WESTBANK FIRST NATION

Westbank Child Development Centre

Parent & Guardian Handbook

Community. Leadership. Pride.

Dear Parents/Guardians:

Welcome to the Westbank Child Development Centre (Centre). This handbook provides you with an overview of our preschool and daycare programs and information on the Centre's programs, policies, and other governance instruments.

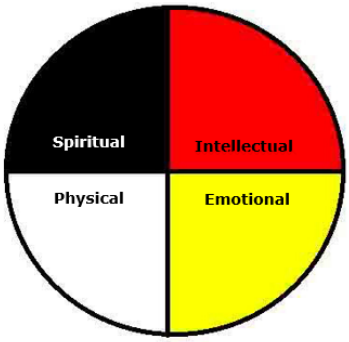
The Centre's programs have been developed from the Aboriginal Head Start umbrella, which focuses on early childhood development for First Nation children. The Centre provides iʔ sqilxʷ tl̓ stqáʔtkʷɬniẇt (Westbank First Nation Members) with access to high quality daycare and preschool services that are safe, cost-efficient, and culturally relevant.

Feel free to ask any questions, as we want to have a strong, positive relationship with you and your child.

Philosophy and Objectives

The Centre's program is a holistic one, designed to enhance early child development and school readiness for First Nation children from six (6) months to school age. The program is built around five (5) key components:

1. Culture and language,
2. School readiness,
3. Health promotion and nutrition,
4. Social and emotional awareness; and
5. Social support.



Guided by the stqáʔtkʷɬniẇt sqilxʷ (Westbank First Nation) (WFN) iʔ scḵʷlɬ skćx̌ʷiplaʔtət iʔ kəcn̓laʔpusaʔx (Comprehensive Community Plan), the Centre's goal is to help provide WFN's future generations with a strong start emotionally, intellectually, physically, and spiritually, based on the belief that the nature and quality of experiences in a child's early years directly influences their future development.

For children to develop to their fullest potential, they need to be nurtured in a positive atmosphere of warmth, acceptance, encouragement, honesty, trust, respect, predictable learning, and fun. As caregivers, our primary objective is to support your child's growth through providing this type of atmosphere in an environment where children can feel relaxed and safe, explore, make choices, gain a positive self-image, and be unique, while engaging in open-ended, process-oriented activities. This is largely achieved through the avenue of play as a way of encouraging life-long learning.

Children come first in our program. Centre staff are here to provide care, guidance, and learning opportunities in a consistent, positive manner, and to model healthy guidelines for children. The support and involvement of family and community are also vital to the well-being and needs of children. As such, we encourage families and community members to participate in the on-going development and planning of the Centre's programs through open lines of communication.

Programs

Centre programs include a preschool drop-off program, and two (2) daycare programs – one for children under three (3) years of age, and the other, a group care program for children three (3) years to school age. Though parents/Guardians are not required to attend the Centre's programs with their child, Centre staff encourage parent/Guardian and Elder participation while recognizing this may look different for each family. Family members can participate in a variety of ways:

- Hanging out and socializing during circle time or outdoor activities.
- Helping with Centre programs (requires a formal volunteer agreement).
- Preparing and making materials, such as crafts or play dough.

- Helping to prepare meals and snacks within the Centre.
- Reading to children or helping with field trips.
- Tidying the Centre and sanitizing toys.
- Participating in parent workshops.

Staff

Centre staff must have, or be working towards, their Early Childhood Education (ECE) Certification. Staff are also required to hold valid first aid certificates and undergo criminal record checks. Centre staff are encouraged to attend on-going professional development training to increase their knowledge, resources, and effectiveness in working with children.

As the Centre is licensed under the jurisdiction of the Community Care Facilities Licensing, Centre staff must comply with provincial child care regulations and licensing requirements as well as WFN's policies, procedures, and other governance instruments, which are intended to ensure the provision of quality care to your child.

Hours of Operation

The Centre's daycare program operates skɨxʷíẁs (Monday) to sc̓ĺkstasq̓t (Friday), 7:30 a.m. to 5:00 p.m. Parents/Guardians must arrive no later than 4:50 p.m. to pick up their children. This allows time to chat with Centre staff about the events of the day and get children ready to leave.

The Centre's preschool program operates two (2) days per week, 9:00 a.m. to 11:30 a.m.

The Centre will be closed for the following holidays and professional development days, with specific dates posted at the Centre:

- New Year's Day.
- Family Day.
- Spring Break (one [1] week).
- Good Friday and Easter Monday.
- Victoria Day.
- Indigenous Peoples Day.
- Canada Day.
- B.C. Day.
- Thanksgiving.
- Labour Day.
- Truth & Reconciliation Day.

- Remembrance Day.
- Christmas Break (two [2] weeks).
- Six (6) professional development days scheduled throughout the year.

