

**CHRIST CHURCH CATHEDRAL
CHILD CARE AND JUNIOR KINDERGARTEN PROGRAM**



**PARENT / STUDENT HANDBOOK
2018/2019**

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Welcome and Philosophy

Welcome to Christ Church Cathedral Child Care and the Junior Kindergarten program.

Our philosophy is learning through play and experience. Our child-centred daily program includes activities and experiences that encourage each child to learn through play develop social, emotional, physical, and intellectual skills, expand their knowledge of the world around us. We provide opportunities to learn about Anglican faith. Encounter and learn to handle feelings appropriately, develop satisfying relationships and, most of all have fun!

A child based approach is used in presenting an emergent curriculum. Successions of various long and short projects are used throughout the year. The projects may be seasonal in content or stress a particular concept. Examples of some of these projects include: friendships, all about me, seasons, international holidays and celebrations, colors and shapes, transportation, tools and machines, day and night, weather patterns, animals, butterflies, insects, plants, and oceans.

Learning is supplemented by field trips, outdoor walks around the surrounding community, monthly kinder gym visits to St. Matthias hall, as well as monthly visits to our main campus, Christ Church Cathedral School on Vancouver Street. Our educators are experienced Early Childhood Educators and Early Childhood Educator Assistants who give as much individual attention as possible. When planning activities and learning experiences for the children the staff take into account the children's different learning styles, and students needing some extra assistance. The educators are continually working on curriculum development and the educators are required to keep abreast of best practices by attending regular professional development.

Governance

The Board of Directors

Christ Church Cathedral Childcare & Junior Kindergarten is operated by the Christ Church Cathedral Educational Society, a non-profit society operating in conformity with the BC Societies Act. The Society also operates Christ Church Cathedral School (main campus), and the Lux Mundi after-school care program. The Board of Directors of the Society has overall responsibility for the purpose and policy of these three entities. Through their regular meetings and through their committees they chart the long-term course of each one.

The Head of School, responsible to the board, carries out the purpose of the society with the help of all other members of the School and Childcare community. Financial administration and the hiring of staff are all part of the duties of the Head of School. The members of the Board of Directors are elected or appointed according to the constitution at a Special General Meeting of the Board, which is held in May. The Annual General Meeting of the Board is held in October, when the financial report for the year is given to the Society and any unfilled positions on the Board can be filled according to the constitution. For the academic year 2018-2019 the Board members are as follows:

President—Mr. Malcolm Read. Members: Jeff Bishop, Peter Ameerli, Paul Duckett, Mary Hendy, The Very Rev'd M. Ansley Tucker (Vice President), Janet Sime (Treasurer).

One board member is a parent elected by the PSG in September or October. All board members serve a three year term and must stand for re-election thereafter. Parents are also elected by the PSG as a representative of their classroom. This person is required to represent their son or daughter's classroom. Please consider becoming a part of the Parent Support Group. The names will be published in the newsletter and on the School's web site: www.cathedralschool.ca

Staff Main Campus Administration:

Stuart Hall - Head of School

Tobi Blue - Assistant Head of School

Liisa Salo - Executive Assistant to the Head of School

Hayley Schmuck - Administrative Assistant

Todd Fitzsimmons - Lux Mundi Out of School Care Manager

Philip Murphy - Accounts Manager, Payroll

Childcare and Junior Kindergarten Staff

Caitlin Wynne - Facility Manager and Early Childhood Educator

Cindy Potts - Early Childhood Educator

Norma Garcia - Early Childhood Educator Assistant
Sean Solberg - Early Childhood Assistant
Claire Eide - Early Childhood Educator
Roger Aubin - Early Childhood Educator Assistant
Elena Green - Early Childhood Educator
Wendy Pocock – Early Childhood Educator Assistant

The staff work together as a team; they are responsible for the well-being of the children, the children's program, and staff/parent communications. The emphasis is on group care. While taking into consideration each child's individuality. It is important to maintain consistent routines for the group in order for the children to feel safe and secure while also encouraging flexibility to be open to new opportunities and experiences. Substitutes will be used when regular staff are off due to holidays, illness or bereavement. All substitutes are fully qualified and have criminal record checks.

Administration

1. All fees are to be made payable to Christ Church Cathedral Educational Society. Upon acceptance into the program, a non-refundable deposit of \$100.00 will be required with completion of the registration package in order to secure the spot for your child.
2. A Pre-Authorized Debit (P.A.D) agreement must be completed and returned to the centre before your child's start date.

