



# NARAMATA child development —CENTRE—

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Family Guide  
2017-2018



## Naramata Child Development Centre Family Guide 2017

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## 1. INTRODUCTION

The *Naramata Playschool Society* (NPS) was founded in 1981 and operated a parent participation Playschool in Naramata BC until 2017. The NPS amended its *Occasional Care Licence* to a *Group Child Care Licence (30 months - School-age)* after receiving a formidable grant from the Province of British Columbia in 2016. The Naramata Child Development Centre (NCDC) opened in the *Naramata Elementary School* building in September 2017. The NPS is a registered non-profit society, whose success depends on the efforts of parent volunteers and the parent volunteer Board of Directors.

The NCDC operates with a *Group Child Care Licence (30 months - School-age)* under the *Community Care & Assisted Living Act*, the *Child Care Licensing Regulation*, and the *Society Act of British Columbia*.

The NCDC is honoured in our fundamental role as a core family resource in the community of Naramata, BC - striving to aid all developmental areas, provide enjoyable learning experiences in an atmosphere of happiness, acceptance, encouragement and trust.

### 1.1 Philosophy

The Naramata Child Development centre believes that all children are entitled to environments and opportunities that foster positive emotional, social, cognitive, creative, intellectual, spiritual and physical development and that value inclusion, multiculturalism, interdependence and dignity.

That families are entitled to be involved in a meaningful way in their child care experience and deserve assurance of quality care for their children while they are involved in work commitments, educational and/or personal fulfillment or while child care is part of a care plan for a family.

That staff are entitled to a working environment which recognizes and respects their training, skills and commitment to child care and which demonstrates this through respectful communication and personnel policies.

That the NCDC's purpose is to enhance the lives of children, their families and the community by providing a caring, supportive and vital community service.

The NCDC promotes positive interactions that strengthen a child's self-worth in a safe, nurturing environment that aims to inspire a sense of belonging for each child, their families and their community.



## 1.2 Goals

- To provide high quality, age appropriate, play-based educational experiences for the children attending the centre.
- To promote good health, safety and nutrition.
- To recognize each child's needs by providing a fun, educational and stimulating program.
- To provide a variety of age appropriate activities and social interaction within a safe, secure environment.
- To develop fine-motor and gross motor co-ordination through various program elements.
- To encourage sharing and taking turns.
- To establish predictable routines and structure.
- To help develop self-esteem, confidence, and respect for others.
- To guide children in acceptable behaviour through positive reinforcement and natural consequences.
- To acknowledge and praise appropriate behaviours.
- To demonstrate environmental sensitivity and community involvement.
- To develop and maintain good relationships and open communication between parents and staff.

## 2. SCHEDULE

Wherever possible, the NCDC will operate year round Monday - Friday 8 am - 5:30 pm. Earlier drop off is available upon request, but no earlier than 7:30 am.

Pro-d days, Winter, Spring and Summer holidays are available contingent on sufficient enrolment. If your child(ren) is absent, no make up days will be offered.

### 2.1 Age Requirement

A child may begin attending NCDC at 30 months (2.5 years) of age and continue until School-age (enrolment in Kindergarten).

## 3. PROGRAM POLICIES

### 3.1 Routines

The daily routine at the centre is determined by the Manager in accordance with the philosophy and goals set out by the Society.



- Every month a calendar will be provided by the Manager detailing weekly themes, special activities, field trips, and the VIP (Very Important Person) schedule (i.e. special helper).
- The daily routine includes, outside play, free play, arts and crafts, snack times, lunch time, nap times (if applicable), imaginative/dramatic play, science and nature and circle time.
- Each child is provided a cubby to store their belongings.
- Every child must wear inside shoes while inside the NCDC facility and Naramata Elementary School building. These shoes are required in case of immediate emergency exit and must be weather appropriate.
- Dress your child in casual comfortable play clothes, as many activities could ruin clothing, such as painting, crafts, and gardening. Provide your child with a spare set of seasonally appropriate clothing.
- Ensure your child is dressed fully prepared for the weather. Outdoor play will only be cancelled during extremely inclement weather.
- Parents/guardians are welcome to visit the facility at any time while their child(ren) is in attendance.

### 3.2 Smoking Policy

Smoking, including electronic smoking devices, are not permitted anywhere on the Naramata Elementary School or NCDC premises.

### 3.3 Orientation for New Families

The Manager will arrange an orientation with each family enrolling a child. Information will be shared about the purpose and philosophy of the child care program, the policies, the program elements, the board, committees and opportunities for family involvement. The *Registration Form*, *Parent/Guardian Contract*, *Release & Waiver*, *Hardship Application Form* and *Care Plan* are contained within this *Family Guide*. Each family will sign a *Parent/Guardian Contract* between themselves and the NCDC indicating that they understand the policies and procedures and agree to abide by them.

### 3.4 Children Who Require Extra Supports

Children who require extra supports will be welcome in the program according to the enrolment policies. In addition to the orientation with the family, an orientation will be arranged with any professionals providing support on-site at the centre. Parents of children with special needs that require additional support and supervision beyond the capabilities of NCDC staff will be required to provide the necessary assistance. Children who require one-on-one support need to be



accompanied by their support worker to attend the program. The Manager will assist parents with appropriate referrals, assessment, and the development of a *Care Plan*.

### 3.5 Arrival & Departure

The parent/guardian or authorized person will be responsible for signing in and signing out and indicating the time of arrival and departure on the daily attendance sheet. Children must be signed-in no more than 5 minutes before daycare starts at 8 am and collected promptly at dismissal, no later than 5:30 pm. Staff will ensure the daily attendance sheet is complete and record relevant information throughout the day in the *Log Book for Minor Incidences*. In order to ensure that staff have time to communicate with parents/guardians, and ensure that the children are supervised during this busy time, enhanced ratios will be implemented at the busiest arrival and departure times. A parent/guardian is requested to phone the Manager by 9:30 am if their child will not be attending on that day or if their child will be arriving at a later time than usual. Staff will record any messages regarding absenteeism or late arrival on the daily attendance sheet.

### 3.6 Late Pick Up

If a parent/guardian is late to pick up a child, staff will call parents. If a parent cannot be reached by 5:45 pm, the emergency contact will be called. If the child has not been picked up within one hour, the Manager and/or staff will notify the [Ministry of Children and Family Development](#). This action will be taken to ensure the safety and well being of your child. If an emergency arises, the pick up person is expected to notify the centre as soon as possible and make alternate arrangements for pick up no later than 5:30 pm. If late pick up is a repeated problem, the Manager and the enrolling parent/guardian will meet to try to address the problem. All efforts will be made to successfully address the problem. If unresolvable, then one (1) months notice may be given and termination of services required.

### 3.7 Alleged Impaired Authorized Pick Up

Staff are legally responsible, to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a staff member believes that a child will be at risk, the staff person in charge will offer to call a relative or friend to pick up the person and child or contact the [Ministry of Children and Family Development](#). If the person is driving a vehicle, the staff person will explain that driving while under the influence of drugs or alcohol is against the law and staff are obligated to ensure the safety and well-being of the child and adult. If the presumed impaired person chooses to get in the car with or without the child, staff



will immediately notify the police. Staff will call the [Ministry of Children and Family Development](#) if they feel that the child is in need of protection.

