

2019 / 2020

# Parent Handbook

@bbbspq



## For the Parent/Guardian of

We believe every child should have the opportunity to reach his or her full potential, both as individuals and citizens – that by doing so, they will not only do well, they will also do good.

We believe that by changing the course of young lives we can in turn be changing the course of a community's future. That it could lead to a reduction in poverty and unemployment, or to safer schools and neighbourhoods, or to a renewed optimism for growth. We believe that children reaching their full potential could even lead to change on a broader, more far-reaching scale. We believe that opening a child's eyes to what is – opens their mind to what could be.

Since 1979, Big Brothers Big Sisters has been making a positive difference in the lives of our local youth by developing and implementing a wide range of mentoring programs; one-to-one and group programs, for both in school and outside of school.

Big Brothers Big Sisters of Prince George is proud to offer child care programs for children and youth living in Prince George since 2010. The program is intended to serve families needing full time, part time or occasional after school child care for their school aged children.

The goal of Big Brothers Big Sisters of Prince George is to expand programming, working proactively with more children and youth in the community.

We're Big Brothers Big Sisters, and we believe in the value and values of mentoring.

## Our Programs

Big Brothers Big Sisters of Prince George Child Care Programs are fee for service programs operated by and in support of Big Brothers Big Sisters of Prince George. Any revenue generated by these programs are invested back into the agency's core programming to ensure sustainability and create the possibility for growth.

All of our programs are licensed and run by caring and qualified staff.

Big Brothers Big Sisters of Prince George and the child care programs are governed by a volunteer Board of Directors made up of community leaders. The Board of Directors and staff of the Big Brothers Big Sisters of Prince George have assumed the moral and legal responsibility for the safety of the children in our care. To this end we have adopted the policies outlined in this manual.

## Goals and Objectives

Our programs' aim is to provide quality child care and has adopted the following goals and objectives:

1. Provide a setting in which a child may make friends and be challenged through new experiences.
2. Develop the child's respect for self and others.
3. Develop the social, cognitive, creative and physical skills and abilities of a child.
4. Develop the child's sense of well-being.
5. Provide positive role-models and form a quality mentoring relationship with the child.

Our programs are committed to responding to the continuing changes in our community, meeting the needs of the children and their families, and continue to be the leader in children and youth mentoring programs.

## Types of Care Offered



**Before School Care**



**After School Care**

*We also offer Full Day Care for Non-Instructional Days and pick up on Early Dismissal Days*

Programs Operate In These Locations:

777 Kinsmen Place  
Prince George, BC  
V2M 6Y7  
Community Care License #  
LZEK-9MYLGP

2455 Blackburn Road  
Prince George, BC  
V2N 6C1  
Community Care License #  
HBOR-ACQLD9

## Contact Information

To register your child in any Big Brothers Big Sisters child care program please contact our office at 250.563.7410.

Brittany Harrington, Childcare Manager ..... [brittany.harrington@bigbrothersbigsisters.ca](mailto:brittany.harrington@bigbrothersbigsisters.ca)

Karrie Johnston, Administrative Coordinator ..... [karrie.johnston@bigbrothersbigsisters.ca](mailto:karrie.johnston@bigbrothersbigsisters.ca)

Tim Bennett, Executive Director ..... [tim.bennett@bigbrothersbigsisters.ca](mailto:tim.bennett@bigbrothersbigsisters.ca)

## Program Closures

Monday September 2<sup>nd</sup>, 2019

Monday October 14<sup>th</sup>, 2019

Monday December 23<sup>rd</sup>, 2019 to Friday January 3<sup>rd</sup>, 2020

Monday March 16<sup>th</sup>, 2020 to March 27<sup>th</sup>, 2020

Monday April 13<sup>th</sup>, 2020

Friday June 26<sup>th</sup>, 2020

Wednesday September 4<sup>th</sup>, 2019 (Before School Care ONLY)

Monday November 11<sup>th</sup>, 2019

Friday February 17<sup>th</sup>, 2020

Friday April 10<sup>th</sup>, 2020

Monday May 18<sup>th</sup>, 2020

## Program Operations



Monday – Friday from 7:00am – 8:30am (approximately)

**Not offered September 3<sup>rd</sup>, 2019**

Children must be on site by 8:05am to ensure all transportation to all schools can be completed without late arrivals.



Monday – Friday from 2:00pm – 6:00pm

7:00am – 6:00pm on Non-Instruction Days; Early Dismissal Days pick up will be at time of dismissal.

Daily snacks provided and weekly field trips for skills development.

## Payment Options

Pre-Authorized Debit (payable on the 1<sup>st</sup> or 20<sup>th</sup>) – form required at the time of registration

Pre-Authorized Credit Card (payable on the 1<sup>st</sup> or 20<sup>th</sup>) – form required at the time of registration

Cash or Cheque (payable to Big Brothers Big Sisters – payable at your child's centre or BBBS Office)

Debit – payable at the BBBS Office or your child's centre (must be pre-arranged to ensure machine)

Visa or MasterCard – (payable on the 1<sup>st</sup> or 20<sup>th</sup>) - form required at the time of registration

E-transfer – to [karrie.johnston@bigbrothersbigsisters.ca](mailto:karrie.johnston@bigbrothersbigsisters.ca); password: your child's first and last name

Invoices will be issued to parent/guardian a minimum of 3 days before the 1<sup>st</sup> of the month. Failure to make payment may result in suspension or termination of care. If you encounter any difficulty with payment of fees, please speak with the Administrative Coordinator.

