statement of Medical Exemption Form”**.
- For religious or philosophical exemptions, a **“Statement of Conscience or Religious Belief’s Form”** must be completed by a “Commissioner for taking avadavat” (i.e. It must be notarised)

Illness and Communicable Diseases: The goal of our centres is to keep children healthy. Despite our best efforts, illnesses can occur in the child care centre or at home. The first line of defence in managing illnesses involves working with parents and Public Health. If an illness is serious or there’s an outbreak, proper management will involve following policies and procedures for exclusion, reporting and communicating illnesses and outbreaks, enhanced handwashing and thorough cleaning and disinfecting.

Daily Health Checks: Each program must complete a daily health check of all children upon arrival to the centre to identify any possible contagious symptoms. Staff members will not admit any children showing signs of illness or communicable disease upon arrival at the centre. We require the child to be symptom free for a minimum of 24 hours or a doctor’s clearance stating that they are no longer infectious before they can be re-admitted to the Centre. Please notify the Centre if your child has been exposed to or has a communicable disease. We will advise parents/guardians of a communicable disease in the Centre by placing a notice in each room and emailing. The Centre Director reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up from the Centre. If illness occurs while your school-aged child is at school, the school must contact the parent/guardian directly. You must then advise the Centre of the situation. If your child has been prescribed antibiotics, they must be on the medication for a minimum of 24 hours before returning to care.

Reporting Absences:

If your child is going to be absent, **you must notify the Centre no later than 10am**. If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious. If your child is enrolled in our school-age program, please let the Centre Manager know about any changes to your child's schedule. Additionally, if your school age child is transported from school and is absent from school for the day, **please notify us at least 2 hours in advance**. This will give us adequate time to change the bus rosters and notify the appropriate bus driver.

Outbreak of Illness/Communicable Disease: An outbreak is defined as a sudden rise or incidence of a disease. In the case of an outbreak at the Centre we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Children will be excluded from the program until symptom free for a minimum of 48 hours or as instructed by Health, or advised by the family physician.

Common Illnesses Fever: If your child develops a fever above 101 degrees Fahrenheit (38.3 Celsius) you will be required to pick them up from care. Your child must be fever free for 24 hours before returning to care.

Common Cold: Symptoms include mild cough, runny nose, sneezing and possibly fever. Your child can attend the Centre if they are well enough to take part in all activities including outdoor play. If they are running a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your child and the other children in the Centre.

Pink Eye: Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Centre for at least 24 hours after their first dose of antibiotic treatment. Strep Throat & Scarlet Fever: Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the Centre after 24 hours of antibiotic treatment, if they are well enough to participate in all Centre activities including outdoor play and they are fever free.

Head Lice: Head Lice and their eggs (nits) can be seen at the nape of the neck, and behind the ears. They can vary in colour from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Children with head lice can return to the Centre after their first treatment of head lice medication.

Hand Foot and Mouth Disease: Hand foot and mouth disease is an illness that causes sores in or on the mouth and on the hands, feet and sometimes the buttocks and legs. The sores may be painful and the illness usually doesn't last more than a week or so. It is common in children but can also occur in adults. It can occur at any time of the year but is most common in the summer

and fall. Children are most likely to spread the disease during the first week of the illness. To help prevent the disease from spreading please keep your child at home, wash your hands frequently, don't let children share toys and speak to the Director about when your child can return to the Centre.

Diarrhea/Vomiting/Fever: A child has diarrhea if there are more bowel movements than usual, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea may include fever, loss of appetite, nausea, vomiting, and stomach pains. Your child must be excluded from the Centre until the bowel movements have been normal for at least 24 hours, vomiting has ceased for 24 hours or until a physician declares they are well enough to return. If your child has a fever at the Centre, you will be required to pick them up immediately; your child will not be able to return to the Centre for 24 hours.

Accidents and Injuries: Even in the safest environments accidents and injuries do occur. Any accidents that may occur at the Centre are recorded on an Incident/Accident Report. If your child has been injured during the day you will be required to sign the Incident/Accident Report, indicating that you have been made aware of the incident. Parents will be notified immediately if there is an injury to the head. If necessary, you will be contacted to pick up your child. If you cannot be contacted and your child requires medical attention, we will take the necessary required steps. If an accident occurs while a school-aged child is at school, the school is responsible for all accident reports. A copy of the incident or accident report will be scanned to you for your records.