Financials

1. Child Care is offered by the calendar month, beginning on the first business day of each month. The monthly fee is averaged out to take into consideration, those months with only 3 weeks of care and those months with 5 weeks of care.
2. Fees are due in full by P.A.D on the 1st or 16th of every month. Please note that there may be changes in fees from time to time with due notice.
3. Christ Church Cathedral Childcare and Junior Kindergarten agrees to give a minimum of 30 days' notice of any fee changes.
4. Parents are responsible for any administrative charges for insufficient funds (\$25).
5. We are unable to accommodate partial payments for extended absences due to illness or vacation time with family. Full month fees must be paid in order to hold the child's space in our program.
6. In January, a re-enrollment form will be sent home to complete for the following school year. However, those children that are entering kindergarten in the fall will not receive an enrollment form.

Subsidy

1. It is the sole responsibility for the parent to ensure all subsidy authorizations are in place prior to enrolment.
2. Christ Church Cathedral Childcare and Junior Kindergarten will assist families by giving you both the child care subsidy application forms and the child care arrangement form.
3. Christ Church Cathedral Childcare and Junior Kindergarten will only fill out the required section of the Child Care arrangement form with our license number and signature of our authorized director.
4. The parent is responsible for the renewal of subsidy. Should a parent miss the renewal of their subsidy, their childcare space may be suspended or terminated at the sole discretion of Christ Church Cathedral Childcare and Junior Kindergarten.
5. If subsidized, the parent agrees to pay the full amount of childcare fees when the subsidy expires. The parent portion of fees is required in full and by the 1st or 16th of every month by P.A.D.

Cancellation of Services

1. Failure to pay child care fees by the 1st or the 16th day of the month will result in the notice of cancellation of child care services. Non-payment may result in immediate cancellation of services.
2. Families agree to give two months' calendar notice in writing to Christ Church Cathedral Childcare and Junior Kindergarten by the last day of the month, two months prior to leaving (e.g. February 28th for May 1st).
3. Christ Church Cathedral Childcare and Junior Kindergarten will give a minimum of 1 month written notice if we are no longer able to provide child care services for your child due to either the centre being unable to meet the needs of your child or the working relationship between the centre and family is incompatible.
4. If notice is being given to your family due to your child displaying violent/aggressive behaviors towards other children or staff, Christ Church Cathedral Childcare and Junior Kindergarten will give a minimum of two weeks' notice.

Gradual Entry

1. It is mandatory for parents to set up a meeting with their child's program leader before a child starts coming to the Centre in order to discuss a gradual entry plan. This meeting must take place at the Centre during operating hours. Please make an appointment as soon as possible.
2. Gradual entry begins on your child's first day at the centre.

Fees and Hours of Operation

Hours	3-5 yrs.	2.5-3 yrs.	Anglican 3-5 yrs.	Anglican 2.5-3 yrs.
7:30am-5:30pm	\$925.00	\$675.00	\$875.00	\$625.00

Full Day: Childcare hours offered: 7:30 a.m. – 5:30 p.m **with a last pickup time of 5:25pm.**

Our fee structure is the same year round. Fees must be paid in full by Pre-authorized debit, in order to hold the child’s space in our program.

Late Pick up

Your child must be picked up by 5:25 or you will be charged a late fee. When determining the time for late fees the staff will use the clock in the room. A late fee of \$20.00 will be charged for every 15 minutes (or portion thereof) after pick-up time. Please note that late fees apply for both the partial and full day program. An invoice will be billed for the late fees and will be emailed to the family. You are expected to pay these charges by the end of each month.

Daily Arrival and Departure

1. It is the responsibility of the parent to sign their child in and out of the centre each day; please refer to the clock for accuracy on our sign in/out sheets. The sign in/out sheet is used as an attendance record in emergency situations and to plan staffing needs.
2. Only the child’s parents whose names appear on the registration form or the alternate contact list may pick up children from the Centre. Educators must be notified in writing any changes. All persons, other than the parents, must provide photo identification upon picking up a child. The child’s parents must document the change in the sign in/out sheet provided, and inform a staff member so they may add the person to your pick up list.
3. In the mornings, please help your child enter into play. Please inform a staff member directly when you arrive and when you are leaving. Goodbyes must be said inside of the child care centre.

4. If your child is attending for the day, they must be at the centre by 9:30am. Parents **may not** drop off late in the day for care if their child has been absent throughout the day due to illness or appointments.

Absences

Parents must advise the manager when their child cannot attend due to illness, holidays or other activities. If your child(ren) does not attend regularly and no reason is provided, it will be assumed that the child has withdrawn at the end of the last month for which the fees have been paid.