Charges for full day care will be billed following that day. You will only be charged for full day care if your child attended the program that day.

The program does not have free vacation / illness time. If your child is enrolled in the program, monthly fees must be paid in full. Refunds will not be given if a child is sent home for misconduct.

The Board of Directors reserves the right to change these fees at any time and provide one month written notice. Fees for Spring Break and Summer will be made available at the time registration for those programs open.

## Policy for Fees in Arrears

When fees are in arrears thirty (30) to sixty (60) days the Administrative Coordinator, or delegate, is authorized to work out a payment plan with parent/guardian.

Our agency may not be able to offer care when fees are in arrears and

- a. The parent/guardian refuse to meet with the Administrative Coordinator or delegate to make a payment plan.
- b. The parent/guardian fail to comply with the accepted payment plan.

If account is not up to date your child(ren) may not have the opportunity to participate in weekly skill development activities. Children are able to re-enter activities once account is up to date.

## Affordable Child Care Benefit Program

The Affordable Child Care Benefit Program is offered to families by the Government of British Columbia through the Ministry of Children and Family Development. The program pays a percentage of your monthly fees based on your income.

Our agency accepts these payments. If you need assistance in applying please contact the Administrative Coordinator or 1.888.338.6622 for more information. If approved for funding through the Affordable Child Care Benefit Program parents/guardians are responsible for the difference between the funding and their child's fees. Please note that this funding can take up to 6 weeks for approval and it is the responsibility of the parent/guardian to find out the status of their application with Affordable Child Care Benefits.

Parents/Guardians are responsible for ensuring that their funding authorization remains up to date. If funding is not in place prior to your child starting with the program the parent/guardian are responsible for paying 50% of the child care fees until the Affordable Child Care Benefit plan has been put in place. Once your Affordable Child Care Benefit has been authorized then your payment will be credited to future fees if your funding exceeds 50%.

## Gradual Entry Program

For children entering Kindergarten we do accommodate the gradual entry schedule. On days your child is dismissed before 1:00pm and requires care there will be a \$20.00 fee.

## Registration and Withdrawals

All of the registration package must be completed and returned to our office. The package must be reviewed by the Childcare Manager or Administrative Coordinator, and accepted, before your child's first day of care.

Please report any changes in address, phone numbers, emergency contacts and employment immediately. An up to date file must be kept for each child including a written authorization of who can pick your child up. It is important that you keep us informed of any changes in case we have to get in contact with you.

Our program can accommodate children on a part time and casual basis when spots are available. Priority will be given to full time care registrations. If you currently have a part time spot and there is a full time request you will be given the option to pay the full time fee to retain the spot, or the program will issue one month's notice.

If you withdraw your child from our program we require one month's written notice. This applies to all programs and parents/guardians.

## Types of Care and Fees

### Before and After School Care

Full Time Before and After School Care (4-5 days a week)  
Part Time Before and After School Care (max 8-12 days a month on a set pattern)

Full Time After School Care (4-5 days a week)  
Part Time After School Care (max 8-12 days a month on a set pattern)

Full Time Before School Care (4-5 days a week)  
Part Time Before School Care (max 8-12 days a month on a set pattern)

Drop In After School Care (under 7 days a month)  
Drop in Before School Care (under 7 days a month)

Full Day Care  
Full Day Care (not registered in other program)  
Late Fee

Early Dismissal Fee (After 1pm but before normal pick up time/ before 1pm it is considered full day care)

Spring Break (for children registered as of March 1st)  
Spring Break (for children no registered as of March 1st)

### Discounts

Before and/or After School Care Full Time December  
Before and/or After School Care Part Time December

### Cost Per Child

\$500.00 / month  
\$390.00 / month

\$385.00 /month  
\$285.00 / month

\$115.00 / month  
\$105.00 /month

\$165.00 /month  
\$80.00 /month

Additional \$25.00 / day  
\$40.00 / day  
\$1.00 / minute

\$5.00/ Per Day

\$100.00 /Per Week  
\$185.00 /Per Week

### Per Child

\$100.00 / month  
\$50.00 / month

## Staffing

All of our staff members meet the criteria outlined in the Community Care and Assisted Living Act and Child Care

Licensing Regulations:

- Are 19 years of age or older.
- Have completed and cleared a RCMP Criminal Record Search and MCFC Criminal Record Background Check.
- Have valid First Aid and CPR certificates.
- Adhere to the Provincial Immunization Program.
- Have received a minimum of 20 hours of education in child development, guidance, health and safety and/or nutrition.

## Custody Agreements

If a custody agreement is in place for your child(ren) a copy of your custody agreement or court order must be on file. Staff will act in accordance with this legal document.

If issues around custody exist and there is no legal document on file the enrolling parent/guardian must provide written information about access. Staff will follow information provided by the enrolling parent/guardian.