Professional Development

Professional development day closures are to ensure staff receive additional ECE training and other training as required. Parents/Guardians will receive at least one (1) months' notice of scheduled closures.

Sign-In and Sign-Out

Upon arriving or departing each day, parents/Guardians will be required to initial the times their child arrived and departed on a sign-in/sign-out sheet, a mandatory, legislated practice to ensure the children's safety. By signing the sheet, parents/Guardians confirm they have either left their child at the Centre or picked their child up, which helps Centre staff keep track of children coming and going to and from the Centre. The sign-in/sign-out sheet is also used in case of an emergency, so Centre staff know who dropped off or picked up their child, and when.

Your child **must not** to be dropped off outside the Centre or simply left in the cubby area of the Centre. Parents/Guardians **must** make eye contact with, or greet, Centre staff so staff know your child has arrived for the day.

Your child cannot be released into the custody of anyone not listed as a pick-up person on your child's registration form. The only exception to this is in the following situations:

- You provide Centre staff with written authorization for a scheduled pick up of your child by an alternate person, and provide the full name and physical description of the alternate person; or
- In the case of an emergency, the parent/Guardian notifies the Centre as soon as possible to make alternate arrangements for pickup; and
- The alternate pick up person, in both cases, presents picture identification to Centre staff prior to picking up your child.

Those designated as pick-up people, including alternates, must be adults; siblings who are minors themselves, will not be allowed to be designated as pick-up people.

Pick-up Procedure

Parents/Guardians are expected to arrive to pick up their children ten (10) minutes before their program ends so they have time to get their children ready to go as well as speak with staff about the day. If no one arrives to pick up a child at the designated time, the child's parent/Guardian will be issued a late pick-up notice. To avoid a break in service, parents/Guardians should ensure that they or their designate picks up their child prior to the Centre's closing time.

In the event that a child is not picked up by the Centre's closing time, staff will try to contact parents/Guardians within the first fifteen (15) minutes and alternate contacts in the second fifteen (15) minutes. If there has been no contact with parents/Guardians/alternate contacts after a half hour, a WFN representative will be contacted, who will determine if a Ministry of Children and Families representative needs to be contacted.

Centre staff are obligated to inform allegedly impaired persons that if they take a child, get into their vehicle, and drive under the influence, the Centre is required to call the police.

Attendance and Absences

To provide your child with the best opportunities to develop the academic and social skills needed to succeed, your child needs to attend the Centre on a daily basis unless other arrangements have been made with the Centre or your child is feeling sick. In the case of sickness, you must arrange for alternate care for your child until they are feeling well enough to participate in the Centre's regular indoor and outdoor activities as the Centre has insufficient staff to accommodate individual child care.

Parents/Guardians are responsible for payment for days missed by their child and will not be reimbursed for any absences, including those due to illness, holiday, or personal vacations.

If your child will be absent on one of their regular attending days, please notify Centre staff prior to 10:00 a.m. on the day they will be absent. Children arriving to the Centre after 10:00 a.m. will not be admitted.

Fees

Centre program fees are payable at the beginning of each month and can be made to WFN Financial Services by e-transfer, or made in-person inside the first-floor entrance of the WFN Government Building (Lindley Building).

Subsidies

WFN parents/Guardians are required to apply for the Affordable Child Care Benefit (Benefit) as part of the Centre's registration process. Authorization for the Benefit must be received before

the child will be admitted to the Centre and prior to receiving any further subsidy being received from WFN. Parents/Guardians are responsible for renewing their Benefit in a timely manner. Parents/Guardians should speak with the Centre's Manager to obtain more information on available subsidies.

Registration

Enrollment in both the preschool and daycare programs is dependent upon available space, which is limited. Part-time registration for the Centre is not available and thus, enrolled children are expected to attend full days. Parents/Guardians wishing to have their child admitted to the Centre must submit a completed WCDC Registration Application.

As part of the Centre's health and safety responsibilities, and to make every effort to limit children's exposure to communicable diseases, the Centre is required to have current copies of immunization records on file for all children attending the Centre. A copy of your child's immunization records, or a letter notifying the Centre that you have chosen not to immunize your child, must be provided to the Centre with the registration application. It is the responsibility of parents/Guardians to ensure these records are updated whenever their child receives additional immunizations.

In accordance with licensing requirements, any children who are not immunized must be kept home during any health-related outbreaks.

In accordance with Policy 2019-05 Westbank Child Development Centre, children will be accepted into the Centre in the following order of priority:

1. WFN Member children or children of WFN Members.
2. Children of WFN employees.
3. Siblings of children already registered at the Centre.
4. Non-Members who are status.
5. Other children on a first-come, first-served basis.

On siyaʔtən (June) 30 of each year, an assessment will be conducted on the Centre's enrollment and any waitlist to ensure enrollment continues to reflect the above priority order. Any parents whose child(ren) will be unregistered from the Centre based on this assessment will receive notice by ɬx̌ʷɬx̌ʷtán (July) 15.