### 3.8 Field Trips & Special Events

Special activities and field trips are also fundamental to the curriculum. The *Release and Waiver* form will be provided to obtain permission for community outings off NCDC/ Naramata Elementary School property such as, but not limited to, walking to the [Okanagan Regional Library - Naramata Branch](#) for the Preschool Storytime Program, the Naramata Centre Playground and nearby beaches. When field trips are planned requiring vehicle transportation the Manager and/or staff will arrange accordingly. If a parent is unable to provide transportation for their child, your child must be transported by NCDC staff with the appropriate car seat as set out in [Transport Canada's Child Seat Regulation](#). All staff are trained and equipped with first-aid kits which include emergency information and photos of each child at all times while on NCDC premises or on any outing. Children not enrolled in NCDC who accompany parents to the facility or on field trips are the sole responsibility of the parent/guardian who brought them.

## 4. CUSTODY & ACCESS

If the parents/guardians have agreed to live separately, NCDC will assume that the information from the enrolling parent/guardian will be followed. However, without a custody agreement or Court Order on file at the centre, NCDC staff cannot deny access to the non-enrolling parent/guardian. If this arises, the following policy on unauthorized persons will be implemented.

If custody has not been legally determined and conflict between the parents/guardians and/or other family members is evident, NCDC may not be able to care for the child unless both parents/guardians and/or other family members sign a written agreement confirming details regarding authorization for pick up and access to information about the child.

If a family has a custody agreement or Court Order in place, a copy must be placed in the child's file and details about all arrangements contained in the legal documents will be followed at all times.

Management and/or staff of NCDC will call the police if assistance is required to enforce a custody or Court Order.



Verbal and written information about the child will be shared with the enrolling parents/guardians unless otherwise agreed upon. Permission to share information with others reflects in the policy on confidentiality.

#### 4.1 Unauthorized Person

A child will be released to person(s) authorized in writing on the attendance record by the parent/guardian only. Photo identification will be requested by Management and/or staff before the child is released if the person is not known to the staff member. If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the child care staff. The staff person in charge will speak with this individual and explain the policy that no child will be released without written authorization from the enrolling parent/guardian. In a rare emergency situation, verbal permission via the telephone will be allowed from the enrolling family as long as the parent/guardian confirms information about this person (name, address, telephone number, relationship to the child) and the pick up person presents photo identification to verify the information. Staff will document the time of the call and information shared. Whenever difficulties exist, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the staff person in charge may need to call the police for assistance.

- If there is a custody agreement or Court Order, NCDC must be provided with a copy to be kept in the child's file. Children will not be released to a person listed on their registration form as *NOT authorized to have access*. Advise the Manager and staff immediately if changes are needed to this list.

#### 4.2 Visitors Entering the Child Care Centre

The safety and security of children, families and staff at the NCDC depend on everyone involved participating in identifying potential risks or hazards. As unauthorized visitors could present a danger, it is important that a staff member be informed when visitors are on the premises. The NCDC maintains an open door policy for parents/guardians of children enrolled.

Community partners and special guest visitors are screened prior to entering the NCDC premises, including the outdoor play area. Also, must receive approval by the Board of Directors and/or Manager. All other visitors wishing the opportunity to view the centre will be invited to visit the website, meet with staff at the centre while children are not in attendance or attend designated open house days. Unauthorized visitors will not be allowed to visit the centre.



The Manager will be responsible for addressing this situation, however, all staff and parents/guardians are requested to inform the Manager when a visitor is on the premises, including the outdoor area.

### 4.3 Visitor Procedures

- All staff or parents/guardians are to inform the Manager when they encounter a visitor on the premises
- Visitor policy and rationale will be communicated to the visitor by NCDC staff
- Staff will invite the visitor to visit the website, set up a meeting or attend an open house.
- Staff will ask the visitor to leave the premises. If the visitor does not comply with the request to leave, the staff member will ask a second time, and if the request is not complied with, the staff member will call the police for assistance
- Staff will record the incident in the *Log Book for Minor Incidences*

## 5. REGISTRATION FORMS

The *Registration Form*, *Parent/Guardian Contract*, *Release and Waiver*, the *Hardship-Fund Application*, and *Care Plan* are attached to this *Family Guide*. In accordance with Licensing regulations, the *Registration Form* and *Parent/Guardian Contract* forms must be completely filled out prior to your child's attendance. If forms are incomplete your child will not be able to attend the NCDC facility. Also, in compliance with licensing regulations a photograph of your child will be taken at the time of registration or on the child's first (1st) day of attendance.

### 5.1 Enrolment

Registration priority will be given for returning students. New registrants are on a first come first serve basis. The maximum capacity of the Centre is twenty (20) children. The Manager will act as Registrar and maintain a waiting list for each group of children. When there are vacancies, new children will be accepted. Priority for admission and readmission are:

1. Children currently enrolled in the Naramata Playschool.
2. Children who have been pre-registered in the NCDC during the 2016/17 school year.
3. Children enrolled in one age group and moving to the next age group, if space is available.
4. Children currently enrolled in a part-time program, increasing to full-time.
5. Siblings of children already enrolled.
6. Children who recently left the program (last left, first priority).
7. Children applying for admission for the first time.

The Manager/Registrar in charge of admissions will contact parents/guardians on the waiting list to ensure that they are still requesting a space. No family will be discriminated against on the basis of race, language, socio-economic status, gender or sexual orientation.

## 5.2 Enrolment Schedule Policy

Upon registration each family is given options to enrol their child(ren) on specific days of the week, in a specified program with a set schedule of attendance. *Weekday and Program preferences can be selected in the Parent/Guardian Contract under section 12.2 of this guide.* The Manager/Registrar will review the schedule preference and contact each family to confirm weekdays/programs that are available. All schedule changes will require planning and any requests for changes should be submitted in writing to the Manager as early as possible. A change must be authorized by the Manager and will only be accommodated if space is available. All schedule changes will require an amendment to the original *Parent/Guardian Contract* noting the updated fees and new schedule.

## 5.3 Records

Enrolment files are kept locked at the Centre and are accessible only to Staff, Manager/Registrar, the Board of Directors and Interior Health Authority Licensing Officers. Enrolment files will be kept for three (3) years and then destroyed. If there is an abuse report or intervention associated with the file, it is kept for five (5) years and then destroyed. Enrolment files are maintained by the Manager and/or board appointed Registrar. Custody and control of children's records will belong solely to the NCDC unless contractual arrangements and/or legislation alter this policy.

## 5.4 Release of Information

No information will be released about a child and the enrolling parent/guardian without first receiving written permission of the enrolling parent/guardian. This excludes the responsibility and authority of service providers have as outlined in legislation (ex. duty to report need for protection or reviewed by Interior Health Licensing Officers) as well as access to information that is subpoenaed by the court.

## 5.5 Contact List

A contact list will be distributed in September every year and updated as information and enrolment changes. Please notify the Manager of any changes immediately.



## 6. PROGRAM OPTIONS

As a non-profit, the annual operational budget runs a deficit that is supplemented with fundraising. Program fees have been determined on the operational budget. *Weekday and Program preferences can be selected in the Parent/Guardian Contract under section 12.2 of this guide.* The Naramata Child Development Centre offers THREE different programs: Morning, Afternoon, or Full Day Programs. The different program times allow flexibility for families with varying childcare needs throughout the week. Parents/Guardians may choose different programs throughout the week as needed.