## Consultations

Either the Agency or parent/guardian may request at consultation at any time.

It is recommended that the Childcare Manager meets you and your child(ren) briefly before their first day at our program. This could occur at the office or at one of our centres depending on schedules.

## School Closures

In the event of school closure the agency will offer alternative care and monthly fees will not be refunded. If the agency cannot provide alternate care during a school closure refunds will be given based on a daily rate of days when care cannot be provided.

## Program Features

### Snacks

Big Brothers Big Sisters recognizes the importance of nutrition for proper growth, energy and health. That is why a healthy snack will be provided to children each day. On days that the children are in full day care a snack will be provided in the morning and the afternoon, while the parent/guardian will be responsible for providing a lunch for the child. A refrigerator and microwave will be available if needed. A menu for the week will be posted in the program and emailed to your weekly, if you have provided an email.

Efforts will be made to accommodate special dietary requirements for allergies and/or religious reasons. When severe allergies warrant it, the allergenic food will be totally banned from the program (and any other programs being offer at that location); all parents from the location will be informed of the ban, which will be enforced. All of our centres are NUT FREE.

### Field Trips

For children to get the maximum benefit from our program we often we'll be spending time outside of where the program is being ran. This could include going outside, to a nearby park or on another planned field trip. If we are away from the program then a sign will be on the door letting parents know where to find us.

There will be times throughout the year where we are going to be transported to field trips away from our neighbourhood. Parents will be notified in advance of these field trips.

### Clothing

It is expected that children are dressed appropriately for the program they are registered in. Please note the schedule for the week posted in the program outlining field trips and outdoor time. Your child should never be sent in clothing that they cannot get messy in. All of our programming incorporates craft/art time and outside play that has possibility of getting messy. Big Brothers Big Sisters does not take responsibility for damaged, worn or stained clothing.

It is recommended you send your child with weather appropriate outerwear and a change of clothes.

## Daily Programming

Children in any Big Brothers Big Sisters of Prince George childcare program will engage in a minimum of 60 minutes of outside play unless one or more of these are occurring: there is an air quality advisory and the air quality will be putting the children at a health risk, the temperature is so low that it is unsafe to be outdoors, and/or there is a safety risk to being outdoors (such as a warning issued for the area by the RCMP).

Everyday our program offers the opportunity for children to engage in free (unstructured) play as well as led group activities both indoors and outside.

In the event programming is supplemented by a screen (such as showing a video or having the opportunity to use an iPad or other electronic device) it will only be done so when the activity or craft has been offered to children, and at the end of the day. The time spent using the screen will not exceed 30 minutes and will be limited to being offered a maximum of 2 days in a week.

## Transportation

Transportation is included in all of our child care programs and will be provided by the licensed Big Brothers Big Sisters Community Shuttles. If you do not require transportation then a monthly discount will be applied to your fees.

Big Brothers Big Sisters of Prince George will ensure that transportation of your child adheres to all Federal, Provincial and Local laws, bylaws and regulations including the Community Care and Assisted Living Act and Child Care Licensing Regulations. Pick-up will occur at an arranged time at your child's school.

This will be discussed with the parent/guardian upon registration and pick up will occur prior to school supervision ending. If the shuttle is going to be more than 10 minutes late to your child's school a childcare staff will contact the school to inform them of the delay.

If your child is not at the arranged meeting spot at the predetermined time the shuttle driver will wait 3 minutes and then a staff will contact the child's school and have the child paged and/or confirm your child's attendance for that day. If your child was at school the shuttle will then wait another 5 minutes for the child. If your child has not arrived after this, our staff will contact the parent/guardians listed on your child's file and inform you that we are leaving your child's school. Pick up is then the responsibility of the parent/guardian.

In the event that public transportation is cancelled due to weather or it is unsafe for the shuttle to pick-up your child transportation will be cancelled for the day and parents/guardians will be contacted. It will be the responsibility of the parent/guardian to pick up their child from their schools.

If your child requires use of a booster seat or 5-point harness, it will be provided by our agency.

## Child Guidance & Supervision

Punishment of any kind including physical, emotional, exclusion, and humiliation is strictly forbidden. Appropriate child guidance methods include:

1. Discussion of problem and/or re-direction



2. Opportunity for the child to make his/her own choice with the emphasis on positive reinforcement

If a parent/guardian has a concern about the care of his/her child please see the Parent Concern section of this document.

Staff recognize each child as an individual in regards to age, stage of development, temperament and culture. Staff guide children's behaviours by using prevention and intervention strategies. Staff use their knowledge and skills to ensure that a child's self-esteem is enhanced.

In order to protect the safety of your child, the other children in our program, and our agency staff we will be implementing a 3-stage discipline process that will be enacted if any behaviour instances occur that parent/guardian is contacted for immediate/early pickup. Stages are as follows:

1. First incident child will be asked to leave for the day
2. Second incident child will be asked to leave for the day plus the entirety of the next day and a consultation with between the Childcare Manager and parent/guardian will occur
3. In the event of a third incident our agency will not be able to provide future care for your child

## Incidents and Reports

When your child has an incident while in care a report will be written. Incident reports are written by the staff who has witnessed or dealt with the incident.