In accordance with licensing requirements, registration requirements must be fully completed before your child may be admitted to the Centre Spots will not be held. **There are no exceptions.**

Registration Requirements for Children 3 Years to School Age

To be enrolled into the Centre's group daycare program for children three (3) years to school age, children must be fully potty trained, which means the child must be able to do the following:

- TELL the adult in words, "I have to go potty", BEFORE they have to go.
- Postpone going to the toilet if a toilet is not readily accessible.
- Pull down their pants and underwear and get them back up without assistance.
- Wipe themselves after using the toilet.
- Get off the toilet by themselves.
- Wash and dry their hands.
- Go directly back to the classroom without directions.

Centre staff are not permitted to;

- Put children on a potty schedule.
- Limit food or drinks to only certain times.
- Clean feces from soiled underwear.

Wait List

If the Centre's programs are full, parents/Guardians may place their child on the Centre's wait list. When space becomes available, the parent/Guardian of the child next on the wait list will be contacted. If the Centre is unable to contact the parent/Guardian after one (1) week, the space will be offered to the next child on the wait list. It is the responsibility of parent/Guardian to keep the Centre updated on any changes to their address, phone number, or other pertinent information while their child is on the wait list.

Arrears

To avoid a suspension of services, parents/Guardians must ensure that any arrears owing to the Centre are addressed immediately in accordance with the provisions under Policy 2015-49 Accounts Payable. Please contact the Centre's Manager for more information.

Orientation

Once your child has been admitted to the Centre, the Centre's Manager will contact you to arrange a time for an orientation, which will provide you with the information you need to make you feel secure in leaving your child at the Centre. If you have not had yet had a tour of the facility, you will be given one, along with the opportunity to ask any questions you may have.

Helping Your Child Adjust to the Centre

It is recommended that you talk about the Centre's program with your child, explain to them why they will be going there, and prepare them for separation, prior to their first day at the Centre. Even very young children will understand that you like the Centre and the staff, and that you think they will too.

Try to minimize the number of other lifestyle changes while your child adjusts to the Centre. Separation is not always easy for children or their parents. We understand the anxieties you may have in leaving your child in a new Centre for the first time, and it is our intention to make the transition as easy as possible.

Crying is acceptable, and Centre staff are trained to deal with it in a nurturing manner. When saying goodbye to your child, say goodbye then leave, resisting the temptation to linger. Ensure your child knows you will be back for them later. Avoid the temptation to offer candy, toys, or other material things to your child at this time as this encourages recurring separation anxiety. It is important to remember that it is normal for your child to cry for the first few times until they get used to the Centre and its staff.

Parent/Guardian Responsibilities

Centre staff must be able to contact parents/Guardians at all times, therefore parents/Guardians must let the Centre know immediately if there are any changes to phone numbers, addresses, or places of school or employment.

It is essential for parents/Guardians to be engaged with the Centre and support the learning that happens there as well as that which occurs in the home. Parents/Guardians who are in tune with what is happening in their child's classroom or childcare facility are better able to establish a connection between what is learned at school and what takes place in the home. This connection is a key component of your child's development, supporting further learning. Though children may feel comfortable bringing a favorite item from home, these items often get lost, broken, or lead to problems with other children attending the Centre, thus we ask that parents/Guardians ensure these special items are left at home.

In accordance with the Westbank Child Centre Development Client Code of Expectations, parents are expected to maintain respectful communication and behaviour toward Centre staff as well as other parents and their children at all times. Disrespectful communication and behaviour will not be tolerated.

Active Play Requirements and Readiness

The Centre recognizes the importance of appropriate physical activity to support the health and development of children and assist them in establishing positive lifestyle habits for their future. At the Centre, children play indoors and outdoors every day, therefore, please ensure your child comes dressed in play-ready clothes that are appropriate for the weather and season every day.

Remind your child that it's okay to get dirty, since having fun sometimes involves dirt, mud, play dough, or paint.

Please ensure your child brings the following items to the Centre, or has them stored within their cubbie at the Centre:

- Footwear, such as runners or other shoes that substantially cover the foot, preferably with closed toes, and with good grips on the soles. As dress shoes typically have poor grips, these should not be worn by children at the Centre. Summer sandals must have heel straps.
- Non-marking soled shoes or hard-soled slippers for indoor use.
- Jacket or sweater, and rain boots during the spring season.
- Light clothing, swimsuit, sunhat and sunscreen during the summer season.
- Snowsuit (including warm jacket and snow pants), boots, mittens, and toque or hat during the winter season.
- A complete change of clothing including, but not limited to, shirt, pants, underwear, and socks.

For your child's safety, please ensure all drawstrings are removed from your child's clothing. Also, all outer garments must be labelled with your child's name, and any clothing lent to children by the Centre needs to be brought back clean and washed.