### 6.1 Fees

<b>Program Fees</b> <b>30 months - School-age</b>		<b>Daily Rate</b>	<b>Monthly Rate</b>
Morning Program	Drop off anytime between 8 - 9am Pick up by 12 noon	\$20	\$400
Afternoon Program	Drop off anytime after 12 noon Pick up by 5:30 pm	\$25	\$500
Full Day Program	Drop off anytime between 8 - 9am Pick up by 5:30 pm	\$45	\$900

Monthly fees are due regardless of the number of days in the month, family initiated holidays, unforeseen closures or absenteeism (other than closures due to low enrolment during Pro-d days, Winter, Spring and Summer breaks). If your child(ren) is absent, no make up days will be offered.

### 6.1 Drop-In Childcare

Drop-in is based on space is available in the program and your child's registration is fully complete. Hourly drop-in is not available. A child may attend entirely on a drop-in basis, or attend an additional program as required on short notice. Arrangements can be made by contacting the Manager to arrange.

## 6.2 Deposit

A deposit of \$100 is required for all new registrants, when the child is enrolled as planned, commitment will be considered fulfilled and the deposit will be applied to first (1st) month's fees.

## 6.3 Termination of Services

NCDC has implemented a probationary period of four (4) weeks in order to assess the suitability of placement for each child. If the Manager feels the program is unable to meet the child's needs, or the child's behaviour is a safety concern to themselves or others, the child will be withdrawn from the centre without notice or penalty. If after the probationary period either the parent/guardian or the centre wishes to terminate service, one (1) month's written notice is required. A parent/guardian requesting termination may make payment of one month's fees in lieu of notice, excluding situations where non-payment of fees exists. Withdrawal requests can be submitted to the Manager. NCDC staff are committed to providing a caring and supportive environment for all children and families. However, termination of services may be required if:

- Fees for service are not paid according to the financial policies in the *Family Guide* and *Parent/Guardian Contract* and suitable arrangements cannot be agreed upon
- The family does not abide by the expectations in the *Family Guide* and successful resolution of the differences is not achieved
- The child is no longer in the custody of the enrolling parent/guardian
- A family member harasses, threatens abuse or commits a violent act toward a staff person, child or other family involved in the child care program
- The centre is unable to satisfactorily resolve problems of late pick up with a family
- The child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff and additional supports to accommodate the child are unavailable
  - If a child is not adjusting well, recorded observations will be discussed with the enrolling parent/guardian
  - Programs will be planned and implemented to help the child. If the child is not responding, the family will be consulted. Other options may be explored with the family
  - The centre may have to request that other arrangements be made for the child

## 6.4 Payment

Childcare fees can be paid by cheque, cash or e-transfer, on the last day of each month. An invoice will be provided in the cubbie of each enrolled child on their last scheduled day of childcare before month end. One post-dated cheque for June 15th, 2018, in the amount of \$100, as a



Volunteer Hours Fee. If you paid the new registrant deposit of \$100, deduct this from your first (1st) month's fees. Program fees remain the same for the program/days chosen, regardless of the number of days that the NCDC is open, except for closures due to low enrolment during Pro-d days, Winter, Spring and Summer breaks. Fees may be subject to change due to extenuating financial circumstances or reimbursement due to class cancellation initiated by the NCDC. If a child is withdrawn from NCDC for any reason, the parent/guardian must give thirty (30) days written notice, or pay one (1) months fees in lieu of notice. All remaining post-dated cheques or cash pre-payment will be returned to the payer on each child's last day of attendance.

### 6.5 NSF Cheques / Outstanding Fees

All NSF cheques must be repaid within five (5) business days plus a \$20 NSF service charge. If fees are ten (10) days overdue, your child will not be able to attend until full payment has been received.

### 6.6 Child Care Subsidy

The Naramata Child Development Centre is committed to helping families obtain affordable child care by providing *Child Care Subsidy* application advice and administrative support with required documents.

### 6.7 Hardship Fund

The Hardship Fund is financial assistance during off-season, layoffs, emergencies, unforeseen circumstances or to cover the Childcare Subsidy tuition fee remainder. Ten percent (10%) of fundraising money is put into the fund, and one hundred percent (100%) of donations from the Naramata Store, Return-It Bottle Depot is contributed to the fund. Contact the Treasurer if you wish to make a donation. See attachment: *Hardship Fund Application Form*

### 6.8 Tax Receipts

Childcare receipts will be issued yearly in February. Include this receipt in your annual tax return to receive the *Child Care Expenses Deduction*.

### 6.9 Reimbursement Policy

Any reimbursements required will be provided to the recipient within one (1) week of written notice to the Treasurer of a registration change.

## 6.10 Fundraising

Fundraising is an integral part of maintaining the NCDC. The NCDC is administered by the Naramata Playschool Society. As a non-profit society, the centre's success depends on the efforts of parent volunteers, and the parent volunteer Board of Directors. All parents with child(ren) enrolled at NCDC must participate and/or contribute to fundraising events or pay the *Volunteer Hours Fee*. Monies raised are needed to offset monthly operating deficit, contribute to the Hardship Fund, purchase equipment, supplies and maintenance. Fundraising ideas and leaders are always welcome. Fundraising leaders will be required and appointed to organize various events.

## 6.11 Volunteer Hour Fee Policy

Naramata Child Development Centre relies on fundraising to offset operational deficits each month, in order to keep childcare fee rates low, all families are required to provide a deposit/post dated cheque in the amount of \$100, dated June 15th, 2018. The *Volunteer Hours Fee* will be returned to the payer upon fulfillment of volunteer duties/contributions throughout the calendar year or will be deposited if participation and/or contribution have not been received.

## 7. STAFF

The Playschool employs three (3) certified Early Childhood Educators and does not require parental helpers. However, on field trips or special events parent helpers will be needed. NCDC Staff and substitutes employed by the Naramata Playschool Society meet all criteria set out in the *Child Care Licensing Regulation*.

### 6.1 Staff Records

If there is a request for information about a staff member, written or verbal permission will be sought. If verbal permission is sought, documentation will be kept noting the date, time and information to be disclosed. This excludes the responsibility individuals and organizations may have as outlined in legislation, such as the *Income Tax Act*, *Employment Standards Act* or as subpoenaed by the court.

## 8. CONFIDENTIALITY

NCDC abides by obligatory procedures as set out in the following applicable legislation. As a non-profit organization delivering child care, its legal obligations are outlined in the following:



- *Community Care and Assisted Living Act* and the *Child Care Licensing Regulation* - regarding the role of Licensing and access to records and files
- *Child, Family and Community Service Act*
- *Criminal Record Review Act* - regarding staff and volunteers on site at a child care facility
- *Societies Act* - regarding the affairs of the incorporated organization and publicly accessible information
- *Employment Standards Act* - regarding information for and about employees
- *Personal Information Protection Act* (PIPA) - BC's privacy act regarding the rules to protect the collection, use and disclosure of personal information (children, families, donors, volunteers and employees)
- *Human Rights Code* - regarding the rights and obligations of employers and employees
- Court orders - details regarding a particular child and /or family

NCDC confidentiality refers to all verbal and written information about potential, enrolling and formerly enrolled children, their families and employees. It also refers to information related to 'in camera' board discussions and decisions. All staff and board members will be expected to fulfil their obligation to respect protection of privacy. Each individual will ensure that no private or personal information is revealed that may cause another individual harm. This excludes the responsibility that service providers and others have as outlined in legislation and/or when information is subpoenaed by the court.