Statutory Holidays and Closures

Christ Church Cathedral Childcare and Junior Kindergarten will be closed for New Years Day, Family Day, Maundy Thursday, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, Remembrance day and from December 24th to the 1st business day in January. If a statutory holiday falls on a weekend, the centre will be closed the following business day.

Professional Development and Annual Cleaning

Christ Church Cathedral Childcare and Junior Kindergarten will be closed once during the following months for professional development.

1. February
2. May
3. October

The centres will be closed once in August for our annual cleaning day. The exact dates are released to families on the current year school calendar.

Early Dismissal

Christ Church Cathedral Childcare and Junior Kindergarten will have an early 4:30 pm dismissal on the first Wednesday of every month. The last day classes are in session is also an early dismissal (12:00).

Closures Due to Severe Weather, Infrastructure failures, or Insufficient Staff

The JK facility may be closed due to severe weather conditions, infrastructure failure or insufficient staff at the discretion of the Head of School or designee. If it is announced mid-day that we will be closing, you must pick up your children as soon as possible as we will need to close our facility as soon as all children are picked up.

Severe weather includes but is not limited to snow, flood, extreme heat and forest fire smoke. Infrastructure failure includes but is not limited to, power outage and sewer backup.

Our educators are exposed to many illnesses due to the nature of their job. Although we try to have as many substitute educators on board as possible, there may come a time when we cannot be fully staffed. If we cannot replace staff to maintain an adequate adult to child ratio then we will need to a) reduce the number of children we can care for on that day, b) reduce the hours we are open, or c) close the facility entirely. In such circumstances, **we cannot take in more than the legal ratio of children to staff.**

In such circumstance we would contact parents as soon as possible to let you know we are unable to take your child. Unfortunately, we may have to make that decision as you arrive. If this occurs please accept our sincerest apologies and know that we are bound by the licensing regulations designed to protect your children. If you are asked to keep your child at home due to insufficient staffing, we will reimburse you on a pro-rated daily rate.

Further to b) above, should the facility be required to operate short-staffed, Christ Church Cathedral Childcare and Junior Kindergarten may operate on reduced hours to maintain appropriate staff to child ratios and to stay compliant with the Employment Standards Act.

Safety

Regular Fire and Earthquake drills are held monthly to familiarize the children with the procedures.

Procedure In Case of Earthquake

If a major earthquake disables the city, please follow this procedure:

- Do **not phone** - We must have the line open for emergency calls
- Park **away from the Centre** - The street entrance and parking area must remain clear for emergency vehicles
- Sign **your child out with the adult in charge of the check out procedures**
- Sign **out other children for whom you are responsible**
- Children will only be released to parents, guardians, or other adults named on the Emergency Information Form. The children will not be left alone. If all avenues of pick-up have been exhausted and after a reasonable time has elapsed, staff will assume responsibility for children until contact with the families can be made.

Parents are required to purchase a comfort kit for their child. All the kits are then stored outside the building. These kits have a shelf life of three to five years.

Procedure In Case of Fire

Heat and smoke sensors are located throughout the building. In the event of a fire children will be evacuated as per our fire drills and, if we are unable to re-enter the building, we will call you and ask you to come and pick up your child. We have a business continuity plan in

case we are not able to use the building for some days or weeks, and you will be informed if we have to initiate that plan. Educators have full details of fire evacuation procedures and have fire drills once a month.

Building Security

To ensure the children are safe at all times:

- Doors off of Richardson Street are locked after **9:00 am**. Please be patient as we come to welcome you and open the door for your access.
- The back door off of the playground is used for staff and when the children are out at play, otherwise it is locked throughout the day.
- Parents and visitors to the Centre are asked to use the front door of the building on Richardson St.
- For the safety of all children, all gates must be securely latched upon entering and leaving the playground. If all the children are playing in the playground, we ask that the parents enter through the playground gate, collect their child and leave through the playground gate.

Health

Right of Refusal

There are many factors involved in ensuring a child's optimum growth and development; good health is a particularly important one. Children who are ill require a relaxed atmosphere and more individual attention than the centre can provide. Parents must realize that their access to the centre will be restricted if their child is sick.