Hygiene: We ask that all children and parents/guardians wash or sanitize their hands when arriving at the Centre. Strict hand washing procedures are implemented. Children are required to wash and dry their hands before and after meals, after using the toilet, wiping their nose, coming in from outside and after messy activities. All our Centres provide children with an alternative option of sanitizing gel for when they are in an environment without access to running water (e.g. the playground).

Medication: The administration of medication is considered a high-risk practice and carries an obligation for both personnel and parents/guardians. Administration of medication requires attention to detail, excellent record keeping, teamwork and common sense. Incorrect administration has health risks and personnel must be trained to reduce health risks. Parents are expected to complete medication forms accurately in order to protect against any instructions that could be misunderstood. Personnel must ensure that documents are accurate before any medication can be administered. It is the parent's responsibility to inform personnel of any medication that has been administered while child(ren) is not attending the Centre such as prior to arrival. All staff are trained in Standard First Aid and Infant Child CPR, and Centre Manager, supervisors or designates are responsible for administering medications, with the exception of emergency medications, which can be administered by all staff. If your child requires medication, you must complete a "Medication Permission and Administration Record" detailing the following important information:

- Name of medication
- Time of last dose
 - Dosage
- Parent/guardian signature
- Time medication is to be administered
- Doctor prescribed label on the bottle

No over the counter medications will be administered unless prescribed by a doctor. The Medication Form must be completed for all medications including over the counter medications such as Tylenol, Advil, etc. Medication must remain in its original named container and clearly labeled with the child's name, dosage and specific instructions to administer the medication. If the form is not completed, we are unable, by legislation, to administer the medication to your child. Any medication must be handed directly to the Centre Director or Assistant Director in charge of your child's group or a senior educator, so that it can be stored in an area inaccessible to children, in a locked box. Parents/guardians are requested to collect medication from this area on departure. Please ensure that no medication, creams, etc. of any kind are left in your child's bag. Management, or designates will administer all medicine. If any further health needs are to be provided, please contact your Centre Manager.

Any emergency medication, such as EpiPens and puffers are not locked, and are stored in the child's room in an emergency backpack and out of the reach of all children.

School age children may wear their own EpiPen in a pouch.

Diaper Cream: If required, parents are responsible for supplying their child's diaper cream as follows:

- The diaper cream must come in new and un-opened
- The cream must be clearly labelled with the child's name.
- An expiry date (if applicable) must be clearly listed.
- Prescribed diaper rash creams will require an additional medication form to be completed.
- Permission form must be completed in full.

Anaphylaxis, Allergies and Medical Conditions:

All programs will do their very best to maintain a nut free and allergy aware environment. All parents are reminded on enrollment that our Centres have eliminated nuts/peanuts and nut/peanut products from our programs and a notice is posted at the main entrance advising all visitors of any allergies in the centre. WCFC cannot guarantee that all products in the Centre are free of all traces of peanuts or other allergens. When available our Centres choose "peanut free" items to purchase. We can neither be responsible for children or families who may bring peanuts to our Centre or for any residue that may remain on surfaces.

Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation. Plans will be reviewed and remain readily accessible to the Educators.

For children with a special medical condition, for example seizures, diabetes, etc. you will be required to complete a "Special Medical Condition Individual Action Plan" form before a child attends the child care centre or upon discovering that a child has a medical condition. The individualized plan and emergency procedures will be developed for each child in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation. Plans will be reviewed and remain readily accessible to the Educators.

Anaphylaxis and Medical Condition Action Plans must be reviewed and updated on an annual basis or when changes occur. Parents are responsible for training the staff on the procedures within their child's action plan, and this must be completed prior to the child being left at the centre.

Nutrition: The Wit'suwit'en Child and Family Center has partnered with Witset Health to ensure that all meals and snacks meet the highest nutritional value. The majority of our Centres prepare meals in-house and have a four-week rotating menu consisting of morning and afternoon snacks and lunch.

If you would like more information about our Registered Dietitian, please contact your Centre Manager.

Dietary Restrictions and Food from Home:

If your child requires a special diet for cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything. Please speak to your Centre Manager and they will work with you to accommodate as they can.

