

Whitevalley Community Resource Centre



PROCEDURES
September 2025

Table of Contents

Program Overviews

Program Procedures

- Payment / Refund
- Care Program
- Supervision of Children
- Special Needs Children
- Missing child
- Safe Release of Children
- Parental Access
- Incident Report
- Behavioral Guidance
- Illness or Injury
- Medication
- Abuse
- Food and Nutrition
- Active Play and Screen Time
- Complaints

Schedule H

Program Overview

The Lumby After School Program is a non-profit initiative for children in Kindergarten through Grade 6, coordinated by Whitevalley Community Resource Centre and partially funded by BC Gaming.

Our goal is to provide a safe, caring, and engaging environment where children can enjoy their time after school through fun activities and positive social interaction—giving parents peace of mind that their children are well-supported.

Program Details:

- Days: Monday to Friday
- Time: 2:30 PM – 5:30 PM
- Pro-D Days: 8:00 AM – 5:00 PM
 - *Note: A minimum of 12 children must be registered for Pro-D Day programming to run.*
 - *Closed on Pro-D Days that are attached to a statutory holiday.*

Location:

White Valley Community Hall
2250 Shields Avenue, Lumby

Age Grouping:

In accordance with *Schedule E of the Child Care Licensing Regulation*, the program operates with two age groups:

- Kindergarten and Grade 1
- Grades 2 through 6

Communication with Families:

- Monthly activity calendars and notices are:
 - Sent home with children
 - Posted on our Facebook page
 - Available onsite for staff reference

Payment

To guarantee a spot in the Children's Programs (ages 5 and up), pre-registration and prepayment are required.

Parents/guardians must submit their child's intended attendance dates by the 15th of the month prior to participation. For example: *By October 15th, please confirm that "Joe Smith will be attending November 7, 8, 9, 10, 11," etc.*

Failure to confirm dates by the deadline may result in limited availability or inability to accommodate your child due to space constraints.

Program fees are due at the beginning of the month in which your child is attending. Accepted payment methods include:

- Cash
- Cheques (payable to *Whitevalley Community Resource Centre* or *WCRC*)
- E-transfer (to iliciah@whitevalley.ca)

Pricing:

Program fees for the After School Program are reviewed and set annually by the Program Coordinator and Executive Director of Whitevalley Community Resource Centre.

Current pricing will be posted at the time of registration.

Families are encouraged to apply for the Affordable Child Care Benefit, as our program is eligible under this support. In addition, the program receives funding through the Child Care Fee Reduction Initiative, which is applied directly to help offset program fees.

Refunds

Refunds will not be provided for unused days, except in the following cases:

- Medical reasons, with appropriate notice and documentation.
- Unforeseen emergencies beyond our control (e.g., flooding, fire, earthquake, etc.).

If a child misses a paid day due to illness, they may be offered an alternate attendance day, provided space is available on the selected day. To be eligible:

- A minimum of 24 hours' notice must be given.
- Documentation confirming the child's illness may be required.

Transfer of Funds

Funds or credits cannot be transferred between programs or across program years.

For example:

- Credits from the Summer Day Camp can only be applied to that same year's Summer Day Camp.
- Credits cannot be transferred to the After School Program or carried over to the next year's Summer Day Camp.

Subsidy Payment

If your fees are being covered through a subsidy, such as the Affordable Child Care Benefit, the program must receive either:

- Proof of subsidy approval, *or*
- Full payment of fees for the month of attendance prior to your child attending the program.

Children will not be permitted to attend until one of these conditions is met. We appreciate your understanding and cooperation.

Cancellations:

If you need to cancel a day(s) that has already been paid for, you must notify the program with at least 24 hours' notice to receive a credit toward the following month's fees.

To cancel, please contact us by one of the following methods:

- Email: Program Manager at paytonk@whitevalley.ca
- Phone: Whitevalley Community Resource Centre at 250-547-8866
- Program Cell: 250-540-4714

If less than 24 hours' notice is provided, no credit will be issued and the parent/guardian will be charged for the cancelled day(s).

Attendance Notification Requirement

As we escort children from the school to the program location, it is imperative that you inform us if your child will not be attending on a day they are registered. This is essential for both safety and respect for staff and other participants. When a child is unexpectedly absent, staff must delay the entire group while they search for the missing child—affecting up to 38 other participants.