An incident report will be written for a child and shared with their parent/guardian for the following incidents:

- Any injury that requires First Aid (but is not severe enough to be reported to licensing).
- Behaviours that are not aggressive or unusual.
- Inappropriate language or gestures.
- Other incident's that require intervention from staff, removal of a child from care or causes a disruption or delay in programming.

The following are reportable incidents as defined by Northern Health Licensing, and if occur will be reported to our licensing officer:

- |                      |                    |                                   |
|----------------------|--------------------|-----------------------------------|
| • Unexpected illness | • Fall             | • Disease outbreak or occurrence  |
| • Attempted suicide  | • Financial abuse  | • Emergency restraint             |
| • Choking            | • Food poisoning   | • Motor vehicle injury            |
| • Sexual abuse       | • Medication error | • Missing or wandering person     |
| • Emotional abuse    | • Other injury     | • Service delivery problem        |
| • Poisoning          | • Physical abuse   | • Aggressive or unusual behaviour |
| • Neglect            | • Death            |                                   |

To find out how these incidents are defined please refer to *Community Care and Assisted Living Act* Child Care Licensing Regulations.

When an incident report is written, it is considered a reportable incident and the parent/guardian will be contacted to be informed of what happened.

In any instance that the child is immediately displaying violent behaviours (defined: any situation where there is not a progression in his behaviour for staff to try and 'head off' the escalation to violence) that puts other children in our care in an unsafe situation their parent/guardian will be contacted to pick up immediately.

## Supervision

Children in our care will be supervised by qualified staff at all times in our care, meaning that they will be in eye sight of the staff at all times. The exception to this is when the child is in the bathroom; however, staff will supervise them entering the bathroom and do visual checks of the bathroom door to ensure the child does not need assistance.

Throughout the duration of care staff will do head counts and ensure children are within eyesight in any setting (the site and out in the community), and will ensure that children are within a safe distance of staff when out in the community.

## Arrivals and Departure

### Drop Off

When dropping your child off in any of Big Brothers Big Sisters program you are unable to drop off prior to opening time. Children must be signed in by their parent/guardian. Please ensure that you have shared any information with our child care staff that may provide insight into your child's behaviour(s) or demeanour that day.

None of our programs will delay programming in anticipation of a child's arrival so please ensure you are arriving prior to your child's group departing on a field trip. If you are dropping off your child and you are not sure if the program is onsite please call the program cell phone or the Big Brothers Big Sisters Office at 250.563.7410.

### Pick Up

Parents/guardians are required to sign out their child. Please take the time to check if you have messages/letter or the child care staff have comments regarding your child's day.

Children will be released only to parent(s)/guardian(s) or persons designated by the parent/guardian, upon authentication, if required. All authorized individuals need to be 19 years of age or older.

Only those listed on the release form may pick up the child. Parents will be required to sign their child's emergency contact sheet monthly to confirm it is up to date, and are given the opportunity to make changes at this time. Persons not on the authorized pick up list will need written permission from a parent/guardian to be able to pick up. Photographic identification needs to be shown upon release of child(ren).

In rare circumstances parent(s) may require a person other than those listed on this form to pick up a child. Authorization must be made verbally in person or over the phone. The delegate must have identification before the child is released. This verbal authorization is only valid the day that we have been notified, if they come to pick up on another day your child will not be released.

All persons, whether pre-authorized or a special pick-up, will be required to show picture identification if they are unknown to the staff on duty.

Children will not be released from care when the person appears to be incapable of providing safe care (eg. intoxicated/drug use). Staff will suggest that the parent/guardian or authorized pick up call a friend/taxi for alternate transportation. If the staff feels a child is at risk and the person makes the decision to drive; staff will call the police.

## Late Pick Up

Children must be picked up by the closing time of the program or parents will be charged a late fee of \$0.75 per minute per child for each additional minute of care. Late payment charges will show up on the next month's invoice. Repeated failure to comply with the late pick up policy could result in termination.

The following procedure will be employed in the event of a child not being picked up:

1. Parent/Guardian will be phoned at home, work and on cell at 6:00pm. In the event that the primary parent/guardian cannot be located within 15 minutes the other parent/guardian and emergency contacts named on the registration form will be phoned and asked to pick up the child.
2. If neither the parent(s)/guardian(s) nor the emergency contacts can be reached after 30 minutes, Emergency Social Services (Child Protection Services) will be phoned and asked to take custody of the child. Parent(s)/Guardian(s) will be informed their child can be located through Emergency Social Services and/or the RCMP.

## Early Pick Up

Parents/Guardians are able to pick up their child at any time. In the event you are picking up while programming is running please phone the Big Brothers Big Sisters Office or program cell phone to find out where the program group is.

If your child is seriously injured we will contact you immediately. This includes, but are not limited to, possible broken bones, bleeding lasting more than 10 minutes, injuries requiring stitches or injuries to the head or back. In some instances the children may be taken to the hospital by the child care staff by the way of taxi. If a serious injury/illness occurs an ambulance will be called and the parent will be responsible for the cost of the taxi or ambulance.