Except for infants, and children with severe allergies or food restrictions, outside food is not permitted at the programs that have kitchens. This includes all homemade goods, as well as store bought food. For those infants not yet eating table food, please bring a day's supply of meals, including prepared bottles that are labelled with the child's name, date of preparation and contents. All breast milk must be labeled with mother's name, child's name and date of expression. Please note, any food you supply must be nutritious and follow Canada's Food Guide. This is required by legislation.

Birthdays and Celebrations: Celebrations are an important part of a child’s social development. They are a fun way to mark special occasions, honour customs and culture, and children look forward to the change in routine. However, celebrations often include food and drinks that may not fit into Canada’s Food Guide. With a few easy changes most food and drinks can support healthy eating and still be fun. We plan ahead to combine birthdays into monthly events, and our cooks prepare healthy cupcakes once per month to celebrate all birthdays that occur during that month. This healthy treat is offered at snack time to the children and not as an additional meal. We plan celebrations around activities, not food. If you wish to have us share special celebrations with your child at the Centre, please remember that outside food is not permitted during the pandemic; and talk to our Centre Manager about ways the special occasion can be recognized with your child.

CHILD BEHAVIOURAL GUIDANCE: The Wit’suwit’en Child and Family Center is committed to providing a safe, nurturing and bias free environment for the children in our care, while encouraging them to show respect for themselves, others and their environment. Our Educators make every effort to ensure that no child feels unsafe and use proactive strategies to promote socially acceptable and age-appropriate behaviours in children by setting reasonable limits and boundaries. Throughout the day, there may be times when children have difficulty coping with a situation.

In these circumstances guidance will be:

- a. Related to the nature of the troublesome behaviour;
- b. Appropriate to the developmental level of the child;
- c. Used in a positive and consistent manner and;
- d. Designed to assist the child to learn an appropriate behaviour

A child experiencing an ongoing pattern of inappropriate behaviour may result in one or more of the following:

- A meeting with the parents and caregivers to develop an action plan, including with parental permission, referrals to outside agencies as necessary.
- A condition of care letter may be implemented with terms regarding the action plan and the child’s ability to remain at the Centre.

In some situations, group care may not meet the needs of every child. When a child’s behaviour threatens the safety of other children, staff or volunteers and/or poses an ongoing disruption to the program, the child may be suspended and/or removed from the program. Removal from the program is only considered in more extreme situations, and after all other options have been considered.

KEY POLICIES

Arriving at the Centre/Signing In: Please keep your child with you at all times, especially when

exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property. You are required to sign in your child on arrival on the sign in/out sheet. This ensures that we have a record of all children in attendance each day. **Before leaving the Centre, ensure that communication has been made with the Educator in the classroom.** In order to maximize your child's experience, we recommend that children are in attendance by 10 am daily. If you cannot drop your child off by 10 am, we ask that you contact the Centre.

Releasing your Child: We will only release your child to his or her parents/guardians and the authorized persons listed on your child's Enrollment Form. Transfer of care is once the child has been signed out of classroom and into parent(s) possession. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. We will not release a child to anyone (other than a parent/guardian) under the age of twelve (12) including siblings. If a parent/guardian wishes WCFC to release their child to anyone under the age of eighteen (18), written permission and phone calls will be required. If there is an emergency situation and you are unable to submit a written request authorizing someone to pick up your child who is not listed on your emergency contact, we will use your personal information to verify their identity.

Indoor and Outdoor Activities: All children enrolled at our programs are required to have a minimum of 2 hours of outdoor play every day weather permitting. **School age children** are required to have a minimum of 30 minutes outdoor play. Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Centre Manager or Designated persons.

Our educators will ensure that children take their water bottles outside and water breaks will be scheduled on a regular basis during hot weather.

Sun Smart: We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children's safety from the sun. Sunscreen must be applied to your child prior to drop off in the morning. The educators will re-apply sunscreen when needed prior to afternoon outdoor play. Sunscreen and insect repellent must be supplied by the parents/guardians in the original bottle, labelled with each child's full name. Please provide a hat for your child each time they attend, and our educators will ensure that your child is wearing it prior to going outdoors.

Appropriate Clothing: During the day, your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at

“work” while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in other messy activities. Children are encouraged to wear proper footwear and comfortable casual clothes, which are suitable for climbing, running, or painting. Overalls and suspenders are not recommended as children find them difficult to handle and will not be able to get in and out of them easily when they need to go to the washroom. Please remember to send along a change of clothes every day for the before and after school program.