Diapers, Pull Ups, and Wipes

Parents/Guardians are responsible for supplying diapers or pull-ups, and wipes, for their infant or toddler, including extras to be stored at the Centre. If Centre staff must use a diaper or pull-up from the Centre's supply, a fee of $2.00 per diaper/pull-up will be added to your next month's invoice.

Health and Safety

Centre staff take whatever steps are necessary to ensure the children's safety and comfort.

The Centre is required to maintain a satisfactory level of hygiene. As such, handwashing and

hygienic practices are regularly monitored to help prevent the spread of communicable diseases.

The Centre requires a ratio of one (1) staff member for every eight (8) children for the group care program for children three (3) years to school age, which is one of the reasons why children of this age group must be fully potty trained. It is imperative that staff not be pulled away from the group, thereby decreasing this ratio, in order to tend to one (1) child who has had a potty-related accident.

Illnesses

In accordance with Child Care Licensing regulations, your child **cannot** attend the Centre if they are too sick to play indoors or outdoors or participate in daily activities, or have any of the following symptoms:

- A fever of 38°C (104°F) or higher.
- Vomiting or nausea.
- Diarrhea, loose stool, or abdominal cramps.
- Persistent coughing or sneezing.
- Continuous runny nose.
- Sore or inflamed throat.
- Infected or reddened eye.
- Discharge from eye.
- Undiagnosed rash.
- Known communicable disease including, but not limited to, chicken pox, measles, pink eye, or head lice.
- Unwilling to participate in daily activities because of how they are feeling.

If your child becomes sick while at the Centre, you will be contacted and asked to promptly pick-up your child. If your child has a communicable disease, you are required to inform the Centre so that other parents/Guardians can be notified to watch for symptoms and so that precautions can be taken to limit the spreading of the disease.

Injuries

In the event of an injury requiring medical attention, the following steps will be taken:

1. Staff will immediately call 9-1-1.

2. Staff will begin to administer first aid.

3. You and the Centre's Manager will be notified immediately.

4. A staff member will stay with your injured child at the scene.

5. Should the ambulance service arrive before you arrive, the attending staff will go with

the child to the hospital and wait for you to arrive, whenever possible.

6. The incident will be documented in full detail, reported by the witnessing and attending staff, with a copy of the report provided to you.
7. The Centre's Manager is required to report the incident to the Child Care Facilities Licensing Officer.

Note: Any costs incurred for emergency services and transportation are the sole responsibility of parents/Guardian.

Parents/Guardians must notify Centre staff of any injury that has recently occurred at home. Accidents and head injuries that require a child to be watched for possible symptoms will need to remain at home.

Medication

Any child requiring medications prescribed by a medical practitioner or that have been provided by a child's parent/Guardian must have a care plan in place, with all medications noted in the care plan. Prior to medication being administered, parents/Guardians must submit to the Centre a completed WCDC Care Plan and Administration of Medication form, which will outline the following information:

- Your child's doctor and their phone number.
- Name of the prescription medication and prescription number.
- Instructions on how to administer the medication.
- The correct dosage and time to be administered.
- The expiry date of the medication.
- Any possible side effects.

Medication must be hand-delivered to the Centre in their original containers, where it will be kept out of children's reach, and in the refrigerator, if required.

In accordance with the Child Care Licensing Regulation, the date, time, dosage amount, and other pertinent comments must be kept in your child's file.

Please ensure you advise Centre staff if your child has been given any medication prior to arriving at the Centre so staff can monitor for any possible allergic reactions. This includes, but is not limited to, cough syrup and Tylenol.

If a child has not had a particular type of medication before, they must be kept at home for at least twelve (12) hours after taking the medication to ensure no allergic reaction occurs.

Food and Nutrition

Healthy eating and nutritional habits are promoted and practiced at the Centre. Two (2) snacks, planned in accordance with the Canada Food Guide, are provided to children daily. The snack menu is posted at the Centre for everyone's information. Safe drinking water is also provided at the Centre.

Please ensure the food you provide for your child is sufficient in quantity and quality in relation to your child's age, food preferences, cultural background, and number of hours they will be at the Centre.

If your child takes a bottle, please ensure that filled and ready-to-use bottles are provided to Centre staff. Bottles and lids must be labeled with your child's name. Parents/Guardians are responsible for providing formula, pablum, baby foods, and any other foods required for your child's special dietary needs.

Please ensure you notify the Centre if your child has any food allergies so staff can ensure your child is not given any of these foods while at the Centre. Children with severe allergies or food restrictions must have a care plan in place. As part of that care plan, parents/Guardians may be required to provide their child's daily snacks.

Emergency Management

Centre staff are committed to providing a safe and healthy environment for all children through the following measures:

- Eliminating and minimizing hazards and risks.
- Ensuring first aid training for all Centre staff.
- Training all Centre staff and children in emergency procedures.