If a child becomes ill at our program, parent/guardian will be contacted and asked to come and pick up the child or make arrangements for the child to be pick up. Until the parent is able to do so, the child will be able to lie down in a quiet corner in the centre. Your child may not return to the centre until 24 hours after their symptoms subside and the child is well enough to participate in all areas of the program including outdoor play.

If the parent/guardian(s) or emergency contacts are not able to be contacted and your child required immediate medical attention the staff member responsible for seeing that they receive the appropriate care until a parent can be contacted. The following Big Brothers Big Sisters staff will take responsibility of the child: Community Development Manager, Executive Director or Board President.

## Absences

If your child will be absent from the program please notify us as early as possible. This can be done by phoning or texting the program cell phone or calling the Big Brothers Big Sisters Office.

If your child has not attended school that day, for any reason, please contact the Childcare Manager if you would like your child to attend the After School Care program.

If your child is ill please choose to keep them home, and out of the program until they're symptom free for 24 hours. Big Brothers Big Sisters has a Nit Free Policy and children who have had lice may not return to their program, even after being treated, until after the nits have been picked from their head. Staff reserve the right to check the \

children, in private, to make sure that there are no nits present. If lice or nits are found staff will contact the parent/guardian to come pick up their child(ren).

## Medication

Medication will be stored in an appropriate environment in the fridge or at room temperature. Medication will be stored inaccessible to children and should not be stored in the child(ren)'s back packs. Medications will only be administered to the child who's name is identified by the prescription label.

Emergency medication (Ventolin, allergy medication, Epi-Pens, etc.) that needs to be with the child at all times will be easily accessible to all staff. All emergency medication will be stored in the backpack that goes everywhere that the group goes.

Procedures:

1. All medication must be accompanied by a medication form that will be signed by the parent/guardian. The medication forms must be completed with the following information: Child's name, medication name, dosage, time, date and parent's signature. The staff who administers the medication shall complete the medication form. The staff member must include the date, actual time the medication was administered, and the name of the medication and signature each time the medication is administered.
2. Only staff having a valid first aid certificate will administer medication.
3. Staff can refuse to give medications or do a procedure for which clear instructions have not been provide or for which they are not trained.
4. All prescription medication must come in its original container, with the label intact containing the following information: child's name, name of physician, date of issue, instructions and time period.
5. Over the counter medication will only be administered according to the labelled direction.
6. No over the counter medication will be administered for more than three consecutive days without a physician's order.
7. Emergency Medication: All children requiring emergency medication (ventolin, allergy medication, epi-pens, etc.) will have care plans made through consult with parent(s)/guardian(s), completed, and stored in the child's file after being reviewed and signed by all parties (parent(s)/guardian(s), Childcare Coordinator and all child care staff).

## Evacuation

Fire drills are held once per month at each program. Once per year our program runs a full evacuation drill, including contacting parents and/or emergency contacts.

In the event that 777 Kinsmen Place needs to be evacuated the group will be moved to our evacuation site at 230 Gordon Crescent.

In the event 2455 Blackburn Road needs to be evacuated the group will be moved to Blackburn Elementary.

## Child Abuse

All staff members will have completed training on Child Protection and be familiar with legislation in British Columbia. Child Abuse is anything that endangers the development, security or survival of the child, and consists of physical abuse, emotional abuse, sexual abuse, and neglect.

We have a legal responsibility to report all suspected child abuse to the RCMP and/or the Ministry of Children and Family Development. This includes past, present or possible future abuse.

All staff members are required to let the Childcare Manager and/or Executive Director know of any suspected cases of child abuse.

As per Big Brothers Big Sisters of Canada's National Standards all agency staff members must participate in child protection training at time of hire and training must be refreshed every two years, at minimum.

## Code of Conduct

Big Brothers Big Sisters child care programs work to maintain a positive, nurturing environment at all times. In effort to achieve this, a policy has been drafted to express the conduct expected from everyone in our programs including staff, parents, children and guest. Those individuals who do not follow the code of conduct may have their care terminated without refund.

We are expected to follow a code of conduct when dealing with each other. This code of conduct includes but is not restricted to:

- Treating others with respect
- Being fair, honest and truthful
- Using tone, words and gestures that are respectful and inviting
- Finding a cooperative solution to identified problems
- Discuss concerns away from the child care area
- Informing the staff about changes in the child's life
- Following the illness guidelines

Behaviours that are inappropriate are:

- Shouting
- Swearing
- Talking in a negative, degrading manner about or to any child, family or staff member.

## Parent Concerns

If you have a concern about the care of your child at one our programs we suggest that you follow the steps outlined below. We hope this will help you to communicate your concern and will give the staff an opportunity to work with you to ensure that solutions are found.

1. Talk with a staff member. Take a few minutes when you drop off or pick up your child. Or if the staff member is with children you can call the program cell phone and leave a message to talk or set-up an appointment.
2. Talk with the Childcare Manager.
3. Contact the Executive Director
4. Noncompliance to the Community Care and Assisted Living Act and the Child Care Licensing Regulation can be directed to Northern Health – Public Health Protection at 250.565.2150.
  - a. Identity of complainant is not divulged to the license holder
  - b. All complaints are investigated
  - c. Complaints can be anonymous
  - d. Noncompliance will be responded to in writing
5. Recent monitoring and licensing inspections can be viewed on the Northern Health Public Health Protection website or can be produced upon request.