Failure to Notify Consequences

If your child is registered and absent without notice, the following actions will be taken:

1. First Occurrence:
 - Verbal or written warning about failure to notify.
2. Second Occurrence:
 - \$20 fine, due before the child can return to the program.
3. Third Occurrence:
 - \$50 fine, due before return.
 - If unpaid, your child's spot may be offered to a waitlisted participant, and your child will be moved to the bottom of the priority list.
4. Fourth Occurrence:
 - Ongoing participation in the program will be reviewed and may be discontinued.

Payment Options for Fines & Fees

- Cash
- Cheques (made payable to *Whitevalley Community Resource Centre*)
- E-transfer (to iliciah@whitevalley.ca)
- PayPal (note: includes a small additional fee)

Late Charges:

The Lumby After School Program closes at 5:30 PM sharp each day.

Parents/guardians who arrive after 5:30 PM will be charged a late fee of \$10.00 for every 15 minutes (or portion thereof) past closing time.

Repeat late pick-ups may result in a meeting with the Program Manager, and continued late pick-up may lead to withdrawal from the program.

PAYMENT AT THE PROGRAM:

Payments are not accepted at the Program.

Care Program Policy

Purpose of Policy

To ensure the program promotes the physical, emotional, intellectual, language, and social development of all children in care through intentional programming and active supervision.

Supervision Policy

Children in care at the Lumby After School Program will never be left unattended by adult staff for any reason. A junior staff member cannot be left alone with a group of children under any circumstance.

The following supervision ratios will be maintained:

- Kindergarten – Grade 1:
 - 1 adult staff per 12 children (1:12)
 - Max of 12 children
- Grades 2 – 6:
 - 1 adult staff per 15 children (1:15)
 - Max of 23 children

Grouping of children (i.e., combining age groups) may only occur if there are less than 24 children in attendance.

Supervision Expectations

Staff will supervise children by **actively monitoring and engaging** with them during activities.

Effective supervision protects children from injury or harm and involves:

- Knowing each child's abilities
- Establishing clear, simple safety rules
- Identifying and mitigating safety hazards
- Standing in strategic positions
- Scanning activities and circulating through play areas
- Focusing on positive guidance and proactive behavior support
- Teaching the safe and appropriate use of all equipment (e.g., sliding feet-first, avoiding climbing up slides, etc.)

Program Requirements

Staff are responsible for delivering a well-rounded and inclusive activity program that supports all domains of child development.

1. Physical, Social & Emotional Development

Staff must ensure that programming includes:

- Indoor and outdoor activities that develop large and small motor skills, appropriate to each child's stage of development
- Self-help skill-building opportunities (e.g., dressing, tidying up, managing belongings)
- Activities that promote healthy habits and safety practices

2. Intellectual Development

Activities must support:

- A flexible, responsive daily schedule that adapts to the children's needs and interests
- An environment that fosters curiosity, problem-solving, and reasoning
- Age-appropriate concept-building (e.g., classification, ordering, spatial awareness)
- Creative expression through art, music, movement, storytelling, and imaginative play
- Learning that promotes a deeper understanding of the environment

3. Language Development

Staff must:

- Model effective language and listening skills
- Offer regular opportunities for children to practice expressive and receptive communication
- Facilitate language-based activities that encourage storytelling, conversation, and vocabulary development

4. Emotional Development

Programming will include:

- Activities that build a **positive self-concept** and healthy self-awareness
- Support for expressing both positive and negative emotions **appropriately**
- A culturally respectful environment where children feel safe to share and take pride in their **cultural identity**

5. Social Development

The environment will promote:

- Independent and cooperative play, including opportunities to work in small groups
- Positive behavior reinforcement
- Respect for differences, personal feelings, and property
- Opportunities to build appropriate social skills and relationships
- Experiences that encourage a sense of belonging to family, community, and the broader world

Supervision of Children Policy

Purpose:

To ensure that children are adequately supervised by qualified employees in sufficient numbers to meet the needs of each child and to comply with all applicable Child Care Licensing Regulations. This policy is designed to promote safe, supportive, and responsive environments for all children in care.