1. In a child care centre illnesses travel fast. If your child is sick or not feeling well please refrain from bringing him/her until they are well again.
2. Staff has the right to refuse admission to a child who appears to be too ill to attend child care. If your child cannot participate in our daily program (i.e. outside play, group activities etc.) then he/she is not permitted at child care. We ask you to respect staff discretion when asked to pick up your child due to illness. Our concern is to provide a healthy, safe environment for all children to enjoy.
3. We understand that keeping a child who is sick at home can mean a parent might miss valuable work hours. Educators will not be able to drop off or pick up children to and from their home, even in an emergency situation, due to potential liability. In the event that a problem arises in picking up a child, parents should have a contingency plan that does not involve the centre. Educators will continue to provide care for the children on the premises, until the parent or alternate arrives to pick up the child.

Medications

A Child Care medication form will be provided in which parent, giving written authorization to the staff for administration of a prescribed medication, and the necessary information to administer any medication safely.

Educators will only administer the medication if this form is filled out completely and precisely. Child care Licensing suggests your physician's prescription on the original pharmacy-issued medication container; because of this, it is Christ Church Cathedral Childcare and Junior Kindergarten's policy that any medications that are brought to the centre must be in original packaging.

- No over the counter medications will be given unless we have a doctor's note indicating what the medication is for, how much to give, where and when it is to be used.

Immunizations

We encourage all children entering our facility to be immunized according to the Capital Health Region immunization schedule or its equivalent in another province. A photocopy of the immunization record must accompany the registration package.

Sudden Illness While in Care

If your child becomes ill during the day we will contact either parent right away. If we cannot reach you the alternate person(s) on the registration form will be contacted to ensure that your child gets prompt appropriate medical attention.

Please note the criteria for exclusion listed on the following pages are recommended by the Vancouver Island Health Authority.

Conditions for Children to be excluded from Care

Decisions as to whether or not children are medically fit to attend the program are at the sole discretion of the Junior Kindergarten staff.

- 1) Acute cold: Obvious green, yellow or reddish brown discharge from nose, your child will be sent home. Your child can return when discharge has subsided or is running clear.
- 2) Cough: dry and persistent or if choking and/or vomiting accompanies the cough your child will be sent home for the day and will need to stay home until the cough subsides or the child receives medical clearance from a doctor. If a child is experiencing difficulties breathing due to coughing the child care staff may ask you to seek medical attention.

- 3) Fever: 37.8°C (100°F) or over. If your child spikes a fever while in care after they have been picked up they must stay home for one full day symptom free without the aid of medication before they can return to the centre. Example: If your child becomes ill on Wednesday they must be away Thursday. To return on Friday they must have been symptom free on Thursday.
- 4) Vomiting: If your child vomits while in care they must stay home for one full day symptom free before returning (refer to procedures for fever).
- 5) Diarrhea: If your child has diarrhea while in care they will need to stay home for 2 full days symptom free before returning. This is following the recommendation by Victoria Island Health Authority.
- 6) Antibiotic: Return after being home for 2 full days.
- 7) Infected skin or eyes: A doctor must examine undiagnosed skin irritations, In the event of conjunctivitis (pink eye) bacterial or viral, your child will be sent home and must remain home for two full days. They may return to the centre only when eyes are completely clear with no discharge. Bacterial conjunctivitis must be treated and a Doctor's note is needed for return.
- 8) Lice: When a child contracts lice it is centre policy that they must be treated with a medicated shampoo (such as nix or results) and stay home for 2 full days. Wet combing is strongly encouraged during the time away from the centre to help remove nits that may be stuck in the hair. A child cannot attend care if they have live bugs or nits in their hair. A follow up treatment should be administered in seven days, and hair checked daily. On the day you start the treatment wash all dirty clothes, bedding, towels, brushes and combs in hot water. Items that cannot be washed (pillows or stuffed animals) can be placed in a plastic bag for ten days or in the freezer for 48 hours.
- 9) Communicable Diseases: Communicable diseases like chicken pox, hand, foot and mouth, and measles must be reported to the child care centre staff as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care will depend on the VIHA's communicable disease recommendations which staff will provide. If your child is showing any symptoms of a communicable disease they will be sent home for the day. If your child has a communicable disease, they must have a doctor's note providing them with medical clearance to return to the centre.
- 10) Surgeries: In the event your child requires a surgery during the time they are enrolled in Christ Church Cathedral Childcare and Junior Kindergarten we require a doctor's note for medical clearance stating the date they will be able to return to daycare without restriction. If the staff recognize that your child is still struggling to participate in all aspects of the program staff will ask you to keep your child home until they are able to fully participate.

Nap and Rest Time

Naps and rests are appropriate and necessary for most children of pre-school age. Children need this rest time to help them relax and unwind from their busy morning schedule. If a child falls asleep during this time, we will not keep your child awake. It is a licensing requirement that children are given the opportunity to rest. As children approach school-age, they may no longer nap. We require that non-nappers have a thirty minute rest time. After the thirty minute rest period, staff will be provide them with appropriate activities under supervision.