## 8.1 Communication

NCDC staff will at all times demonstrate respect for, and recognition of, a variety of traditions, languages, communication styles and cultural diversity. The centre will respond to the multilingual needs of the families and provide as much written information as possible in translation, and whenever possible provide critical verbal information through interpretation in the home language. If the information to be shared with a family is considered to be confidential and a translator is utilized, the policies regarding confidentiality will be followed by all involved. Information about families obtained during discussions or meetings, recorded on forms or learned through working with the child and family is confidential and must not be released without consent of the enrolling parent/guardian as outlined in the confidentiality policy.

## 8.2 Conflict Resolution

Staff at the NCDC will make continuous efforts to practice effective communication with all colleagues and adults at the centre. When there are differences of opinion and disputes, staff will initiate opportunities and attempt to problem solve the differences in a timely way. All staff will



utilize skills that demonstrate constructive discussion and respectful communication. All involved will endeavour to agree on meaningful solutions to each dispute.

If the parties have unsuccessfully tried to negotiate resolution of conflict, they may ask another staff person to facilitate further dialogue. All efforts will be made to mutually agree on identifying a facilitator and timelines for a meeting. The goal will be to work towards mutually agreed upon solutions.

If a concern arises about a board policy or decision, the parents/guardians are encouraged to contact the President for resolution and the issue will be reviewed by the Board of Directors. If necessary, the Manager or the Board of Directors will seek resources and advice from the [Child Care Resource and Referral](#), the [OSNS Child Development Centre](#), and the [Interior Health Unit](#).

## 9. HEALTH, SAFETY & NUTRITION

Parents/guardians are required to provide their child(ren) with snacks, lunch and drinks other than water each day their child(ren) are in attendance. All children will always have access to clean drinking water but parents/guardians have the option to pack water for their child. In the event of a municipal water quality advisory, children will be provided with bottled water provided by the centre.

The NCDC has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children and to promote good health, safety and nutrition. Eating nutritious food is an important part of each child's day. Staff will follow up with the parent or guardian regarding the policy of providing nutritious snacks for their child and provided with information according to the [Canadian Food Guide](#), as needed.

Parents/guardians are required to:

- Pack their child(ren) healthy and nutritious snacks, lunch and drinks in appropriate quantities in accordance to the [Canada Food Guide](#). Juice and sugary snacks are discouraged.
- Snacks must contain at least two (2) food groups and lunch must contain at least four (4) food groups.
- Make staff aware of any food allergies and review the posted *Allergy List*. Refrain from packing anything causing anaphylactic allergic reactions for any of the enrolled children.
- If a child comes to the facility without a snack or lunch, the parent/guardian will be notified to arrange food delivery. If a parent/guardian is unable to make arrangements the NCDC will provide commercially prepared food items containing sufficient food groups, according to the food guide and will add the cost to the child's monthly childcare fees.

In addition, NCDC is committed to:

- Provide refrigeration for each child's food and/or drinks.
- Supervise all children while eating or drinking.
- Offer a clean, well-maintained, safe environment and encourage nutritious food for snacks and lunch.
- Provide opportunities for learning how to take care of their bodies and develop self-help skills.
- Ensure daily opportunities for both rest and exercise with indoor and outdoor activities.
- Provide a comfortable and relaxed environment for the children and parents/guardians.
- Encourage children to eat a variety of foods while being sensitive to individual food preferences and cultural preferences. Exemptions will be made in cases such as allergies and cultural dietary observances. Exemptions can be made in a *Care Plan* provided by a parent/guardian and will be adhered to by all NCDC staff and Management.
- Notify all parents/guardians about any known food allergies, and maintain the *Allergy List* posted on the bulletin board.
- Inform parents/guardians of any significant changes in the eating habits of their child.
- Model healthy attitudes towards food and meal times.
- Model healthy attitudes towards washing hands before and after meals and brushing teeth after eating.
- Discourage candy, gum, pop or other 'junk food'.
- Toddlers will be supervised and are required to lie down or sit on the couch while drinking from a bottle.
- Staff will discard any unused liquid in bottles or cups to prevent the spread of germs.
- Staff will allow children time to eat and drink at their own pace.

### 9.1 Diaper & Toilet Policy

The Naramata Child Development Centre is equipped with a change station, diaper disposal, two (2) toilets and two (2) sinks. Diapering and toilet training of children involves close adult-child contact, staff are responsible for changing diapers and assisting with toilet training. Parents/guardians are responsible to provide diapers, wipes and any other prescribed items such as diaper cream etc. In addition, NCDC staff will:

- Follow the [Ministry of Health](#) recommendations for diapering and toilet procedures posted in the washroom.
- Record diaper changes and toilet activities on the diapering/toilet chart.
- Encourage independence for dressing and going to the toilet. Assistance and support will be given to the children to encourage these new skills.

- Encourage the development of healthy hygiene and personal habits by ensuring that children wash their hands after using the bathroom.
- Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet.
- Be patient, supportive and understanding during this learning process.
- Be respectful of the child's needs.
- Sanitize the changing station after each use and wash their hands after assisting in toilet training or changing diapers.

## 9.2 Napping

Children all come with their individual sleeping patterns. NCDC will try to meet the patterns while getting them into the routine of the daycare. Each day after lunch will be rest time. The length of naps depends on the individual child. Other naps are on a as-needed basis.

- Sleeping items - pillow, sheet, blanket, stuffed animals and other comfort items are to be provided in a labeled non-permeable bag by the parent/guardian and brought home each week for laundering.
- Children will be encouraged to sleep on their backs until they can reposition themselves during sleep.
- The nap room will be supervised by staff when in use.
- Naps are not mandatory. Children who have outgrown naps will have quiet time, read books, do puzzles or other appropriate activities.

## 9.3 Illness

Any child or staff experiencing a temperature, severe cough, nausea, diarrhea, or green excessively runny nose, should stay home. If the symptoms (runny nose and eyes, or coughing) are caused by a known allergy such as hay fever or asthma, the child is not contagious and may attend daycare. The Manager and staff must be notified if a child develops a communicable or contagious disease that other child(ren) may have been exposed to. If a child becomes ill or injured during class the parent/guardian will be notified immediately and the incident will be recorded in the *Log Book for Minor Incidences*. If the parents and/or guardians are not available, the emergency contact will be called.