## Please Note

The Big Brothers Big Sisters of Prince George Child Care Parent Handbook, including the fee structure, hours of operation and services, will be reviewed annually by the Board of Directors.

All policies must be in accordance with the Community Care and Assisted Living Act and Child Care Licensing Regulation. All Policies and procedures are subject to change and parents will be given written notice of any changes.

A separate handbook will be available for those registering for our Spring Break or Summer Programs. This handbook is only applicable for those attending the programs that are outlined in this handbook.

## Application Information

Dear Parent/Guardian,

Thank you for your interest in our Before and/or After School Care Program! This program is for children who attend either Blackburn Elementary, Quinson Elementary, Foothills Elementary, Heritage Elementary, Harwin Elementary, Ecolé Lac Des Bois, Spruceland Traditional, Edgewood Elementary, St. Mary's, Pinewood or Ron Brent Elementary.

If your child attends a difference school please call our office to see if we are able to provide service to your child's school.

This childcare registration package must be completed and returned to the Big Brothers Big Sisters office at 777 Kinsmen Place. An agency staff will review the package and notify you if a consultation is required. The registration package must be completed, in full, a minimum of 2 days before your child's first day in the program.

## Before Completing the Application

Does your child meet the requirements of the program?

- Does your child attend one of the schools Big Brothers Big Sisters offers transportation to and from?
- Is your child currently registered in Kindergarten or a higher grade?
- Is your child interested in engaging in both group and individual activities?

Have you completed your application?

- Have you completed the Registration papers in full?
- Have you provided a picture of your child? (Either an electronic version or paper)
- Have you provided either your credit card information or pre-authorized debit form to allow for automatic monthly/bi-monthly payments?
- If needed, is there a copy of any Custody Agreements or Court Orders included with the Registration Package?
- If you are applying for the Affordable Child Care Benefit program please notify Big Brothers Big Sisters when submitting your registration package so we can provide you with a signed Child Care Arrangement Form.
- \$50 deposit per family (to be credited back September 2019).

Thank you for choosing Big Brothers Big Sisters as your childcare provider – we look forward to having your child join our program!

## Program and Attendance

Part time rates are based on a maximum attendance of 3 days per week and full time rates are based on 4-5 days per week.

### Before School Care

FULL TIME       PART TIME

My child will be attending:  Monday     Tuesday     Wednesday     Thursday     Friday

If your child has a rotating schedule please provide information on this schedule below:

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### After School Care

FULL TIME       PART TIME

My child will be attending:  Monday     Tuesday     Wednesday     Thursday     Friday

If your child has a rotating schedule please provide information on this schedule below:

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## Disclaimer

As per Licensing Regulation 49 subsection 2: A Licensee must not provide care to a child unless the licensee has first ensured that the child's parents or emergency contact can be readily contacted while the child is in care. Registration forms must be fully completed with the child's care card number, immunization records and a current picture. Forms must be returned to Big Brothers Big Sisters of Prince George a minimum of 2 days before you child begins care.

Children will only be released to individuals who are listed on the Authorized Pick Up List and/or have permission to pick up noted. These individuals must be 19 years or older. If an individual listed on the paperwork is not permitted to pick up this must be noted on the paperwork by the parent/guardian.

When picking up a child please have picture identification on hand. A child will only be released to individual(s) not listed when a Childcare Staff has received written consent from the parent/guardian confirming that the person is permitted to pick up the child. Staff will check picture identification if they have not met the individual before.

Big Brothers Big Sisters of Prince George reserves the right to request a meeting with either the parent/guardian, or the parent/guardian and child, before accepting the registration package.



Child's First Name \_\_\_\_\_

Child's Last Name \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_

School \_\_\_\_\_

Going into Grade \_\_\_\_\_

Date of Birth \_\_\_\_\_

### Parent/Guardian 1

### Parent/Guardian 2

Name \_\_\_\_\_  
First Name Last Name

Name \_\_\_\_\_  
First Name Last Name

Address \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_

Postal Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

Email \_\_\_\_\_

Email \_\_\_\_\_

Relation to Child \_\_\_\_\_

Relation to Child \_\_\_\_\_

Permission to Pick Up  Yes  No

Permission to Pick Up  Yes  No

### Emergency Contact 1

### Emergency Contact 2 (optional)

Name \_\_\_\_\_  
First Name Last Name

Name \_\_\_\_\_  
First Name Last Name

Address \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_

Postal Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

Relation to Child \_\_\_\_\_

Relation to Child \_\_\_\_\_

Permission to Pick Up  Yes  No

Permission to Pick Up  Yes  No

#### Office Use Only

Registration Package Received \_\_\_\_\_

Start Date \_\_\_\_\_

End Date \_\_\_\_\_

## Authorized Pick Up List

Name \_\_\_\_\_ Relation to Child \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

Name \_\_\_\_\_ Relation to Child \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

Name \_\_\_\_\_ Relation to Child \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Work Phone \_\_\_\_\_ Ext \_\_\_\_\_