It is the parent/guardian’s responsibility to ensure the child wears appropriate clothing for all weather conditions. If your child normally walks to school, please do not expect that we will be able to drive him/her in rainy or extremely cold weather; for the before and afterschool program. As well, we will not be able to make an extra trip if your child forgets anything or needs a change of clothing while at school.

Indoor Shoes: All children enrolled in our Centre are required to have a pair of indoor shoes or slippers to be worn in the classroom only. A separate pair of shoes or boots should be available for outdoor play. All shoes, both indoor and outdoor must be fitted securely to the child’s foot. Flip flops/open backed shoes will not be allowed as indoor or outdoor shoes. Please keep in mind that during outdoor play your child is running around and climbing on the outdoor equipment so outdoor shoes should be conducive to this type of play.

ACTIVITIES OFF THE PREMISES Field Trips: On occasion, our programs may plan trips to special places for children aged 4 and up. Parents/guardians will be informed in advance of any planned excursions. A release form for each field trip or excursion will be provided to the parent/guardian to authorize their child to engage in the event. All consent forms regarding field trips must be received prior to date of trips. If your child does not bring in a consent form, he/she is not permitted to participate. If you decide not to send your child on a field trip, you will need to find alternative child care for your child as our educators cannot be left at the Centre to accommodate a 1:1 ratio.

Educators will review all the safety policies with the children and parent/guardian volunteers. They will prepare the children for the trip by explaining where they are going, why, and who they need to listen to

Outings to Local Parks & Neighbourhood Walks: Babies in strollers and children ages 18 months and older may have outings and walks in the neighborhood. Whenever an outing occurs the Centre will post a notification as to the location of the outing and the estimated time of return.

Transportation: KWES / WCFC meets or exceeds strict government regulations concerning driver qualifications, vehicle safety and emergency equipment as well as insurance. Our school drop-offs and pick-ups for our school age children will be scheduled within 15 minutes before or after school hours. Children should wait at the designated spot or inside the nearest door in inclement weather until pick up. They may go to the office if they feel they have been

forgotten. Under no circumstances may they leave the school yard or be playing away from the designated pick-up area. A transportation agreement must be signed on an annual basis which provides detailed information of your child's transportation needs.

Staff personnel are prohibited from transporting any children to or from the Centre/school in their personal vehicles. We have a center van for use when transporting children.

Transportation in Extreme Cold Weather: We follow the direction of the local school. If local school buses are cancelled, then we will cancel busing for any of our programs. If transportation has been cancelled based on extreme cold temperature and if schools remain open, families will be responsible for the drop off and pick up of their children to and from school.

Details of local school bus cancellations are available through school websites, Face book and the chosen center app.

If families have opted out of electronic messages, it will be the responsibility of the family to contact the Centre Manager for updated information.

EMERGENCY POLICIES

The Wit'suwit'en Child and Family Center has policies and procedures in place to manage emergencies such as fire, flood, etc. Communicating with Parents and Guardians during an Emergency Our primary concern at the Centre during an emergency is the safety and well-being of the children and personnel. Our personnel are trained in case of an emergency and is keeping your children calm and following our policies based on the emergency. Notifications will be sent through chosen app in the event of bad weather, emergencies, power outages or any other situation where the Centre will be closing or unable to open. Parents/guardians may receive an email from head office in the event of an emergency. We will advise what we know of the situation, where the children have relocated (where applicable), and what procedures are being taken. If parents/guardians are required to pick up the children, we will advise this as well. We ask that you refrain from calling the Centre as they may need to keep their phone lines open. You may reach directors office or the Centre Manager if you need more information.

You are required to provide us with your email address; this allows us to inform all parents of emergency situations in a fast and effective manner vs. spending time making phone calls. Please note that if you have Opted Out of receiving electronic messages, you will not receive such notifications. WCFC office may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

Severe Weather and Centre . WCFC will follow the direction of the local district school boards (public and/or separate school boards) in regard to closing the Centre due to severe winter weather. If the local school closes their schools, then any WCFC or School within the same school board district will also be closed. Please check with your Centre as to the school for your child's centre or school. Announcements are made on the local Witsset News and events FB page. Centre Manager will email, post on FB and call, and use the chosen app to parents advising them of this decision, therefore it is imperative that we have an up-to-date email on file, and one that you have ready access to.