Fire Safety Procedures

1. When the alarm rings or a fire is detected, staff will assess which exit is the closest and safest to use.
2. The designated staff member will take the sign-in sheet and emergency information for all children.
3. In single file, children will leave the building through the nearest exit.
4. Once outside at the safe meeting place, the staff lead will do a head count and roll callto ensure everyone is safely out of the building.

Fire drills are conducted once a month and fire drill procedures are posted near all exit doors.

Evacuation and Relocation

In certain circumstances, the Centre may need to close to ensure proper health and safety standards. The following situations may result in Centre staff contacting parents/Guardians to pick up their children:

- Power or heat failures.
- Lack of running water.
- Extreme weather conditions.
- Fire, including evacuation alerts or orders.
- Disease outbreaks

In the event of an emergency that requires evacuation, we will immediately exit the building and move to the farthest corner of our parking lot away from the street. If we are directed by fire personnel to not re-enter Centre premises, we will move to the Elder's Hall directly across from the Centre.

In the event of a neighbourhood evacuation, the regional emergency plan directs us to move to the WFN Early Years Centre located at 1880 Quail Lane in Westbank (also known as the Youth Centre).

Field Trips and Outings

What is the difference between a field trip and an outing?

A field trip is a visit to an area outside the normal classroom where children can see new sights, try new things through hands-on opportunities, have a variety of different experiences, and learn valuable life lessons. A field trip requires transportation, prior notification, and parental consent. On field trip days, parents/Guardians are responsible for transporting their child to and from the Centre. The Centre is responsible for transporting children to and from the field trip location.

Outings are short distance excursions which do not require transportation or parental notification. Outings may be impromptu, and may include, but are not limited to, nature walks, sledding behind the hill near the Centre, or going to a different playground within walking distance of the Centre.

Custody Agreements

Parents/Guardians must provide a copy of any legal custody papers at the time of registering their child for attendance at the Centre, which will be kept in the child's file at the Centre. In the absence of a legal custody agreement, Centre staff have not authority to prevent a child's parent/Guardian from picking them up.

Privacy Protection

All family information is considered personal information that must be safeguarded and protected from unauthorized access, in accordance with the WFN Freedom of Information and Protection of Privacy Law and related governance. Centre staff will not share this personal information with anyone except other Centre staff who are directly involved with your child, and those who have a legal right to the information on a "need to know" basis including, but not limited to, MCFD or the police.

Withdrawal

Parents/Guardians must provide at least one months' notice before withdrawing their child from the Centre. Exceptions will only be made in the first month of the child's care, as this time period is considered a transition period.

Open Door Policy

The Centre has an "open door policy", which means parents/Guardians, grandparents, and extended family* are welcome to spend time at the Centre. Families are encouraged to attend field trips and program activities. All visitors must report to the Centre's Manager.

**Extended family members must have written permission from the child's parent/Guardian to visit the child at the Centre.*

Smoking

In accordance with the Child Care Licensing Regulations, the Centre must ensure that, while children are under the supervision of Centre staff, no one smokes or uses tobacco, holds lighted tobacco, uses an e-cigarette or holds an activated e-cigarette (as defined in the Tobacco and Vapour Products Control Act) on the premises of the Centre or in any vehicle used by Centre staff to transport children. Smoking is prohibited inside the Centre, and within the outdoor fenced area.

Behavioural Concerns

Throughout each day, Centre staff will watch for patterns or unusual behaviours displayed by a child. Should staff suspect that a child has a developmental delay, or see a child repeatedly exhibiting unacceptable or aggressive behaviour, the issue will be brought to the attention of the Centre's Manager, who will request a meeting with the child's parent(s)/Guardian(s) to establish a care plan with an established time limit to correct or extinguish the behaviour so the child may return to exhibiting non-aggressive, acceptable behaviour.

In instances of a reportable injury, an incident report must be completed, including interviews with all those involved, and submitted to the Interior Health Child Care Licensing authority, along with details from the care plan relating to the strategies used to prevent or lessen the chances of recurrence.

When there is a concern of developmental delay or other risks that may require early intervention and prevention, parents/Guardians will be asked for their consent for an Aboriginal Infant Development Program (AIDP) Worker or Aboriginal Supported Child Development (ASCD) Worker to observe the child. Results of the observation will be shared between AIDP or ASCD, parents/Guardians, the Centre's Manager, and any Centre staff who work directly with the child. For the betterment of all parties involved, the Centre's Manager has the right to ask parents/Guardians to remove their child from the Centre in the following situations:

- The issue cannot be corrected and it becomes a health or safety risk to the child, other children, or Centre staff.
- Parents/Guardians refuse the support of AIDP or ASCD.
- The issue results in the required limit of children requiring special needs support to be exceeded.