I hereby authorized the above individuals to pick up my child and be contact in case of emergency.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Please indicate individuals whom your child *may not* be released to \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

In the event of an emergency which Parent/Guardian should be contacted first \_\_\_\_\_

What is your preferred method of contact: Phone Call \_\_\_\_\_ Text \_\_\_\_\_  
Please circle one What number should be tried first

## Health Information

Family Doctor \_\_\_\_\_ Phone Number \_\_\_\_\_

Family Dentist \_\_\_\_\_ Phone Number \_\_\_\_\_

Does your child have allergies?  Yes  No Is this allergy life threatening?  Yes  No

What is your child allergic to? \_\_\_\_\_

What is their reaction? \_\_\_\_\_

Does your child have any medical concerns (asthma, diabetes, ADHD etc.)?  Yes  No

Has your child received a diagnosis from a medical professional?  Yes  No

Details \_\_\_\_\_

Is your child taking medication?  Yes  No Will it need to be administered?  Yes  No

Medication \_\_\_\_\_

Is your child a swimmer?  Yes  No **BC Care Card Number** \_\_\_\_\_

Additional Information \_\_\_\_\_

## Social Information

Who has guardianship of the child?  Parents  Mother  Father  Guardian  Other

Is there a Custody Agreement?  Yes  No Is there a copy attached?  Yes  No

If you have joint custody, please specify pick up arrangements \_\_\_\_\_

If you do not have a legal custody agreement but have an informal separation agreement, please specify \_\_\_\_\_

Is English your first language?  Yes  No Other languages spoken \_\_\_\_\_

Are there any cultural festivals/holidays that you celebrate? \_\_\_\_\_

## Immunization Record

The Child Care Licensing Regulation, Section 21 (l) (a) states that all children attending licensed care must have a record of their immunization (s). The following information must be recorded on each child attending the program and kept in facility files. A current photocopy of the child's health passport is also acceptable.

The Immunization Program is voluntary. Parents who choose NOT to immunize their child must understand the consequences of this in relation to the nature of a child setting. Big Brothers Big Sisters of Prince George will record those parents who have declined to participate in the Provincial Immunization Program.

My child has been immunized in the Provincial Immunization Program  Yes  No

My child has received the following additional immunizations \_\_\_\_\_  
\_\_\_\_\_

BASIC IMMUNIZATION SCHEDULE							
	2 months	4 months	6 months	12 months	18 months	4-6 years	Grade 6
Pneumococcal conjugate	x	x		x			
Hepatitis B	x	x	x				x
Diphtheria	x	x	x		x	x	
Pertussis (Whooping cough)	x	x	x		x	x	
Tetanus	x	x	x		x	x	
Poliomyelitis	x	x	x		x	x	
Meningococcal C conjugate	x			x			x
Measles					x		
Mumps					x		
Rubella					x		
Influenza Vaccine Type F					x		
Chicken Pox vaccine (Vancella C)				x	x	x	x
Human Papillomavirus (HPV)							x

Infants born on/after July 1, 2003 receive the Pneumococcal conjugate  
 Infants born on/after July 1, 2002 receive the Meningococcal conjugate  
 Infants born on/after January 1, 2001 receive the Hepatitis B or by school entry schedule  
 Td- Diphtheria-Tetanus Booster given in Grade 9 and every 10 years after Grade 9

School Entry: (4-6 years of age) DPT-Booster given in Kindergarten  Yes  No  
 Grade 6: Hepatitis B (2 doses) and Meningococcal C conjugate  Yes  No

The Provincial Schedule of Immunization may change without notice. Parents may attach a photocopy of your child's immunization record if preferred.

Name \_\_\_\_\_ Signature \_\_\_\_\_

## Behavioural Information

When filling out this section we encourage parents to give us as much information as possible. Knowing about your child's behaviour before hand allows us to take a proactive approach to their individual needs and therefore help to ensure that they are successful and enjoy the program.

Does your child:

- |  |                           |                          |
|--|---------------------------|--------------------------|
| Display signs of anxiety in a group of children?             | <input type="radio"/> Yes | <input type="radio"/> No |
| Require assistance dressing, toileting, feeding?             | <input type="radio"/> Yes | <input type="radio"/> No |
| Require assistance in following classroom routine/rules?     | <input type="radio"/> Yes | <input type="radio"/> No |
| Receive support from a teacher's assistant at school?        | <input type="radio"/> Yes | <input type="radio"/> No |
| Have an Individual Education Plan at school?                 | <input type="radio"/> Yes | <input type="radio"/> No |
| Display frequent aggressive behaviours?                      | <input type="radio"/> Yes | <input type="radio"/> No |
| Have unique information processing needs?                    | <input type="radio"/> Yes | <input type="radio"/> No |
| Have difficulty accepting consequences for their behaviours? | <input type="radio"/> Yes | <input type="radio"/> No |

Has your child:

- |  |                           |                          |
|--|---------------------------|--------------------------|
| Been asked to leave a childcare program due to behavioural issues? | <input type="radio"/> Yes | <input type="radio"/> No |
| Received services from Supported Child Care?                       | <input type="radio"/> Yes | <input type="radio"/> No |
| Required support staff in a childcare setting?                     | <input type="radio"/> Yes | <input type="radio"/> No |