Evacuation: In the event of a fire/emergency situation, the Director, manager and or supervisor will inform the classroom educator that the Centre will be evacuated. If it becomes necessary to remove the children from the property, each Centre has an emergency evacuation (muster point) site. An emergency evacuation plan is displayed in each classroom and foyer. Once a month, the Centre conducts a fire drill. The aim of these drills is to ensure that in the event of an emergency, the children can be evacuated quickly and easily. If you are present at the Centre during the fire drill, you are encouraged to participate in this procedure. The evacuation (muster point) site is posted in all rooms and boot rooms.

Security Threats and Lockdowns: In the event there is a security threat in our Centre or in close proximity to our Centre, The Wit'suwit'en Child and Family Center policy is to go into Hold and Secure or lockdown the location, following the advice of the local authorities. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter or exit the building under any circumstance. This policy is very similar to most schools and should there be a lockdown at a school, WCFC services, the personnel member whom normally receives the children will await the school's lockdown to be lifted and children will be picked up and returned to the WCFC location.

Please note that our first concern is the children's safety. Cell phone usage by personnel is not allowed during a lock down, and we ask that you refrain from calling the Centre as they may need to keep their main phone lines open. We have a cell phone: 250-643-7143.

GENERAL POLICIES

Appropriate Language: Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Centre grounds, which includes our parking lots and playgrounds.

Cell Phones and Electronic Devices: School Age children are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, hand held game systems, etc. If these items are brought to the Centre, we ask that they are stored in your child's backpack. Please note the Centre will take no responsibility for the loss or damage of any of these devices.

Children with Diverse Needs: We welcome all children to our programs, regardless of their ability. We will work with our families to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and educators. We will make reasonable accommodations to offer children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs. In those cases where a child needs extra support, we will work with our community partners in order to find additional resources and a support worker will be assigned to your child to support the day-to-day activities. Where a child's individual needs are not being met, or the safety and needs of the group as a whole are affected, the Centre Manager will work in partnership with you to find solutions, and if necessary, support you in finding alternate options that are more suitable for your child.

Lost Property: Please check the lost property box regularly. Labelling all your children's clothing including socks, shoes and underwear assists child care educators in locating the owner.

Non-Discrimination Program: The Centre has a non-discriminatory and non-biased policy. We welcome all children and families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination based on race, color, religion, gender, national origin, age, disability or any other characteristic protected by law. This policy governs all aspects of our Centre's operations.

Personal Toys: Children should not bring toys or valuables from home unless they are required for a special event. No toy weapons or actions figures of any kind that promote violence are to be brought to the Centre. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. We encourage the children to bring nature items and other items of general educational interest. Comfort toys – soft toys or a blanket are more than welcome.

Photograph & Video: From time to time, children may be included in photographs taken by team members at the center and used for display within the Centres. We may share pictures from our Centres on Facebook & Twitter, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians. We will conduct regular reviews and evaluations of our child care educators and their work with the curriculum. At times our classrooms may be videotaped during their regular activities. These will become internal teaching tools for our programs. The videotapes will remain the property of WCFC.

Smoking and Vaping: Smoking and vaping is prohibited on all Centre property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Centre.

Statutory Holidays – Centre Closures: Our programs will be closed during the following statutory holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Indigenous Day, Canada Day, Civic Day, Labour Day, TRC Day, Thanksgiving Day, Christmas Day, Boxing Day, Good Friday, Easter Monday.

Professional Development Day Centre Closed: In addition to fostering children's learning, we also support our Educators' continuous professional learning. WCFC has professional development days, wherein WCFC provides professional development workshops to all staff to help keep their knowledge and ideas fresh and current.

Students & Volunteers: We accept students/volunteers from local colleges and/or high schools. The students are placed with one of our full-time personnel to learn about and experience what working in a child care facility is like. The following policies are in place for students and volunteers:

- Only paid personnel over 18 years of age will have direct, unsupervised access to the children.
- Students and volunteers are not counted in staffing ratios at any time during their placement at the Centre.
- All students and volunteers will be supervised by an employee at all times.
- All students/volunteers must have a current criminal reference check, including Vulnerable Sector screening, completed within the last 6 months.
- All students/volunteers must provide proof of up-to-date immunization prior to being placed at the Centre. (As per the licensing regulation- community care act)
- Students and volunteers are never left alone with the children
- Students and Volunteers must review the Program covid policies and handbook as required under the licensing act prior to commencing their placement.