## 9.4 Communicable Disease Chart

<b>Disease</b>	<b>Symptoms</b>	<b>Incubation</b>	<b>Contagious</b>	<b>Quarantine</b>
Chicken Pox (virus)	Fever, blister type rash, followed by itchy scabs.	14 - 21 days after date of contact.	2 days before spots appear to 5 days after the blisters.	Yes
Fifth Disease (human parovirus)	Raised, red, warm rash first apparent on cheeks. Followed by a lace-like rash on body.	4 - 20 days from date of contact.	7 - 10 days before onset and not after the rash appears.	No
Hand Foot & Mouth Disease (Coxsackie virus)	Fever, sore throat, blisters in mouth lasting 4- 6 days. Blisters on hands and feet lasting 7 - 10 days.	3 - 6 days from date of contact.	During illness for 7 - 10 days. Virus present in stool for 4 weeks after start of illness.	Yes
Herpes 'cold sores' (virus)	Clear blisters with red base, usually on lips, which crust and heal within days.	2 - 12 days from date of contact.	When the cold sore is open.	Yes
Croup/Laryngitis (virus)	Loud barking cough, fever, raspy voice, and high pitched noise when breathing in.	1 - 10 days.	Shortly before symptoms start until the end of symptoms.	Yes
Impetigo ( <i>Staph</i> or <i>Strep</i> bacterial)	Clusters of bump like blisters that develop a yellow crust.	<i>Staph</i> 4 - 10 days from contact. <i>Strep</i> 1 - 3 days.	As long as the rash continues to drain.	Yes, until treatment has started.
Norovirus (Norwalk)	Nausea, vomiting, diarrhea, abdominal cramping, fever, headache, muscle aches, and fatigue.	24 - 48 hours.	24 - 48 hours before onset until 48 hours after diarrhea stops.	Yes, until 2 days after diarrhea stops.
Head Lice (insect)	Tiny white eggs firmly attached to hair shaft. Grayish-White adult lice 1-2mm in size. Severe itchiness.	Lice hatch in 7 days from date of contact and reach maturity 8 - 10 days later.	Until treatment and re-treatment (between 7-10 days) of hair and household articles.	Yes, until treatment and re-treatment are complete.
Influenza - <i>Flu</i> (Virus)	Fever, cough, sneezing, runny nose, headache, body aches, exhaustion, sore throat, nausea, vomiting, and diarrhea	1 - 4 days from contact with and infected person.	1 day before to 5 - 7 days after symptoms develop.	Yes
Pink Eye (Virus OR Bacteria)	Teary, red, itchy, painful eyes. Swollen eye lids. Fever.	1-3 days from contact with infected person.	Until 24 hours after antibiotics started.	Yes, until 24 hours after treatment.

Disease	Symptoms	Incubation	Contagious	Quarantine
Strep Throat (bacteria)	Fever, sore throat, swollen glands, pustular tonsils.	1-3 days from date of contact.	If untreated, several weeks or months. If treated with antibiotics, 24 hours	Yes, 24 hours after treatment begins.

For more information refer to the [BC Center for Disease Control - Quick Guide to Common Childhood Diseases](#).

## 9.5 Allergies

The parents/guardians of a child with known allergies must provide a comprehensive list of all allergies, including reactions, and a *Care Plan*. An *Allergy List* will be posted and maintained by the Manager on the Centre's bulletin board. Parents/guardians need to inform the daycare staff in writing if their child has any allergies. Procedure:

1. Required forms will be provided by staff as soon as an allergy is reported.
2. Allergies will be posted in the entrance way bulletin board for all staff parents/guardians, authorized persons to review.
3. A *Care Plan* will be written up on the steps to take if the child has an allergic reaction.
4. Extra training will be provided by Interior Health or parent/guardian, if deemed necessary.
5. Parents/guardians will be informed immediately of any allergic reaction and the steps taken.

## 9.6 Non-Prescription & Prescription Medications

Administration of medications in daycares is regulated by the [Child Care Licensing Regulation](#). Only medication prescribed, non-prescription medications such as Tylenol, Gravol, teething gel and emergency medications such as epi-pen or inhalers that have been authorized by a parent/guardian, in writing, will be administered.

All medications are kept in a locked container in the kitchen out of children's reach. Parents/guardians must inform staff of any potential side effects or reaction that medication may cause in a child. (ie: hives, drowsiness, diarrhea). Both a *Medication Consent Form* and a *Care Plan* must be completed by parent/guardian and submitted to the Manager.

A *Medication Consent Form* form must be filled out by a parent/guardian for each prescription required. Medication must be brought to the Centre in its original container with instructions from the prescribing physician or manufacturer detailing administration instructions. Staff will monitor



the expiration date of authorized medications and notify parents/guardians to replace the medicine when medications are one (1) month away from expiration.

Medicine labels must clearly show the following information:

- Child's name
- Name of medication
- Dosage
- Route (oral, nasal, rectal, eye, ear or injection)
- Physician's name (if prescription)
- Care of medication (shake well, refrigerate)
- Date to end administration of medication

## 9.7 Vaccinations

Immunization records are required under the [Public Health Act of BC](#). Parents/guardians are to provide a photocopy and/or dates of immunizations administered to their children. If a child has not been immunized, and the parent/guardian is a conscientious objector, the staff will advise you immediately upon learning of any serious illness or an outbreak of a communicable disease. Parents/guardians who are conscientious objectors will be asked to keep their child(ren) at home for the full quarantine period. The duration dependent on the nature of the illness/disease and the recommendations from the [Public Health Nurse](#). Any fees paid for classes missed by children who are not immunized during such a quarantine period will not be refunded.

## 10. EMERGENCY SITUATIONS

- In the event of a community emergency such as a flood, earthquake, or forest fire the centre will be closed.
- In the event of power or water shut off, the centre will be closed. If this occurs, staff will contact parents.
- The staff practice monthly fire drills with the children and a yearly community disaster drill. If there is a fire during centre hours the meeting place is the bench of the [Naramata Elementary School](#) playground.
- Naramata Playschool's designated safe location is [Naramata General Store](#) located at [225 Robinson Road](#), 250-496-5450.
- In the case of an evacuation beyond our designated safe location the staff and children will be bussed to the [Penticton Community Centre](#) at [325 Power Street, Penticton, BC](#) 250-490-2426, with the Naramata Elementary School staff and students.

- Staff will phone one or two parents/guardians who will be asked to make calls to the other parents to meet and collect their child immediately. If parents are not available, the emergency contact will be called.

## 10.1 Child Abuse

The *Child, Family and Community Service Act* states that all children in the Province of BC are entitled to be protected from abuse, neglect and harm or threat of harm. The Act also states that any 'person who has reason to believe that a child needs protection must promptly report the matter to a director or a person designated by a director.' NCDC Staff have a duty to report suspected child abuse. Child abuse can be physical, emotional, or sexual. It can also be neglect or failure to provide basic needs. If staff suspect abuse the situation will be reported to the [Ministry of Children and Family Development](#).

The *Child, Family and Community Service Act* indicates that a child is in need of protection if:

- The child has been, or is likely to be, physically harmed, neglected, sexually abused or exploited, or emotionally harmed by the child's parent/guardian
- The child is deprived of necessary health care
- The parent/guardian is unwilling or unable to provide protection for the child from another person who presents a danger to the child
- The child has been abandoned and adequate provision has not been made for the child's care

The legal requirements are outlined in the *Child, Family and Community Service Act*, and include, but are not limited to, the duty to report a need for protection, the definition of reason to believe, confidentiality of information, the removal of child and parental/guardian notification of removal.

## 10.2 Apprehension

When a social worker from the [Ministry of Children and Family Development](#) and/or the police intend to apprehend a child at the child care centre, the senior staff member on duty will be responsible for responding to the situation.

The staff member will require the social worker or police officer to show identification. The staff member will record the name and title of the person apprehending the child and the address and phone number of the Ministry office involved, as well as the date and time of the apprehension. The staff member will then phone the ministry office to verify with the supervisor that the social



worker has authorization to apprehend the child, prior to the child being removed from the child care centre.

### 10.3 Behaviour Management

The purpose of behaviour management is to assist children in developing self-control, self-regulation, and sensitivity to others. Staff are trained in methods of re-direction, positive phrasing, and strive to prevent a situation or incident from occurring. Staff will use their best judgement in dealing with conflicts and behaviour. Clear consistent limits will be set. As a guideline, when a child misbehaves, they will be reminded of the rules. A calm relaxed approach will be followed in which the behaviour is the focus rather than the child. Whenever possible, attempts will be made, both divert the child from the conflict, and encourage independent problem solving. NCDC ensures that all children are not subjected to shoving, hitting, shaking, confinement, belittling, degrading treatment whether verbal, emotional or physical, by staff or another child. If a child in the program demonstrates these behaviours toward staff or other children, their parents/guardians will be called to immediately pick up their child for the remainder of the class. Parents/guardians will be involved in efforts at finding resolution and a *Care Plan* may be recommended. In extreme circumstances (i.e. persistent or highly irregular behaviour) the Board may be consulted for resolution. All behavioural concerns will be addressed with confidentiality.