General Supervision Guidelines

- Children in care must never be left unattended by adult staff for any reason.
 - Junior staff cannot be left alone with children.
 - The following supervision ratios will be maintained as per our license space:
 - Kindergarten – Grade 1:
 - 1 adult staff per 12 children (1:12)
 - Max of 12 children
 - Grades 2 – 6:
 - 1 adult staff per 15 children (1:15)
 - 2 adult staff to a max of 23 children
 - Grouping of children (i.e., combining age groups) may only occur if there are less than 24 children in attendance.
 - Children will be escorted to the washroom by an adult staff member. Staff will check the washroom after use.
 - Children must not be left inside or outside unsupervised at any time.
-

Expectations for Effective Supervision

Supervision is an active and intentional process that involves:

- Watching, listening, and engaging with children
- Anticipating potential risks
- Intervening when needed to ensure safety
- Fostering a positive, respectful, and enriching environment

Staff must consistently apply supervision practices that:

- Reduce the risk of harm and prevent injuries or accidents
 - Promote responsive, intentional learning opportunities
 - Support children's emotional and social development
-

1. Be Aware of the Physical Environment

Staff must:

- Conduct daily safety checks of indoor and outdoor play areas (use provided checklists)
 - Arrange equipment and furniture to ensure clear lines of sight
 - Know and verify who is authorized to pick up children
 - Accurately track children's arrival and departure times
 - Maintain a current attendance checklist at all times
 - Know the location of emergency medications, first aid kits, and emergency contact information
 - Reinforce simple safety rules (e.g., "We walk when we're indoors")
 - Monitor children continuously throughout the program
-

2. Observe Children's Play and Behavior

Staff must:

- Direct and closely monitor children during higher-risk activities or transitions
 - Observe play to anticipate behavior and intervene early if necessary
 - Position themselves strategically to ensure full visibility of the group
 - Actively participate in children's play to support safety and positive interactions
-

3. Distractions and Staff Conduct

Supervision is a top priority. Staff must not engage in activities that divert attention from their primary duty of supervision. These include but are not limited to:

- Using personal devices (texting, calling, or scrolling)
- Reading or completing paperwork during supervision time
- Engaging in extended conversations with co-workers

Failure to maintain active supervision will result in progressive disciplinary action:

- 1st incident: Verbal discussion and written warning
 - 2nd incident: Formal meeting and second written warning
 - 3rd incident: Possible dismissal from employment
-

Reminder:

We are entrusted with the care of children—the most precious and vulnerable members of our community. Effective supervision is not only a regulatory requirement but a fundamental responsibility of every staff member.

Special Needs Children

The Lumby School's Out staff are to be made aware of any special needs and/or behavioural problems in order to ensure the safety of that child and others attending the program. In order to ensure adequate support is in place and safety standards have been met, a meeting *must* take place with the Program Coordinator and the child's parent(s) before they attend the program. Parents may be required to help manage and supervise their child's participation whenever necessary, or provide one to one qualified support for their child.

Missing Child

A missing child is defined as “a child whose name is on the sign in/out sheet, but is not present at the program.”

1. Notify the staff you are currently working with.
2. Check with the child's teacher to see if they know where he/she is.
3. Check with the office if the child is away or went home sick.
4. Check outside with bus monitors to see if child is outside or went home on the bus.
5. Phone Whitevalley Community Resource Centre (250-547-8866) to see if cancellation was recently called in.
6. Call the child's parents (try all phone numbers given). Leave a reassuring message if there is no answer.
7. Call the emergency contacts on the child's registration form.
8. If the child's whereabouts is still unknown, call the RCMP

Safe Release of Children

This procedure is to ensure each child at the Kids Space After School Program leave the program in a safe and appropriate manner, within the guidelines provided.

All families and authorized pick-up persons *must* pick-up a child by 5:30 pm. The person who picks up the child from the program *must* sign out the child before they leave. Parent(s) must also inform you if an *alternate* adult is taking their child home, in order for the child to be released. If you are unsure of the *alternate* person that will be picking the child up, you may ask for ID. If an unauthorized person tries to take a child from the program, ***phone the police immediately***. If the parent or alternate adult is picking up the child under the influence, demonstrating violent behaviour or emotional distress, we must ensure the safety and well-being of the child and the adult and ***call the RCMP or the Ministry of Children and Families*** if appropriate.