Behaviour Guidance Policies

Guidance is always approached positively at the centre. The safety and well-being of children in care must have paramount consideration. The following principles and policies are for all children enrolled.

1. Children in care require individualized guidance that meets the child's unique needs.
2. Staff will use positive methods and approaches to guide behaviour of children in care. This will be done by setting clear and direct limits, using redirection, acknowledging feelings, and encouraging children to "use their words". Children are told what they can do rather than what they cannot do.
3. Christ Church Cathedral Childcare and Junior Kindergarten does not permit the use of physical, emotional or psychological punishment of kind.

For any behaviour needing extra management, staff will request a meeting with parent(s) to find solutions we can work on together. It is expected that parents work in tandem with the staff at Christ Church Cathedral Childcare and Junior Kindergarten.

Violent/Aggressive Behaviours

Maintaining and upholding the safety of all children enrolled in Christ Church Cathedral Childcare and Junior Kindergarten is of the highest importance. Violent/aggressive behaviours by a child directed towards themselves, other children or staff is not tolerated, and in some cases may lead to termination of services. If a child seriously injures another child or staff member they will be sent home immediately. If you wish to see all the procedures regarding supporting children displaying violent/aggressive behaviours, please speak with the facility manager.

Inclusion Policy

Our staff's role is to work in a partnership with all families to ensure that the individual needs of your child are being met. If staff have concerns regarding your child's development or behaviours, the following process will take place:

1. Staff will record and document the behaviours or the developmental concerns they have and observe at the centre.
2. The manager will request to have a parent meeting with the family to discuss their observations as well as parent observations. This may include what the child's regular routine is at home and how that may differ from their routine at daycare. This time will also be used to discuss what the parents would like to see happen for their child and in turn how the staff can help support the family.
3. After having a parent meeting and developing strategies together. A care plan will be developed specifically for the needs of your child. This care plan will be shown to the family and must be approved by them.
4. After the development of a care plan if staff feel that they cannot fully support your child by themselves, we may ask you to seek outside help. This may mean contacting the Queen Alexandra Foundation or another family support organization.

Some examples of behaviours or developmental needs requiring a care plan are:

1. Behavioural - aggression or violent behaviour towards staff or other children.
Including: hitting, kicking, biting, or scratching.
2. Developmental – delayed speech, not walking, or cannot keep focus.

It is critical that families work with us in providing the best possible care for your child. This partnership is essential to achieve positive developmental and behavioural goals for your child. If after several staff-parent consultations, solutions are not forthcoming, it may be required to approach the head of school for advice and parents may be asked to find alternate care for their child.

Uniform Policy

All students at Christ Church Cathedral Childcare & Junior Kindergarten are required to wear a uniform during the months of September through to June consisting of:

- Labeled dress grey - culottes, skirt or tunic - knee length, **or**
- Labeled dress grey - pants or shorts
- Labeled red polo shirt or pullover
- CCCS pullover/cardigan sweater with crest
- Labeled black Oxford style leather shoes or black runners (indoor shoes)
- Navy or grey socks or tights

During cold weather, students may wear a coat or sweater while playing outside. From time to time during the year we may have a 'mufti day' when children may wear their own appropriate clothes to the centre. During the summer care program students can wear their choice of clothing, weather appropriate. **Each child must have a weather**

appropriate hat that stays at the centre and a complete change of clothes, appropriate to the season. (A spare uniform is not necessary) This is in case an accident or spill happens. As the children may be outside in all types of weather a raincoat or “muddy buddy” is appropriate. **Please label all of your child’s belongings. The centre is not responsible for lost items that are not labeled:**

Uniform pieces are available to order from Cambridge Uniforms by contacting them directly through their website: www.cambridgeuniforms.com calling 1-800-924-9069 or email: orders@cambridgeuniforms.com. If ordering online, you will require our school code:

HED567

Some items may be available for a donation. Speak with the manager to see what is available.

The following are **not** to be worn to school: Makeup, nail polish, jewellery - except medical alert bracelets, earrings - except for those with pierced ears who may wear studs. All uniforms must be complete and kept clean and repaired. The parents of students who do not wear the correct uniform will be notified and asked to ensure their child’s compliance with the uniform regulations.