Guidance Principles

Guidance is the teaching and learning process by which children develop socially acceptable and appropriate behavior as they grow. It is based on a concern for the safety and well-being of each child and is used to both prevent and guide children's behavior.

Occasional aggressive behaviour is dealt with using these guidance principles, with the intention of helping children develop self-control, self-confidence, self-discipline, and sensitivity in their interactions with others. Centre staff recognize each child's individuality including, but not limited to, their activity level, sensitivity, and communication skills, and take those differences into consideration when determining the most effective and appropriate guidance to offer children.

Guidance Strategies for Prevention:

1. Set clear and simple limits.

   "We walk inside."

2. State what is expected in a positive way and explain why.

   "When you put the toys back on the shelf, people can easily find what they want."

3. Reinforce appropriate behavior.

   "Thank you for helping Susie put away the toys."

4. Ignore minor incidents.

   Adults who work with children develop a tolerance to noise, clutter and attention-seeking behavior. As long as children's activities are not interfering with the rights of others, it is sometimes best to ignore them.

Guidance Strategies for Dealing with Children's Behavior:

1. Modeling where children can learn new behaviours and problem-solving skills by observing the people around them.
2. Redirection by changing their activity.
3. Reminding them about limits and classroom rules.
4. Offering them choices.

   "You can wait your turn or find something else to do."

5. Experiencing natural and logical consequences. An older toddler or child should be involved with the physical or emotional pain they have inflicted. Emotionally, this can be done through active listening, problem-solving, and negotiation. *For example, if a child has physically harmed another child, they can help apply ice and a band-aid to the other child.*
6. Persistent refusal to obey the limits of safety for oneself, others, and the environment may, on occasion, require that a child be removed from the situation. Multiple incidences per day will require parent/guardian pick-up.

Any form of guidance, which could harm a child in any way, physically or emotionally, is unacceptable including, but not limited to, shaking, striking, pinching, rough handling, force feeding, withholding of food, ignoring a child, embarrassing or making fun of a child, or leaving a child alone.

Physical restraint is not allowed, but gentle holding can be used if a child has lost control and there is concern for the child's safety or that of others in the Centre; for example, running out into the parking lot.

Parents/caregivers who take the time to offer verbal explanation and guidance help children gain confidence, competence, and social problem-solving skills.

If your child exhibits signs of verbal and/or physical aggression, Centre staff will contact you immediately. If your child exhibits behavior which is harmful to other children and Centre staff, parents/guardians will be required to attend the program daily with the child unless professional services are sought and are being supportive in the program with the child. For the sake of the child's protection, and the protection of all children and staff attending or working at the Centre, the Centre reserves the right to request parents/guardians to withdraw their child from the Centre until the child's behaviour is corrected.

Care Plans

In a desire to support each family, the Centre will do its best to work with any age-development challenge that may become apparent. If, however, we are unable to accommodate your child's challenges, we may request that you work with us to develop a care plan.

A care plan is a document that specifies any extra support your child may need while in the Centre's care to develop socially, emotionally, physically, and intellectually, in a systematic, predictable manner. It is used to guide the Centre's staff in the delivery of learning assistance services and to help children discontinue unacceptable behaviour such as biting, kicking, scratching, or hitting. Representatives of Aboriginal Supported Child Development may be contacted to assist in the development of a care plan. Parents/Guardians who choose to decline this support may jeopardize their child's admission to or enrollment in the Centre.

As there is a limit to the number of children with special needs that can be accommodated at the Centre, the Centre reserves the right at any time to request that a child be withdrawn for a period of time, either because of this limitation or because the child's behaviour prohibits them from participating in the Centre's programs.

References

Community Care and Assisted Living Act

Child, Family and Community Service Act

Child Care Licensing Regulation

Community Care Facilities Licensing

Tobacco and Vapour Products Control Act

WFN Freedom of Information and Protection of Privacy Law

Policy 2015-49 Accounts Payable

Policy 2015-82 Personal Information and Privacy Protection

Policy 2019-05 Westbank Child Development Centre

B.C. Government Duty to Report Link

Glossary of n̓syilxcn Terms

iʔ sqilxʷ tɬ̓ stqáʔtkʷɬniẇt (Westbank First Nation Members) The people (iʔ sqilxʷ) from (tɬ̓) stqáʔtkʷɬniẇt sqilxʷ/Westbank First Nation.

scɬ̓kstasq̓t (Friday) ċiɬ̓kst sx̌ɬ̓x̌ʕaɬ̓t (five [5] days) from skʕaćíẇs (Sunday).

siyaʔtən (June) Moon of Saskatoon berry (siyaʔ means Saskatoon berry).

skɬ̓xʷíẇs (Monday) Brought down from the hanging.

skʕaćíẇs (Sunday) Day of the hanging.

stqáʔtkʷɬniẇt sqilxʷ/Westbank First Nation (WFN) The people (sqilxʷ living where wind blows (niẇt) and forms swamps or puddles alongside a large lake (stqáʔtkʷɬ). Being a windy area, the winds would cause the water to wash upon the shore leaving puddles and pools to cleanse the land and which would either seep into the land, creating wet, marshy areas or wash back into the lake. This area has been identified as the portion of syilx territory from Antler's Beach/Hardy Falls area to around the Gellatly/Green Bay area (essentially from the bend in the lake along the whole shoreline) but it includes a few other areas, including xʷaɬ mnik, the area closer to Tsinstikeptum Indian Reserve #10 and many other areas that have specific place names.