PARENT CODE OF CONDUCT

The Wit'suwit'en Child and Family Center recognizes the important role parents play in helping us maintain a safe, nurturing, and community/child led-focused environment in which all children can learn, play, and thrive. All parents, caregivers, and visitors of WCFC collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process and all individuals are required to work out all concerns and differences in a clear and reasonable manner. WCFC will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment. All parents, caregivers, and visitors must agree to abide by the following Code of Conduct.

Communication and Addressing Concerns: Open and clear lines of communication between Directors, Manager, Supervisors, staff, and parents/caregivers is essential to creating the type of environment we value in our programs. As such, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that parents will voice their concerns in a professional and polite manner, as soon as they arise. We also expect that parents will not get involved in other parents' concerns unless they directly involve them or their child.

Our Parent Issues and Concerns Policy clearly outlines the steps to be taken in bringing concerns forward.

Terms: Parents, guardians, and visitors agree to:

- Support a friendly and nurturing environment
- Maintain positive communication during interactions
- Follow the recommended procedures of addressing concerns
- Refrain from gossip and public criticism of WCFC employees, the children in WCFC's care and their families. Discussion of concerns and issues will be with management and staff and not with other parents in the centre or via social media channels such as Facebook, twitter or personal blogs.

If any parent, guardian, or visitor fails to abide by the Code of Conduct the following procedure will be followed:

1. The concern and any inappropriate behaviour will be documented and communicated to the Manager.
2. The Manager will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct the Manager will consult with KWES Director.
4. If a breach of the Code of Conduct is verified, the Manager and/or KWES Director have the right to terminate care immediately.

Threats and Threatening Behaviour: We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behaviour in our Centres, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Centre.

Physical and Verbal Punishment of Children on Centre Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Centre property. This includes parking lots, playground, and within the Centre. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent/guardian to verbally abuse their child while on our premises.

Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Parents/guardians are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behaviour of another child at our Centre, please bring your concern to the Centre Supervisor or Manager who will address your concern and resolve it through meaningful conversation and in a respectful manner.

The Wit'suwit'en Child and Family Center Standards:

It is WCFC's standard that every program be licensed. Provincial licensing sets out the minimum standards that must be met in a licensed child care program to ensure that the health, safety and developmental needs of children are met. In BC where available, our centres take part in the locally-recognized quality initiative programs: For example, The Lovit program through Aboriginal Headstart and ECEBC code of ethics and the Early learning and care framework manual; along with other related trainings.

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. All of our program meets or exceed applicable licensing regulations and Ethics. These Ethics relate to our facility, educators, health and safety procedures, nutrition, educator/child ratios, and record keeping. Our program are subject to inspection by provincial, health, fire and licensing officials.

It is the right of the provincial licensing office, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows:

- Privately interview children and/or educator without prior notice or parental/guardian consent.
- Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

The Centre has carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Centre to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.



Licensing Ratios and Maximum Group Sizes

General Description	Age of Children	Staff:Child Ratio	Group size
Infants	Infants less than 18 months	1:4	4
Toddlers	18 months to 36 months	1:4	4
Group care	36 months to 60 months	1:8	16
Preschool	All 4 yr olds	1:8	16
Before and afterschool	School age: 4 yrs – 12 years	<ul style="list-style-type: none"> • 1 responsible adult for each 8 children from Kindergarten and Grade 1 • 1:8 4yrs 	16

Alleged toxification, Drugs or Alcohol, Suspected Medical We have a legal responsibility to the extent possible to not release a child to an authorized person who seems to be unable to adequately care for a child. If a permanent personnel member believes that a pick-up person is impaired or appears to be having a medical episode, the Centre Manager or personnel member will offer to call a relative/friend to pick up the adult and the child. If the pickup person is driving a vehicle, the personnel member will explain that driving under the influence of drugs or alcohol is not only against the law but WCFC is obligated to ensure the safety of the child(ren) and adult. If the alleged person chooses to get into the vehicle with or without the child the personnel member is obligated to notify the police immediately.

Confidentiality of Information: Information pertaining to a child and his or her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory partners for information that may be pertinent to a child's well-being or requested by a legal subpoena. The children's files are otherwise confidential and monitored only by the Centre Manager, Director, and Licencing. If your child is involved in an incident involving another child, our educators will not reveal the other child's identity.