## 11. SOCIETY SUMMARY

The Naramata Child Development Centre is a registered non-profit society incorporated as the Naramata Playschool Society under the [Societies Act of British Columbia](#). The constitution and by-laws detail the guidelines the Board of Directors and members operate under. Every parent/guardian with a child enrolled, is a member of the society. Parents/guardians who are also staff with an employment contract are non-voting members. The Board of Directors are nominated and voting is held each year at the Annual General Meeting (AGM). The Board of Directors is a volunteer group consisting of a President, Vice-President, Treasurer and Secretary.

### 11.1 Director Positions & Responsibilities

These responsibilities have been set forth in accordance with the [Society Act of BC](#) and the Naramata Playschool Society policies.

### 11.1.1 President

The President position is a volunteer position. The President is the Chief Executive Director and must supervise the other directors and members in the execution of their duties. The President presides at all meetings of the society and of the directors. In addition, the President must:

- Complete the [3.1: Application for Licence Form](#) and remit by email to [Licensing Direct](#). Also, if required the [Child Care Facility - Change of Manager Form](#). The Society # is 0581012.
- Provide signature, by appointment, to [Valley First Credit Union](#) - Cherry Lane Branch, Penticton. All cheques require two (2) signatures matching those recorded on the Signature Card for the Society Bank Account. All the Board of Directors are to have signing authority. Bring ID and the AGM Meeting Minutes containing the Board of Directors election and the previous Director(s) signature(s).
- Negotiate and revise employee contracts, in liaison with both the Board of Directors and employees. Continue liaison between employees and Board of Directors for the whole term of presidency.
- Maintain and/or negotiate a *Lease Agreement Contract* from School District 67 as required.
  - Continue liaising between the Naramata Child Development Centre, members of the Naramata Playschool Society (NPS), School District 67 and the Naramata Elementary School, throughout the year, ensuring the NCDC complies with the *Lease Agreement Contract*.
- Supervise employees to ensure compliance with the [Community Care & Assisted Living Act](#) and the [Child Care Licensing Regulation](#).
- Correspond with NPS members and direct inquiries to the appropriate Director when required.
- Revise forms and *Family Guide*, as required, by direction of society members, changes of policy and licensing requirements.
- Produce bi-monthly meeting Agenda and yearly AGM Agenda. Submit to the Secretary for distribution within seven (7) days of the meeting to all members and employees.
- Preside as Chair at meetings. Request motions, and conduct votes/elections, as required.
- Delegate and supervise leaders of projects and fundraising initiatives. Delegate and supervise duties within the Board of Directors and assist when needed.
- Manage email [naramataplayschool@gmail.com](mailto:naramataplayschool@gmail.com), password provided by previous President.
- Manage, maintain, or delegate promotion and advertising projects.
- Update or arrange the maintenance of the [Naramata Playschool Website](#), editor password provided by the previous President.
- Ensure current enrolment lists are updated to highlight availability on the [Program](#) page of the website. Ensure the Registrar makes the Treasurer aware of any changes for collection of appropriate childcare fees.
- Confidentially manage conflicts that may arise with respect, professionalism and consideration.



### 11.1.2 Vice President

The Vice President position is a volunteer position. The Vice President must carry out the duties of the President during the President's absence. In addition, the Vice President must:

- Assist and support the President when needed, as requested by the President.
- Provide signature, by appointment, to [Valley First Credit Union](#) - Cherry Lane Branch, Penticton. All cheques require two (2) signatures matching those recorded on the Signature Card for the Society Bank Account. All the Board of Directors are to have signing authority. Bring ID and the AGM Meeting Minutes containing the Board of Directors vote and the previous Director(s) signature(s).
- Maintain and update the Naramata Playschool Facebook account and Website.
- Confidentially manage conflicts that may arise with respect, professionalism and consideration.

### 11.1.3 Treasurer

The Treasurer position is a volunteer position. The treasurer must keep the financial records, including books of account, in compliance with the [Society Act of BC](#), and render financial statements to the directors, members and others when required. In addition, the Treasurer must:

- File the society annual report with Corporate Registry in May each year. [BC Registry website](#)
- Child Care Operating Funding Program
- Ministry of Children and Family Development  
Office 1.888.338.6622 Option 2 | Fax 250.953.3327
- Hold mail box key, check box frequently, and maintain - Box 191, located at the Naramata Store.
- Collect *Hardship Fund* donations monthly from the Naramata Store, and deposit to the *Hardship Fund* account.
- Renew liability insurance annually on September 1st with [Western Financial Group](#), Kelowna, BC
- Prepare and present bi-monthly meeting Treasurer report.
- Prepare and present budget based on all financial factors when required.
- Provide signature, by appointment, to [Valley First Credit Union](#) - Cherry Lane Branch, Penticton. All cheques require two (2) signatures matching those recorded on the Signature Card for the Society Bank Account. All the Board of Directors are to have signing authority. Bring ID and the meeting minutes containing the Board of Directors vote and the previous Director(s) signature(s).
- Manage the Naramata Playschool Society Bank Account.
- Provide and obtain completed employee/substitute time sheets. Provide wages on the 15th and month end, or the last business day closest to these dates, including any prep hours and paid

meeting hours due. Prepare pay cheques, detailed pay stubs with hour breakdown for all pay rates if applicable and record transaction.

- Facilitate the payment of employee benefits.
- File and produce cheque for Source Deduction remittances with the [Revenue Canada Agency](#).
- File and remit annual payment to the [Workers Compensation Board](#) based on annual payroll amount.
- Prepare and distribute T4 slips for employees and substitutes every February.
- Prepare and distribute Tuition Receipts for all members every February.
- Prepare and distribute Drop-in Receipts for members when drop-in payments are made.
- Ensure fees are collected and deposited within the first seven (7) days of each month the daycare is in operation.
- Return June 15th, 2018 *Volunteer Hours Fee* cheques/deposits to members whose fundraising participation or contribution was received.
- Manage income/expenses for fundraising events.
- Manage and replenish \$125 petty cash box and ensure it is kept locked at the daycare providing access to NCDC Manger and staff. Provide the \$125 petty cash for fundraising events as a float.
- Reimburse upon receipt of approved member or employee expenses for supplies etc.
- Write cheques and remit for occasional or annual expenses.
- Calculate a precise reimbursement of childcare fees and remit to members, if childcare cancellation was initiated by the NCDC and not rescheduled.
- Remit [Childcare Subsidy Forms](#) for members applying for tuition assistance.
- Source out and apply for eligible Grants. If approved, report according to grant guidelines.
- Confidentially manage conflicts that may arise with respect, professionalism and consideration.