ɬx̌ʷɬx̌ʷtán (July) Moon of choke cherry (ɬx̌ʷɬx̌ʷ means choke cherry.)

PARENT/GUARDIAN AND WESTBANK CHILD DEVELOPMENT CENTRE ACKNOWLEDGEMENT

I hereby acknowledge that I have read, understand, and agree to abide by, the contents of the Parent/Guardian Handbook for the Westbank Child Development Centre, which is a summary of Policy 2019-05 Westbank Child Development Centre, and related governance.

Child's Name: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date Signed: _____

As the Westbank Child Development Centre (WCDC) Manager, I hereby confirm that I have answered all the parent(s)/guardian(s) questions pertaining to the contents of the Parent/Guardian Handbook for the Westbank Child Development Centre, Policy 2019-05 Westbank Child Development Centre, and related governance, and have provided them with their own copy of the Parent/Guardian Handbook for the Westbank Child Development Centre.

WCDC Manager Name: _____

WCDC Manager Signature: _____

Date Signed: _____

Westbank Child Development Centre Client Code of Expectations

To be agreed to and signed by parents/guardians utilizing the services of Westbank Child Development Centre, in accordance with Policy 2019-05

Westbank Child Development Centre

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Client Details

Full Name: *(please print)*

Code of Expectations

As a client of Westbank Child Development Centre (WCDC), I understand that:

- ❑ Parents are to inform WCDC of any changes in addresses, phone numbers, employment, emergency information, any changes in family situations, or any changes in daily scheduled or pick-up routines.
- ❑ I must walk into the classroom with my child each day and make certain the staff knows my child is there.
- ❑ Pick-up and drop-off people need to be listed on my child's registration form and need to be at least 19 years of age or older.
- ❑ I will respectfully communicate and interact with WCDC staff and other clients at all times, modeling appropriate behaviour for the children enrolled at WCDC. I will, in no way, engage in discrimination, harassment, or violence, or any other behaviour that demeans or belittles the dignity of others.
- ❑ Each day, throughout all the seasons, I should provide my child with appropriate dress and supplies (i.e. mitts, boots, diapers, wipes, lunch, inside shoes or slippers, and a full set of spare clothes to keep at WCDC, etc.) and ensure they are dressed and ready for outside play in all seasons.
- ❑ Children are to keep their toys and or possessions at home.
- ❑ Children at to be kept at home when they have any of the following in the 24-hour period before drop-off: a fever (100°F or 38°C or higher), diarrhea, loose stool, cramps, persistent coughing or sneezing, continuous running nose (green or yellow discharge), vomiting, nausea, or any other sickness that will prohibit them from participating in the full WCDC program, including outside play. If symptoms develop at WCDC, parents/Guardians will be notified for pick-up.
- ❑ Head checks will be done each month and that if head lice is found, children will be sent home with a notice asking that parents clear their child of lice prior to them returning to WCDC.
- ❑ No medication can be administered to a child without the written consent and instructions from a doctor. If my child needs medication administered by WCDC staff, I will discuss this with them and complete a Permission to Administer Medication form.
- ❑ Because of the already short time frame of WCDC's programs, parents/Guardians are expected to keep their child at home if they cannot drop them off within fifteen (15) minutes past the start time of their program, unless they have pre-arranged with WCDC staff to do so due to doctor appointments or emergency situations that have arisen.