RCMP 250-547-2151

Ministry of Children and Families 250-558-2700

Late Pick-up

All families and authorized pick-up persons *must* pick-up a child by 5:30 pm. If an emergency arises on a rare occasion, the pick-up person is expected to notify the Program Staff as soon as possible and make alternate arrangements for a pick-up. If a parent does not pick up their child by 5:30 pm and staff is unable to contact parent, staff will wait 15 minutes and then call the child's emergency contact(s).

PROCEDURE:

1. Offer to call a relative or a friend to pick up the person and child.
2. Contact Whitevalley Community Resource Centre (250-547-8866).
3. If the presumed impaired person chooses to get in the car-without the child, staff will immediately notify the police.
4. Program Coordinator will call the Ministry for Children and Families if they feel the child is in need of protection.

Parental Access

REASON FOR PROCEDURE:

To ensure each child in the care of Lumby School's Out Programs are safe while attending and to comply with licensing requirements.

Any child that has custody orders must have it documented on the registration form so that *all* staff is made aware of procedures pertaining to unauthorized parents. Lumby School's Out Program also requires a *copy* of the custody order(s). *All* staff *must* be mindful of any parent that is not to be in contact with their child.

PROCEDURE:

If an unauthorized parent or guardian tries to take the child from the Children Five + Programs, the staff will phone the police *immediately*. If any staff is unsure of someone picking up a child from Lumby School's Out Program, we will ask to see his or her identification.

Incident Report

Licensees are required to comply with the legal responsibility to report incidents. The purpose is to ensure that incidents are reported and reviewed in a timely manner both within a facility and by Community Care Licensing staff.

PROCEDURE

As soon as the child is being taken care of, the incident is to be reported immediately to the Program Coordinator – if not in attendance.

The Program Coordinator must report all incidents to Whitevalley Community Resource Centre within 24 hours.

An incident form must be filled out (both pages) for children that are injured at the program, for example, a broken limb (any physical injury), error in medication.

If an incident occurs at the program, the principal of the school must be informed immediately on the day of, or the next working day, the incident. The parent needs to be called if medical assistance is required, if not, they must be told when picking up their child.

All Incident reports are to be copied to Whitevalley Community Resource Centre and kept on site.

The Program Coordinator is responsible for determining if the incident is reportable.

A licensee must notify the medical health officer within 24 hours after:

- A child is involved in, or may have been involved in, a reportable incident identified in *Schedule H of the Child Care Licensing Regulation (copy at the end of this manual)*
- It comes to the attention of the licensee that a child enrolled in the facility has a reportable communicable disease

Behaviour Guidance

Behavioural Guidance involves a continuous process of guiding behaviours; this includes while acceptable behaviour is occurring, as well as during and after unacceptable behavior. This guidance creates an atmosphere that fosters trust, security and comfort by establishing a framework of schedules and routines.

Appropriate guidance of the children's behaviour works best in an environment where a trusting and caring relationship has been established between program staff and child. This can be achieved by showing genuine interest and warmth and by viewing the children and their feelings as important and worthy of respect.

To ensure a child's safety and well-being and to foster social and emotional development, it is necessary at times to impose limits or set standards of acceptable behaviour.

Code of Conduct

We believe:

- All participants have the right to feel safe and to be safe

- All participants are responsible for their own actions and the consequences of those actions

- All participants, staff and parents are to be treated with respect and to respect others

- All participants need to respect individual differences

- All participants have the ability to choose the kinds of things they say and do

- All participants respect others right to privacy

- All participants will in no way use physical aggression, verbal aggression, social alienation and/or intimidation

- It is hoped that participants and parents will immediately report any inappropriate behavior

All program participants and families should feel comfortable reporting any behaviours that make them feel uncomfortable, including any serious, violent or threatening behaviour

Behavioural Guidance as required by Licensing includes:

Harmful actions not permitted

52 (1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- Shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- Confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioural guidance;
- Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect;
- Spanking or any other form of corporal punishment;
- Separation, without supervision by a responsible adult, from other children;
- As a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet

(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to any of the following types of abuse or neglect, as described in section 1 of Schedule H:

- emotional abuse:

- (b) financial abuse;
- (c) neglect;
- (d) physical abuse;
- (e) sexual abuse.