#### 11.1.4 Secretary

The Secretary position is a volunteer position. The Secretary must conduct the correspondence of the Society, issue notices of meetings of the Society and directors, record meeting attendance, produce and keep minutes of all meetings of the Society and directors, and maintain a register or contact list of members, staff, for distribution in September each year. Remit minutes to the President for editing before distribution, within fourteen (14) days after the meeting date. In addition, the Secretary must:

- File the BC Societies Annual Report at the commencement of the AGM (May/June) each year, online through [Societies Online](#) using a personally set up [BCeID](#) log-in key. Annual report cost is \$40, payable by visa, reimbursable by submitting receipt to the NPS Treasurer.
- Provide signature, by appointment, to [Valley First Credit Union](#) - Cherry Lane Branch, Penticton. All cheques require two (2) signatures matching those recorded on the Signature Card for the



- Society Bank Account. All the Board of Directors are to have signing authority. Bring ID and the meeting minutes containing the Board of Directors vote and the previous Director(s) signature(s).
- Confidentially manage conflicts that may arise with respect, professionalism, and consideration.

### 11.1.5 Registrar

The Manager is responsible for registrar duties. The Registrar position is a paid position. The Registrar acts as an official responsible for keeping and maintaining the register and official registration and attendance records. In addition, the Registrar must:

- Provide and receive NCDC registration forms.
- Manage email [ncdc.nps@gmail.com](mailto:ncdc.nps@gmail.com), password provided by previous Manager.
- Ensure the Treasurer is made aware of any changes in registration for collection of appropriate childcare fees.
- Keep enrolment files locked at the NCDC, made accessible only to Staff, the Board of Directors, and *Interior Health Authority Licensing Officers*, for three (3) years and destroy thereafter.
- If there is an abuse report or intervention associated with the file, it must be kept for five (5) years before destruction.
- Maintain all class space availability and wait-lists for current and future years.
- Advise appropriate delegates if changes are needed to the NCDC's advertising and promotional information.

### 11.2 Meetings

Regular Meetings will be held every two (2) months. The Annual General Meeting (AGM) is held in May or June of each year. Meetings are held in the NCDC facility, unless otherwise arranged. The President will distribute an Agenda, Management and/or staff will present reports, various decisions will be made, and planning will take place. One parent from each family is required to attend. If you are unable to find alternate childcare while you attend meetings you may bring your children along to quietly play during the meeting.

## 12. APPENDIX

- 12.1 Registration Form
- 12.2 Parent/Guardian Contract
- 12.3 Release & Waiver
- 12.4 Hardship Application Form
- 12.5 Care Plan



## 12.1 REGISTRATION FORM

OFFICE USE ONLY			
Start Date:		End Date:	
Group:		Date Received:	

Child's Full Name:		Birthdate:
<input type="checkbox"/> Male	1) Parent/Guardian Name:	
<input type="checkbox"/> Female	2) Parent/Guardian Name:	
Physical Address:		
Mailing Address (if different):		
1) Home Phone #	1) Work Phone #	1) Cell #
2) Home Phone #	2) Work Phone #	2) Cell #
1) Email Address:		2) Email Address:
Physician/Medical Centre:		Phone #
Care Card #		
Description of Child:		
Height:	Weight:	
Hair Colour:	Eye Colour:	
List your child's distinguishing features:		
Emergency Contacts		(OTHER than parents/guardians)
1) Name:	Phone#	Relationship:
2) Name:	Phone#	Relationship:
Authorized Persons: (OTHER than parents/guardians)		Persons authorized to pick up your child if you are not available.
1) Name:	Phone#	
2) Name:	Phone#	

3) Name:	Phone#	
4) Name:	Phone#	
Health Concerns:		
Allergies? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, what kind?	
Epi-pen? <input type="checkbox"/> YES <input type="checkbox"/> NO		
Asthma? <input type="checkbox"/> YES <input type="checkbox"/> NO	Convulsions? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Other Disabilities? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, describe:	
<input type="checkbox"/> Colds <input type="checkbox"/> Bronchitis <input type="checkbox"/> Sore Throats	<input type="checkbox"/> Urine Infections <input type="checkbox"/> Hay Fever	<input type="checkbox"/> Bleeding Noses <input type="checkbox"/> Ear Infections
<input type="checkbox"/> Skin Conditions	If any, please describe:	
Other health concerns or illnesses?		
Is child on any medications?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
If yes, list medication:		
Any vision, hearing or speech concerns? <input type="checkbox"/> YES <input type="checkbox"/> NO		
Any behaviour/emotional concerns? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, describe:	
Special Diet? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, describe:	
Other concerns? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, describe:	
Is child toilet trained?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Significant changes in your child's life? <input type="checkbox"/> YES <input type="checkbox"/> NO	<i>i.e. death, separation, move, new sibling</i>	
If yes, describe:		



Immunization Record		<i>* as required under the Health Act.</i>	
PHOTOCOPY, from Interior Health? <input type="checkbox"/> YES <input type="checkbox"/> NO	DPTP/HIB (4 doses & booster) Dates:	MMR (2 doses) Dates:	
If no, ACTUAL DATES required:	HEP B (3 doses) Dates:	Other?	
<input type="checkbox"/> Not Immunized?	<i>Conscientious Objector</i>		
Is there a custody agreement, Court Order or restraining order?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<i>If yes, a copy MUST be provided.</i>	
The following people are NOT authorized to have <u>access</u> to my child:			
1) Name:		Phone#	
2) Name:		Phone#	
3) Name:		Phone#	
I understand that the Manager must report any accident or incident of a suspicious nature. Initial: _____	I understand that I will be notified immediately if my child becomes injured or ill during care and it will be recorded in the <i>Log Book of Minor Incidents</i> . Initial: _____		
I have read and agree to the above information.	I will notify the Naramata Child Development Centre Manager if there are any changes.		
Signature of Parent/Guardian:		Date:	
Signature of Parent/Guardian:		Date:	



## 12.2 PARENT/GUARDIAN CONTRACT

Parents are asked to read and abide by the following policies and procedures. Parents/guardians will be contacted by the Manager to discuss Program Selection. Childcare days/times are subject

Weekday / Program Selection		Mon.	Tues.	Wed.	Thurs.	Fri.
Morning Program	8 am - 12 noon					
Afternoon Program	12 noon - 5:30 pm					
Full Day Program	8 am - 5:30 pm					
Pro-D's, Spring & Summer Breaks	<i>(Based on enrolment)</i>					

FEES (30 months - School-age)	Fees/Day	x # of days/week	x 4 weeks/month =	TOTAL FEES/Month	INITIAL
Morning Program	\$20				
Afternoon Program	\$25				
Full Day Program	\$45				
<b>GRAND TOTAL =</b>					

to availability. *Select from the following programs, calculate total monthly fees and initial to confirm:*

INITIAL	General Agreement
	I have received, read and agree to all policies as outlined in the NCDC Family Guide.
	I will attend general meetings, bi-monthly, and the Annual General Meeting in May /June.
	I will contribute or participate in all fund-raising activities, or remit the <i>Volunteer Hours Fee</i> .
	I acknowledge that, at the centre and off site trips, the Manager has responsibility for the program, including teaching methods, discipline, health and safety standards.
	To direct enquiries about my child's progress or the program to the Manager and to direct suggestions or queries about the administration of NCDC to a member of the Board of Directors.
	I give permission for my child's photograph to be taken and possibly used for general advertising of NCDC. <input type="checkbox"/> YES <input type="checkbox"/> NO