Curriculum

The curriculum at Christ Church Cathedral Childcare & Junior Kindergarten follows a complete range of subjects, programs, assessment and evaluation procedures outlined by the Early Learning Framework supported by the British Columbia Ministry of Education. Our program goes beyond the Ministry’s early learning framework in various ways offering a developmentally age appropriate program for children with a focus on:

- Bi-Weekly faith sessions
- Once a month chapel service
- Music and movement
- Physical Education
- Art
- Field trips
- Science and Math
- Literacy

The centre provides a well-rounded curriculum designed to encourage the development of social, physical, intellectual, creative, and emotional skills as well as the Christian faith.

Toys

Children are welcome to bring a “security blanket” or “cuddly”, but soothers, bottles and other toys should remain at home. We appreciate your support on this matter.

Physical Literacy

Physical literacy is the equivalent of learning to read and write for your body. The focus in children, aged 0-5 years, should be to expose children to “fundamental movements” through a wide variety of movements, activities, intensity levels, and various games. Games are particularly important as they teach social interactions, rules, physical interaction and fun! At Christ Church Cathedral Childcare and Junior Kindergarten we promote active play. We ensure children in our care participate in daily outside play. We always provide the minimum of at least sixty minutes of outdoor active play. Generally we are outside for longer than sixty minutes over the course of the entire day.

Screen Time

In our centre we have two ipads. These are used as a communication device for the educators. On rare occasions the staff may use the ipad to show the children an educational video. When that happens we limit screen time to an absolute maximum of thirty minutes.

Allergies, Meals and Food items

Please inform the educators of any allergies. If your child has any allergies, the staff must be notified in writing including the symptoms resulting from the allergy. It is the responsibility of the parent to develop a care plan with the staff and to provide emergency medication (e.g. EpiPen).

Christ Church Cathedral Childcare and Junior Kindergarten is currently a **Peanut Free Zone** as we have children with severe allergies.

Parents are responsible for sending all food for their child. Your child will need enough food for two snacks and a main lunch meal. All children will sing praise before eating lunch with the staff. Licensing requires that children have nutritious food and drink according to the Canada food guide. Packing fruits, vegetables, protein, dairy and grains are encouraged. We have a **Limited Juice policy**. When the children have access to juice, they do not drink water. Proper hydration is very important, especially in the hotter months of the year. **The children will be able to have juice as a treat on Subway days. For families who do not participate in the subway program, you may bring a juice box on those days.**

Children's lunches are to be placed in a labeled lunch bag. Please provide a small freezer pack to help keep necessary items cold, and a thermos to keep warm items warm. We have a non-sharing policy for meals and snacks among our children in order to ensure germs are not shared and the allergies of other children are not triggered. Families who wish to bring food to celebrate birthdays, we ask that the food provided follows the Canada food guide and is mindful of student allergies.

Communications

Problems, Concerns, Parent Conduct

Our goal is to be as helpful and supportive to parents as possible. If your child is having problems at home, in the classroom or on the playground, please let his or her teacher know immediately. It is always best to speak to the teacher first. It may be convenient to email the manager to set up a meeting. The quicker a problem is dealt with the better. We ask that you bring the problem to the attention of the staff. The channels of communication are as follows:

1. Speak with our staff. They know your child best and are best placed to resolve your problem or deal with your concern.
2. Speak with the manager.
3. Speak to the head of school if the problem involves the centre at large, or if you do not feel that your concern has been acted upon or understood by the classroom teacher and/or the manager.
4. If you are still dissatisfied with how your concern has been handled, contact the Chairman of the Board of Directors in writing.

It is our desire, with your help, to communicate closely, to deal with concerns on a timely basis and act in the best interests of the children. Families are asked to be respectful and trusting of staff and mindful of confidentiality.

If a family member, harasses, intimidates, bullies or is physically or verbally abusive towards a staff member, child, or other family involved in the program, the agreement for care may be terminated immediately at the sole discretion of Christ Church Cathedral Childcare and Junior Kindergarten. In the event services are terminated without notice, the unused portion of fees will be returned within five business days.

Reporting:

There are two formal days each year when parents will have the opportunity to meet with the classroom teachers. One day is in November, where the centre remains open for the students and the teachers can meet with you to discuss your son or daughters progress. Substitutes will take the place of the regular teaching staff during these meetings.

The other day is in April for a Student Led Open House. The Student Led Open House is a fun 30-minute interactive session with your child in our centre. This is an opportunity for your child to take you around the classroom to experience some of the great learning that happens in our Program. During Student Led Open House, the Centre is open.