The role of the staff is to support a child's sense of being a worthwhile person while providing opportunities for the child to learn appropriate ways to interact with others.

Child guidance is maintained through careful, active supervision, setting clear limits and giving age appropriate explanations. Staff approach discipline in a positive manner, using praise and attention to encourage desirable behaviour. Staffs treat each child as a unique individual and are fair and consistent. They will encourage children to accept the consequences of their behavior and engage in problem solving alternatives where age appropriate.

Procedure:

- Establish clear, simple limits and be consistent
- Focus on positive behaviour
- Offer straightforward explanations for limits and allow time for the child to respond to expectations.
- State limits in a positive way, rather than negative, by stating what is expected, rather than focusing on what the child did wrong.
- Acknowledge feelings before setting limits. A warning or explaining the logical consequence (if a child draws on the wall, they will help clean up and won't be able to use the crayons for a while) may be given, at the discretion of the staff and the situation.
- As soon as staff are aware, a child's behaviour is conveyed to a parent at the end of the day in an informal report and recorded in the minor incident log.
- If a child's behaviour continues to be inappropriate, a parent is phoned as soon as staff are made aware to pick up the child and recorded in the minor incident log.
- If a child's behaviour continues, a letter from the coordinator will be sent to the parents outlining behaviours/concerns, the actions taken to date and any potential future actions which may include the child being suspended or expelled from the After School/Summer Day Camp Program, depending on the circumstances.
- If the behaviour does not show improvement, as per the policy and indicated on the registration form, the child will be suspended or expelled from the program for an amount of time to be determined by the Executive Director, Program Manager, Program Supervisor and the parent.

Methods used may include:

1. *Setting Limits*: staff develops boundaries for the children, either as a group or individually according to the situation.
2. *Redirection*: guiding a child into acceptable options
3. *Natural and Logical Consequences*: making the child aware of the results of their actions (how? Show/ discuss?)
4. *Modeling*: demonstrating appropriate behaviors to the children
5. *Providing Choices*: staff outlines appropriate choices and children are encouraged to make decisions for themselves.
6. *Anticipating*: staff plan and prepare the environment in such a manner to avoid conflict

7. **“Time away” from the situation - 2 to 5 minutes if necessary.** Time away environments could be anywhere that a child can begin to “feel good, calm and in control” again, while still being supervised. For example:
- An area with pillows, blankets, books, soft stuffed toys and squeezable stress balls.
 - An area with self-calming sensory items such as containers filled with foam chips and cotton balls, different feeling fabrics squares or bubble wrap, glitter/liquid filled bottles, kaleidoscope or an hourglass.
 - A music area with soothing gentle sounds of nature (i.e. wind, whale sounds, birds etc.)

A progression of expectations and consequences is held for repeat offences and as students become older, mature and move through successive stages of social-emotional development.

Unacceptable Behaviour:

Unacceptable behaviour includes but is not limited to; defiance, non-compliance, hands-on behavior, bullying, cyberbullying, harassment, intimidation, threatening or violent behaviours.

Consequences:

Some examples of consequences include but are not limited to; “Time Away” or out of program Suspensions and expulsion. Whenever possible and appropriate, consequences for breaches of a code of conduct outlined on page one are restorative in nature rather than punitive.

Other Considerations (Electronics, Toys, Trading Cards, weapons (real or Fake)

Participants will leave cell phones, camera, electronic games and toys at home. Participants are not to bring items that create a mess at the program. Games or activities that result in reoccurring problems between participants are not appropriate and participants will be expected to leave such games or items at home (no trading cards or trading games permitted).

Special Notes:

**** Parents have the right to meet individually with the Executive Director at any time. It is the staff’s responsibility to ensure parents are aware of this option. ****

Illness or injury

All children and staff are entitled to a healthy and safe from sickness, illness and injury environment. Parents must inform the program coordinator of any medical conditions.

Any child that is showing signs and symptoms of sickness and/or illness will not be permitted to attend After School/Summer Day Camp Program until the signs and symptoms are gone (this may require a doctor's note, depending on severity of sickness/illness).