	<p>I give permission for my child to participate in spontaneous trips to the Naramata Centre playground, walking trips in the community and to Manitou Park with NCDC staff.</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
	<p>I agree to provide my child(ren) healthy snacks, containing at least two (2) food groups and a healthy lunch containing at least four (4) food groups.</p>
	<p>I will make every effort to be on time bringing and picking my child(ren) up from the centre.</p>
	<p>I will inform the Manager of any event or change in routine at home which may affect my child's behaviour and understand that this information will be kept confidential.</p>
	<p>In the case of a Manager or staff emergency, I authorize rescheduling or reimbursing missed childcare time.</p>
	<p>I understand that any unauthorized persons (unless the Manager and or staff is notified ahead of time), or persons the Manager and or staff suspect being impaired, will not be permitted to remove my child from NCDC.</p>
	<p>I understands that the NCDC is legally and morally obligated to report suspected child abuse and neglect to the <i>Ministry of Child and Family Services</i>.</p>

<b>INITIAL</b>	<b>Health Agreement</b>
	<p>I will not send my child to NCDC if they are ill and I will notify the Manager and/or staff if my child has come in contact with a communicable disease and understand that this information will be kept confidential.</p>
	<p>If my child becomes ill during daycare hours, and NCDC cannot contact either parent/guardian, I authorize the Manager and/or staff to contact my emergency contact as listed on my child's registration form.</p>
	<p>In the case that medical care is required I give the Manager and/or staff permission to contact my physician and/or to call an ambulance. I accept full responsibility for payment of any incurred cost for such services.</p>
	<p>I understand that I will be notified immediately if my child becomes injured or ill. Minor incidents will be noted in the <i>Log Book for Minor Incidences</i> - reportable incidents will be submitted to Licensing.</p>
	<p>I understand that if my child <i>has not been immunized</i>, and there is any serious illness or an outbreak of a communicable disease, I will be asked to keep my child at home for the full quarantine period. (The duration dependent on the nature of the illness/disease and the recommendations from the Public Health Nurse.)</p>

I understand any fees paid for classes missed by my child *who is not immunized* during such a quarantine period will not be refunded.

INITIAL	<b>Financial Agreement</b>
	I agree to pay the prescribed fees via cheque, cash or e-transfer on the last day of each month and the <i>Volunteer Hours Fee</i> (post-dated for June 15th, 2018) equal to \$100 (unless otherwise arranged with the Treasurer).
	In the event of absenteeism due to illness, vacation, etc., NOT initiated by the NCDC, I understand I am still responsible for full payment, unless otherwise arranged as noted below.  NOTES:
	In the event of class cancellation initiated by the NCDC. I will receive a childcare fee reimbursement.
	I am aware that I may apply to the <i>NCDC Hardship Fund</i> or the <i>Ministry of Child and Family Development - Child Care Subsidy</i> , to seek financial assistance with all or part of childcare fees.
	I understand that for every NSF cheque a <u>\$20 service charge</u> will be applied to childcare fees and must be paid in full within five (5) business days. If fees are ten (10) business days overdue, my child will not be able to attend the program until full payment has been received. (Unless sufficient arrangements have been communicated and agreed upon by the Manager).
	Refund Agreement - If I withdraw my child from the NCDC for any reason, I must give thirty (30) days written notice, or pay one (1) months childcare fees in lieu of notice. All remaining post-dated cheques or cash pre-payment will be returned to me on the last day of my child(ren)'s attendance. Any reimbursements required, will be provided to the recipient within one (1) week of written notice to the Manager of a registration change. By initialing I confirm receipt of the NCDC Refund Agreement
	I understand it is the responsibility of both the Manager, staff and the enrolled child's parents/guardians to let each other know if the child seems unhappy or that the arrangement is unsatisfactory for any reason. This contract can be terminated by either party during the adjustment period of four (4) weeks after commencement of the program. After this adjustment period, termination of childcare services requires thirty (30) days written notice by either party and fees will be paid for as set out above.
	I am aware the Naramata Child Development Centre and my child's registration information are open to the local health centre staff such as - Licensing Officers and Public Health Nurses. These visits are for licensing compliance, information and support.



<b>INITIAL</b>	
	I have read and agree to the above information and will notify the Naramata Child Development Centre if there are any changes.

Signature of Parent / Guardian:	Date:
Signature of Parent / Guardian:	Date:

### 12.3 RELEASE AND WAIVER

In consideration of the NARAMATA PLAYSCHOOL SOCIETY (the "Society")  
permitting my child: \_\_\_\_\_ (the "Child")  
to participate throughout the childcare term in field trips conducted away from the Naramata Child Development Centre (NCDC) premises with transportation by foot, by the vehicles of NCDC Management and staff, by bus or by other modes of transport,  
I, \_\_\_\_\_ and \_\_\_\_\_  
the parent/legal guardians of the Child, for myself, my heirs, executor, administrators and assigns release the Society and its servants, agents, employees and volunteers from any claims, demands, damages, actions or causes of actions arising out of or in consequences of any loss, injury or damage to my Child's person or property incurred while attending at or participating in any of the NCDC/Naramata Playschool Society's field trips, notwithstanding that any such loss, injury, or damage may have arisen by reason of the negligence of the NCDC and Society or its servants, agents, employees or volunteers.

Signature of Parent / Guardian:	Date:
Signature of Parent / Guardian:	Date:



## 12.4 HARDSHIP-FUND APPLICATION FORM

The Hardship fund is available through the Naramata Playschool Society. It is for parents or caregivers who need financial help for childcare fees during off-season, layoffs or emergencies. This application is strictly confidential and if approved, tuition money will be paid directly to the Treasurer. There is no income inquiry required and will be based entirely on trust. The Treasurer will be given the application form and assign a reference number to the form. The Board of Directors, in the case of approving the application, will be given the reference number and terms of the agreement only. The contact information of the applicant will be kept confidential between the person applying and the Treasurer.

Parent/Guardian Contact \_\_\_\_\_  
 Child's Full Name \_\_\_\_\_  
 Phone Number \_\_\_\_\_ E-mail Address \_\_\_\_\_

Please indicate the months assistance is required:

- |                                   |                                |                                    |                                   |
|-----------------------------------|--------------------------------|------------------------------------|-----------------------------------|
| JANUARY <input type="checkbox"/>  | APRIL <input type="checkbox"/> | JULY <input type="checkbox"/>      | OCTOBER <input type="checkbox"/>  |
| FEBRUARY <input type="checkbox"/> | MAY <input type="checkbox"/>   | AUGUST <input type="checkbox"/>    | NOVEMBER <input type="checkbox"/> |
| MARCH <input type="checkbox"/>    | JUNE <input type="checkbox"/>  | SEPTEMBER <input type="checkbox"/> | DECEMBER <input type="checkbox"/> |

Reason: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

REQUEST			Total
I need <i>full</i> childcare fee assistance.		Monthly Fee amount = (a) _____	
I need <i>partial</i> childcare fee assistance.		I can pay \$/month - (b) _____	
Number of months required?	x (c) _____	(a) - (b) x (c) = (d)	= (d) _____
<b>Total Assistance Requested =</b>			\$ _____

OFFICE USE ONLY	Reference Number	Approved	Treasurer Initial
		Y <input type="checkbox"/> N <input type="checkbox"/>	



## 12.5 CARE PLAN

**Date**

**Child's Name**

**Diagnosis**

**Specific Description  
of Diagnosis**

**Extra Support  
Needed**

**Action Plan**

**Adaption to Facility**

**Modification to  
Program**

**Medication**

**Parent/Guardian Signature**

**Date**

**Manager Signature**

**Date**

**Staff Signature**

**Date**

**Physician Signature**

**Date**

**(if applicable)**