Additional Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I require a consultation with the Childcare Manager  Yes  No

## Consent

I hereby give permission for images of my child, captured during regular and special Big Brothers Big Sisters of Prince George childcare activities through video, photo and digital camera, to be used solely for the purposes of Big Brothers Big Sisters of Prince George promotional material and publications, and waive any rights of compensation or ownership thereto.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

In permitting my child to attend Big Brothers Big Sisters After School Care Program, I the undersigned parent permit my child to participate on various field trips. These may include unscheduled, spontaneous local trips walking or public transportation or on planned outings using our licensed community shuttle service.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

In rare circumstances, parents may opt out of transportation with a written plan in place and the approval from the Childcare Manager. The parent/guardian is responsible for the well being of the child(ren) from the time the child leaves school to the child arriving at the program. In the event of accident/injury Big Brothers Big Sisters of Prince George will not be held responsible. X \_\_\_\_\_

By signing below, I have read and understand the transportation policies of Big Brothers Big Sisters After School Care Program listed in the Parent Handbook and authorize them to pick up my child from their school and transport them to their registered program.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

In the event that I want to make changes to the program my child attends or to withdraw my child from the program, I agree to provide 1 calendar month's notice. Failure to provide one month's written notice will result in being charged for the services of that month. X \_\_\_\_\_

I have clarified any questions I had and I commit and confirm that my child will participate in the full program, including field trips, and my child will follow safety instructions and/or refrain from behaviour that is harmful to oneself and others. X \_\_\_\_\_

I understand and support the policy that prohibits the possession or use of tobacco, alcohol or non-prescription drugs and understand their use, as well as abusive behaviour, is cause for dismissal without refund of fees. X \_\_\_\_\_

I, the undersigned, authorize Big Brothers Big Sisters of Prince George, in the event of accident or illness affecting the child, to authorize on my behalf all procedures; including admission to hospital and necessary treatment there in, as they may deem essential for the care and well-being of the child. Such actions are only to be taken when immediate contact with the undersigned cannot be made. It is understood that Big Brothers Big Sisters of Prince George is not responsible for medical care or ambulance costs.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

I, the undersigned, release and discharge any and all rights and claims for damages and causes of suit or action that I or my child have at any time against Big Brothers Big Sisters of Prince George, along with their employees and agents, for any and all injuries or losses suffered by my child as a result of participating in Big Brothers Big Sisters of Prince George After School Care Program.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

I have read the Parent Handbook, have clarified any questions I had and I commit and confirm that my child will participate in the full programming including: field trips by bus, to follow safety instructions and/or refrain from behaviour that is harmful to oneself and others. I understand and support the Child Care policy that prohibits the possession or use of tobacco, alcohol or non-prescription drugs and understand their use as well as abusive behaviour is cause for dismissal without refund of Child Care fees.

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

## Emergency Information

Child's First Name \_\_\_\_\_ Child's Last Name \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

School \_\_\_\_\_ Date of Birth \_\_\_\_\_

Hair Color \_\_\_\_\_ Eye Color \_\_\_\_\_ Image Release  Yes  No

Identifying Gender \_\_\_\_\_

P/G Name \_\_\_\_\_ P/G Name \_\_\_\_\_  
First Name Last Name First Name Last Name

Address \_\_\_\_\_ Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Postal Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Other \_\_\_\_\_ Home Phone \_\_\_\_\_ Other \_\_\_\_\_

Email \_\_\_\_\_ Email \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_ Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Other Contact Number \_\_\_\_\_

Child's Doctor \_\_\_\_\_ Phone Number \_\_\_\_\_

Child's Dentist \_\_\_\_\_ Phone Number \_\_\_\_\_

Allergies \_\_\_\_\_ Medication \_\_\_\_\_

Medical Condition(s) \_\_\_\_\_ Care Card Number \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_

It is the responsibility of the Childcare Coordinator to ensure the Emergency Information is reviewed monthly and kept up to date. Parent/Guardian to initial once reviewed.

September	October	November	December	January	February	March	April	May	June

## Payment Contract

Child's First Name \_\_\_\_\_ Child's Last Name \_\_\_\_\_

Parent's First Name \_\_\_\_\_ Parent's Last Name \_\_\_\_\_

Payment Type       Visa    Mastercard    Preauthorized Debit    E-Transfer

## Credit Information

Name on Card \_\_\_\_\_ Expiry (MM/DD/YYYY) \_\_\_\_\_

Card Number \_\_\_\_\_

## Preauthorized Debit Information (or attach a void cheque)

Name on Account \_\_\_\_\_ Account Number \_\_\_\_\_

Transit Number \_\_\_\_\_ Institution Number \_\_\_\_\_

I hereby authorize Big Brothers Big Sisters of Prince George to deduct childcare fees from my financial institution or credit card on the    1<sup>st</sup>    20<sup>th</sup>   of each month.

I understand that a service charge of \$20 will be charged to my account for any returned payments. Failure to make full payment or payment arrangements within five days of the NSF notice will result in your child being removed from our program.      X \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date (MM/DD/YYYY) \_\_\_\_\_