Newsletters:

The manager at the centre will provide a monthly newsletter to communicate the upcoming events and field trips. Reminders will also be placed on the parent calendar or beside the sign-in sheet.

Email:

Email is an excellent tool for the communication of clear business-like information, such as dates, times, lists of equipment, attendance reports, and setting up appointments and so on. It is also a great system for delivering letters via attachments.

Appropriate use of email:

The centre uses email to communicate with individuals, groups of parents, or the entire parent body. Topics are likely to include:

- Reminders about events, dates, times, etc.
- Requests for a meeting
- Classroom news and updates
- Forms and other requests for information
- If your child is going to be absent or late, a phone call to the JK works well. If you would prefer email, then send it to the JK teachers at (jk@cathedralschool.ca)

When not to use email:

1. If, as a parent, you are concerned or feel distressed about an issue, do not use email. Instead, please contact the educator involved directly. A phone call or a face-to-face meeting will more likely lead to clear communication and a positive resolution for all.
2. If, as a parent, you have concerns that arise from interactions between students, once again, a phone call or face-to-face meeting with the manager or staff will work better than sending an email directly to other students' parents. (mentioned above)
3. If your regular pickup routine needs to change, for example, if you are going to ask a relative to pick up your child from after school care, then you must ensure that either of the teachers hear from you directly- face-to-face or we have permission in writing. by phone. **Do not use email for this situation.** Without this direct communication, we will not release your child. This can create undue anxiety for

everyone involved. If we do not have permission in writing we cannot release your child.

Response time:

Allow at least one full business day for a response to any email. If parents need a quick answer, contact the manager directly.

Teachers will not necessarily reply to every email regarding insignificant items or when small matters are resolved quickly, such as lost uniform items, appointments for doctors during the school day, etc.

Release of a Child

Non Pick-Up:

1. Should no one arrive to pick up a child half hour after closing the employee shall first try the parent contact numbers then the emergency numbers listed on the child's registration information sheet. If unsuccessful thirty minutes after centre closure the staff member on the floor will contact the facility manager and the Ministry of Children and Family Development.

Unauthorized Person Requesting Release of a Child:

1. No child will be released to any unauthorized person.
2. If the parent requests someone other than those listed on the child's form to pick up their child they will be required to notify staff indicating the person to whom the child may be released. Parents must provide staff with written notice to include in the child's file. The person will be required to show photo ID when picking up the child.

Incapable of Providing Safe Care:

1. If a person arrives to pick up a child, and he/she appears incapable of providing safe care, the employee will advise the person of the concern, and that emergency alternate contacts will be phoned.
2. As per Licensing standards "in situations when an individual who appears to be incapable of providing safe care or is "not permitted access to a child" attempts to remove a child in care from the facility the licensee/staff member is obliged to consider the health or safety of all involved including other children in care, staff, and him/herself." If staff are unsuccessful in suggesting alternate pick-up choices and the parent removes their child from the care facility placing the child at risk staff will contact Victoria Police at 9-1-1 immediately and MCFD as well.

Custody and Related Court Orders:

If a custody agreement or court order exists, a copy needs to be placed in the child's file at the centre. The enrolling parent or guardian is responsible for providing accurate and up-to-date information concerning the legal guardianship of the child. Without legal documents on file, the educators cannot deny access to a non-enrolling parent. If the non-enrolling parent is not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The enrolling parent or guardian will provide all consents.

Duty to Report

Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty under the Child, Family and Community Service Act to report the matter. In the event a child discloses information to a staff member that suggests abuse or neglect the staff member will report the disclosure to the Ministry of Children and Family Development.

Expectations for Enrollment

1. **The Right Fit:** We are an inclusive centre; all children are respected and supported. It is our goal to ensure there is a good fit between your child and the program in order to help them grow and reach their developmental milestones. If after using many interventions; working with the parents, consultation with our learning specialists from the main campus, and we have still found their learning style is not served well by our program, we will advise a different program that will better suit the child's needs.
2. **Family demographics:** Often throughout the year family demographics can change. Please keep the administration staff and educators notified of the changes so that we have the most current information on all our records to ensure the safety of your child.
3. **Junior Kindergarten Summer Program:** During the summer months (July and August) we will offer a full day Monday to Friday Summer Care Program. July is our intake month for new students. This enables a smooth transition and a chance for the educators to begin their connection with your children.
4. **Summer Care Program – Main Campus:** Students age 4 or 5 who are enrolled in a kindergarten program for September are encouraged to enter the Lux Mundi Summer Care program at the main campus. This provides an excellent transition for those students entering the main campus student body and also provides more age appropriate activities, while building strong relationships with their maturing peer group. Please contact the main campus office in order to register for this excellent summer care experience.