- ❑ Due to the shortness of its programs, WCDC enforces a 10 a.m. cut-off time for children enrolled in the daycare programs and a 9:15 a.m. deadline for children enrolled in the preschool programs. If I cannot drop my child off by the specified cut-off time, I will keep my child home for the day, recognizing that exceptions can be made for pre-arranged doctor appointments or emergencies.
- ❑ Children need to bring a nutritious lunch (main course with 2 snacks) to school each day. Lunch items should include non-perishable, pre-cooked or preheated items. If my child's lunch does contain perishable items (i.e. mayonnaise), I will include an ice pack with their lunch. I understand that I do not need to send any juice with them as water or milk will be provided by WCDC.
- ❑ Parents/Guardians are expected to pick up their child(ren) 10 minutes before their program ends, which allows time to get their child(ren) ready to go as well as speak with staff about the day. If no one arrives to pick up my child at the designated time, I will be issued a late pick-up notice. To avoid a break in service, parents/Guardians must ensure that they or their designate pick up their child prior to the closing time of WCDC. Staff will try to contact parents/Guardians within the first 15 minutes; alternate contacts in the second 15 minutes; and that if there has been no contact with parents/Guardians/alternate contacts after a half hour, a WFN representative will be contacted who will determine if a Ministry of Children and Families representative needs to be contacted.
- ❑ I am not to engage in written or electronic communications or social media posts which may be considered offensive or derogatory to WCDC or Westbank First Nation as a whole.
- ❑ If, after a reasonable period of time, it is found that a child is unable to adjust to WCDC, WCDC reserves the right to request the withdrawal of the child, at the discretion of the WCDC Manager.
- ❑ WCDC reserves the right to dis-enroll a child from WCDC to give priority enrolment to WFN Members and WFN employees but that any dis-enrollment must be conducted in accordance with the provisions under Sections 3.c) and d) of Policy 2019-05 Westbank Child Development Centre.
- ❑ Under the Child, Family and Community Service Act, WCDC staff have a Duty to Report abuse or suspected abuse.

Consequences of Breach(es) of Code of Conduct

The following consequence(s) may be implemented if this Code of Conduct is breached:

- 1st breach: Written warning and incident report written up.
- 2nd breach: Written warning with three (3) day suspension.
- 3rd breach: Suspension of service, with the requirement that a care plan be created in consultation with the Director, Health & Wellness prior to re-use of WCDC programs and services.
- 4th breach: Indefinite suspension of WCDC programs and services.

Appeal Process

Parents/Guardians who wish to appeal any decision made by WCDC staff may do so through the following steps:

1. Discuss the matter with the Manager of WCDC (or Assistant Manager in her absence.)
2. If resolution cannot be attained under Step #1, address the matter with the Director, Health & Wellness.

Decisions made by the Director, Health & Wellness are final and may not be appealed further.

Approval & Signature	
I have received, read, understood, and agree to abide by the contents of Policy 2019-05 Westbank Child Development Centre, the WCDC Parent/Guardian Handbook, and this Code of Expectations, including the Consequences of Breach(es) of Code of Conduct and Appeal Process sections.	
Signature:	Date Signed:

VOLUNTEER APPLICATION

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PERSONAL DETAILS			
Last Name:	**First Name:**	❑ **Male** ❑ **Female**	**Date of Birth:** / /
Address:		**City:**	**Postal Code:**
Home Phone:	**Cell Phone:**	**Work Phone:**	**Email:**
Emergency Contact Person:		**Home Phone:**	**Cell Phone:**
When is the best time to call you?		**May we contact you at your place of work?** ❑ **Yes** ❑ **No**	

VOLUNTEER PROFILE	
Please indicate if you are a W.F.N member, First Nation or non-First Nation	
Have you had a Criminal Record Check?	❑ **Yes** ❑ **No**
Have you volunteered before?	❑ **Yes** ❑ **No**
If yes, in what capacity?	
Why do you want to volunteer for Westbank First Nation?	
What department(s), area(s) or program(s) are you most interested in volunteering with?	
If you are available all days and times, please check here: ❑ ***If not, please circle the days and time you are available below.***	

DAYS	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**	**Sunday**
TIME	**am / pm**	**am / pm**	**am / pm**	**am / pm**	**am / pm**	**am / pm**	**am / pm**

VOLUNTEER APPLICATION

Community. Leadership. Pride.

REFERENCES		
Name:	**Phone:**	**Relationship:**
Name:	**Phone:**	**Relationship:**

WORK AND OTHER EXPERIENCE	
Employer	
Duties	
Period of Employment	
Employer	
Duties	
Period of Employment	

Do you have any academic, professional or other qualifications, licenses, certificates, languages, hobbies or recreational interests that you could use as a volunteer?
❑ Yes ❑ No If yes, please specify:

Volunteer Agreement and Release

As a volunteer with Westbank First Nation, I agree to assume all risk of loss or injury, including death, to myself or damage to my property while on any of the premises of Westbank First Nation and elsewhere while participating in any programs, and hereby release and waive any claims or rights of action I or my personal representatives and dependents presently have or may in the future acquire against Westbank First Nation, their heirs, assigns, servants, agents or volunteers for any such loss or injury.

I verify that I have read, and agree to abide by, the Westbank First Nation Code of Conduct and Oath of Confidentiality. By my signature, I acknowledge that I am of the age of majority and that I have read this release and have voluntarily accepted it.

Applicant's Signature	**Date:**

SCREENING DECISION:	
❑ Approved ❑ Denied	**If denied, reasons for denial:**
Manager's Signature	**Date:**
Director of Operations	**Date:**