It is the **parents' responsibility** to inform the Program Coordinator within 24 hours of a diagnosis of a serious illness or contagious disease and of any medication the child is on that may influence their behaviour.

The Program Coordinator or senior staff must immediately notify a parent or emergency contact if, while at the Program, the child becomes ill or is injured

PROCEDURE:

A child could be sent home for any of the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain.
- Acute fever, runny nose and eyes, coughing and sore throat (unless symptoms are caused by a known allergic reaction and the child is not contagious).
- Difficulty in breathing- wheezing or a persistent cough.
- Fever, 100F/38.2C or more accompanied by general symptoms such as listlessness may be any early sign of illness that requires a physician's attention.
- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck should see a physician.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral infection.
- Nausea and vomiting.
- Severe itching of body and scalp.
- Child with known or suspected communicable disease.

If a child becomes ill or injured during attendance at the program:

1. Provide a quiet, clean resting area for the child and keep him/her under close supervision.
2. Notify parent(s) or emergency contact listed on the registration form that child needs to be picked up.

Staff involved in all accidents, illnesses and unexpected events involving children, including those that do not require medical attention and were not reportable incidents described in Schedule H of the Child Care Licensing Act (*copy at the end of this manual*) must log the event on the appropriate form

It is the responsibility of the Program Coordinator to determine if any accidents, illnesses and unexpected event needs to be reported to Licensing.

A licensee must have in writing from a parent, and maintain at the facility, consent to call a medical practitioner or ambulance in case of accident or illness if the parent cannot immediately be reached

Special Notes:

Build a trusting relationship with all the parents so that everyone will share information about any illness concerning a child in the program. Obtain additional information from the local Health Unit.

Good hygiene practices in the program involving children will minimize the spread of illness. Seek additional advice when an illness or its effects on the child or group are not commonly known.

Medication

Assuring the health and safety of all children in the Lumby School's Out program at Whitevalley relies on communication between the parent, the child's health care provider and the child care provider to ensure maximum safety in the giving of medication to the child who requires the medication as well as all children involved in the program at the time.

As a staff member, it is your responsibility to make yourself aware of the children's medical problems. These include allergies, diseases and if a child is on medication or not. This is so you can be prepared in an emergency situation. All Children's program participants have a file with this information (familiarize yourself with this information). Any medication that is to be given is to be in its original container, with instructions so the staff member administering the medicine will know what it is and how much to give. This will also ensure that if anyone else were to get the medication, we will know the ingredients of the medicine when contacting Poison Control.

If a parent/guardian has indicated that their child is to be given any medication prescribed by a medical practitioner or provided by the parent, Whitevalley and its employees must ensure that the medication is

- (a) administered to the child in the amount and at the times specified by the child's parent or in the child's record or care plan, and
- (b) readily accessible to employees.

Staff must ensure that a child's medication is not accessible to any child, except that a child may have access to his or her own medication and self-administer if

- (a) the child's parent has instructed the Program Coordinator to permit this, and
- (b) the nature of the child's medication is such that, without immediate access to the medication by the child, the child's health will be significantly at risk.

"As needed" medications may be given only when the child's parent/guardian completes a "permission to administer medication" form has been completed and lists specific reasons and times when such medication can be given.

Records of all medication given to a child are to be completed in ink and signed by the staff who has given the medication.

When administering medication to a child, staff must make sure to fill out the proper documentation i.e. date, time, name of medication, how much medication given and signature.

Abuse

NO child will be subject to emotional, physical or sexual abuse or to physical or emotional neglect while enrolled in our program.

When child abuse is disclosed to a staff member *they will* report it to the Program Coordinator, who will consult with a Whitevalley Community Resource Centre Executive Director and, if deemed appropriate, report to the Ministry for Children and Families.

If a supervisor of a program becomes concerned about a family and suspects the possibility of child abuse, even though the abuse may not have occurred at this time, the supervisor will:

- Document the event including the time, date, child's name and description of the events that led to the suspicion.
- If physical marks are present, draw a diagram on an incident report form. A copy is kept for the child's file.
- Report their concerns to Whitevalley Community Resource Centre (250-547-8866).