5. **Enrollment to the main campus Kindergarten:** Students who will be 5 years old by Dec 21st and are ready to enter kindergarten the following school year must apply to the main campus of Christ Church Cathedral School to be placed on the kindergarten wait list. In early December, children on the waitlist for Kindergarten will be called to visit the school and attend a preliminary assessment day held in January. It is important to remember that Christ Church Cathedral Childcare & Junior Kindergarten students DO NOT have priority over other students on our kindergarten waitlist. If you are considering entering our main campus kindergarten program, please call the main office (250-383-5125) to ensure that your child is registered on our waitlist. The earlier you register the better chance you have of securing a spot for your child in our kindergarten program.

Smoking Policy

Licensing has stipulated that no one smokes or uses tobacco, holds lighted tobacco, uses an e-cigarette or holds an activated e-cigarette on the premises of a community care facility or in any vehicle used by employees to transport children.

Privacy Policy

In accordance with the Personal Information and Privacy Act the School has developed Privacy Policies for Parents/Students and for Staff/Volunteers. These are posted on the website and available at CCCS main office. www.cathedralschool.ca

Website and Private Facebook Parent Group

The purpose of our website www.cathedralschool.ca is to enable the general public to find out about us.

Private Facebook Parent Group: A new group is created each school year. The purpose of this group is to be able to view pictures of your child's day, view newsletters, monthly calendars, updates and a method to communicate and connect with other parents in the centre.

Extras

Parent Support Group

The Parent Support Group is made up of all parents/guardians of Christ Church Cathedral Childcare and the Junior Kindergarten program. It is organized by an elected executive committee. The group's mandate is to help build community by providing opportunities for family fellowship and fun. In addition, the Parent Association raises funds to purchase special items for the School, the Junior Kindergarten Program and to support the main campus bursary program. They also operate a phone and email system through class reps to keep parents informed of forthcoming events, volunteer opportunities. Please consider becoming a classroom representative for our Junior Kindergarten.

Invitations

Part of our education in a Christian community is to teach sensitivity to other's feelings. Almost nothing is more divisive in the classroom community than one or two children being left out when a party is being planned. We ask that you be sensitive to this and pass the invitations to the teacher to distribute in an appropriate manner.

Volunteering

Participation by parents and friends of Christ Church Cathedral Childcare & Junior Kindergarten play an integral and very important part in the operation of the centre. The objective is to create a spirit of community, a sense of family among students, staff, parents and friends. Working together, we can provide the best education for the children. There are several opportunities for parents and friends to participate in ways that reduce the stress on staff. This can also improve the operation of the centre, thereby maintaining low school fees and providing a safe, secure, positive educational experience for the children.

However, we also understand that many parents do not have the time to volunteer with the centre, and so, with the agreement of the Parent Support Group, we suggest that those who are unable to volunteer consider making a financial contribution.

Because You Asked.....

How can I help support the Centre?

- By providing financial support. (Tax receipts are given for donations)
- By volunteering in the centre and/or participating in the Parent Support Group;
- By becoming a life member of the Christ Church Cathedral Educational Society, or joining on a yearly basis;
- By telling your friends and neighbors how much you appreciate the centre. If they have school age children or are looking for a School, suggest that they contact Christ Church Cathedral School.

- By remembering us in your prayers.

Relevant Readings and Community Support

- “Child’s Play” by Silken Laumann – a book about rediscovering the joy of play in our families and communities.
- “Kids are Worth It!: Giving Your Child the Gift of Inner Discipline” by Barbara Coloroso
- “The Bully, the Bullied and the Bystander” by Barbara Coloroso - A book about how teachers, parents and the community can help break the cycle of violence.
- “Parenting through Crisis” by Barbara Coloroso - Helping kids through challenging times such as loss, grief and difficult stages in their lives.
- “The Explosive Child” by Dr. Ross Green – a book that offers some fresh new ideas on how to deal with explosive, easily frustrated children that may be chronically inflexible.
- Life Seminars – Living in families – Various parenting courses offered through PERKS Recreation Centre in Victoria. Lead by Dr. Allison Reese and supported by Dr. Allison Miller.
- “The Epidemic” by Robert Shaw—an excellent book on parenting.
- “Ten Conversations you Need to Have with your Children” by Rabbi Schmeuly Boteach. Another excellent book on parenting.
- “Hang On To Your Kids” by Gordon Neufeld and Gabor Mate. How to counteract the power of peer pressure.