Mandated Reporting of suspected Child abuse or Neglect. As caring and concerned child care educators, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding and help. Our educators have been trained to recognize the signs and symptoms of abuse and neglect.

Program staff who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based. Parents/guardians may ask the Centre Manager for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter. Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local MCFD office. Persons who become aware of such concerns are also responsible for reporting this information to MCFD as per the "Duty to Report" requirement under the Child and Family Services Act.

PARENT AND COMMUNITY ISSUES AND CONCERNS POLICY AND PROCEDURES

Parents and guardians are encouraged to take an active role in our child care centre and regularly discuss what their children are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents and guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Educators, Directors and Management and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues and concerns may be brought forward verbally or in writing. These will be documented in the program communication book. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent or guardian will respect and maintain the confidentiality of all parties involved.

An initial response or acknowledgement to an issue or concern will be provided to parents or guardians within one business day.

The person who raised the issue or concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality: Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents and guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a MCFD).

Conduct: Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent or guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee. Concerns About the suspected Abuse or Neglect of a Child Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local MCFD office directly. Persons who become aware of such concerns are also responsible for reporting this information to MCFD as per the “Duty to Report” requirement under the Child and Family Services Act.

For more information, visit

<https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse>

Procedure for Raising Concerns: Parents and guardians should raise concerns with their appropriate parties as per the chart below. These concerns will be documented on The Parent Issue and Concern Form as well as the Centre daily log. These will be kept in a designated binder to be reviewed by the Manager and tracked for ongoing issues or patterns of concerns.



WAITLIST POLICY & PROCEDURES

- A parent is required to call, e-mail or submit a written inquiry for each WCFC Program that they are interested in, to add their name to the waiting list.
- Centres maintain their wait lists.
- Each age group at each centre has its own individual waiting list.
- Your seniority date on the waiting list is based on the day that you first call or email the centre.
- A parent is required to provide contact information for the waiting list, as well as the preferred start date.
- It is a parent's responsibility to provide the centre with up-to-date contact information, as and when it changes.
- Depending on the age group, availability for spaces may only be created when a family or child leaves the centre or when a child moves up to the next age group.
- Enrolment is ongoing and can occur in any month and at any time during the month.
- Parents are required to provide us with one month's notice to withdraw their child and we endeavor to contact families within 4-6 weeks of a space being available.
- Withdrawal must be confirmed in writing before we can register a new child for the space.
- When a space becomes available, the program supervisor will call and/or email families in order of the date they first went on the waitlist.
- If the month you specified has already passed, you will still be offered a space, if your child is still eligible for that age group.
- When a family is contacted from the waiting list, they are given a specified time frame, typically 24 hours, to return the call or email and express interest in the space available.
- Once your child is officially offered a space, in order to secure that space, you must come pick up a registration package within 5 business days
- If you are contacted for a space and do not wish to take it at the time, your place/seniority on the waiting list remains the same.
- If a spot doesn't become available in the initial age group you were interested in, you will be moved to the next age group waiting list and will remain in place of seniority.
- You will remain on the center's waiting list until you request to be removed, or until such a time that you have not responded to a call or email offering a spot or asking if you wish to remain on the waiting list.
- Upon request, the program supervisor or manager will provide you with their best approximation of your child's status on a wait list. The information regarding your place on the wait list will be provided in a manner that maintains the privacy and confidentiality of the children listed.



Kyah Wiget Education Society
Wit'suwit'en Child & Family Center
205 Beaver Road, Suite 2
Smithers, BC. V0J 2N1

Phone: 250-847-2244 ext 4 Fax: 250-877-5095

The Wit'suwit'en Child and Family Center – Program: _____

CHILD(REN)'S NAME: _____

I have received and read the Wit'suwit'en Child and Family Center Parent Handbook in full and fully understand the policies and procedures, including the Parent Code of Conduct Policy, outlined in the handbook and understand my requirements regarding my child(ren).

Parent/Guardian (1) Printed Name

Parent/Guardian (1) Signature

Date Signed

Parent/Guardian (2) Printed Name

Parent/Guardian (2) Signature

Date Signed

I, _____, give consent to receive electronic messages from The Wit'suwit'en Child and Family Center. including Centre updates, important info and emergency communications.

Parent Signature

Date