Special Notes:

The parents are not required to be notified of the report by the Program Coordinator. If the Program Coordinator has reasonable grounds to suspect that a child may be suffering from child abuse, the Program Coordinator is required by law to report the suspicion to the local child protection agency.

Food and Nutrition

It is our priority that program staff works with parents to ensure good nutrition. A copy of the Canada Food Guide will be posted at the facility for parents and staff to refer to.

For our programs, snacks are to be sent from home. If snacks are forgotten or inadequate, we are responsible to provide/supplement healthy choices (e.g. fruit, crackers/cereal, granola bars, etc.). We recognize that there are potential issues related to the food provided to children at a childcare facility. These include: jealousy and safety. Therefore, our program has very stringent rules in order to maintain a high level of nutrition and safety. All staff is made aware of the food and nutritional rules below.

Before and After Serving Food

- Tables must be sanitized before and after eating with a bleach/water solution (see attached "cleaning/sanitizing information guide").
- Children must wash their hands before and after eating.
- All serving tools will be sanitized before and after eating with a bleach/water solution using the 4 step (wash, rinse, sanitize, air dry) method
- Children are **not at any time** allowed to share food with one another due to possible food allergies.
- If children do not have healthy choices provided to them from home, one will be provided.
- No toys or activities are to be on the tables during meal times.
- Children must be seated while eating at all times.
- The Children, Five + Programs are **Peanut Free Zones**.

The Environment

Meal times will be calm and pleasant experiences, focusing on the social interactions between children, and between children and staff. Children will be encouraged to undertake discussions about food and healthy food choices. All activities will be packed away, and the eating area will be sanitized. Children will sit at the tables and staff will sit with the children.

Food Provided

The list below helps to guide us in our decisions regarding snacks and in our recommendations to parents regarding nutritional food.

- Children should enjoy a wide variety of nutritional foods from the five food groups.
- Healthy snacks include mainly; breads, cereals, vegetables, and fruits.
- Children should be encouraged to drink water, instead of juices containing sugar and/or carbonated beverages.
- Children should eat only a moderate amount of sugars and foods containing added sugars.
- Children should be provided with food choices that are low in sodium.

Additional Comments

Water will be accessible to the children at all times. Juice is not recommended, but milk is. Soft drinks will not be allowed. In the interest of behaviour, dental hygiene, and overall health, the children will be offered and encouraged to bring their own water and bottled water is available if needed.

If staff are concerned about foods provided to any particular child, we will discuss the issue with individual parents, and make available to them information to raise awareness of appropriate food choices which suit the developmental stages of their children. Food items that may cause problems for any of the reasons outlined above will be sent home with the child.

For reasons of safety, behaviour and nutrition, parents will be advised **NOT** to send the following foods with their children to the program:

- Foods with peanut butter
- Foods with chocolate
- Sugar filled snacks
- Carbonated beverages
- Foods high in sodium or trans fats
- Fish with bones

ACTIVE PLAY AND SCREEN TIME

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping. Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

- At the Programs we will provide an outdoor play space that is suitable for the age and development of our children in the program.
- The staff will ensure the play area is inspected daily for broken equipment or hazards and a maintenance log regarding daily checks and maintenance rendered will be kept.
- The children will have daily outdoor play unless inclement weather conditions would make it unreasonable to do so. If the temperature exceeds -15 degrees C, alternate indoor gross motor programming will be delivered; please note wind chill will be taken into consideration.
- Activities will include games such as;
 - Go, Go, Stop
 - Tag
 - Duck, Duck, Goose
 - Simon Says
 - Balloon Pop
 - Dancing
 - Red light, Green light
 - Etc.
- We will adhere to the standard of practice and ensure minimum active play corresponds with the length of time the program is being offered, as outlined below (indoor active play is acceptable when weather is poor)

Length of program	Amount of Active play
1 – 2 hours	20 minutes
2 – 3 hours	30 minutes
3 – 4 hours	40 minutes

The After School Program will NOT include any screen time (TV, computer, electronic games).

Complaints

All complaints and problems must be reported to the *Program Coordinator* or the *Executive Director* of Whitevalley Community Resource Centre.

The Program Coordinator and the Executive Director will review the complaint to decide action needed

If needed, complainants will be requested to meet with the Program Coordinator and Executive Director to resolve any issue