



wind & tide 
POLICIES

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EDITORIAL NOTES

The term “Program Director”, “PD”, “Hub Director” or “Team Director” are synonymous with each other for all intents and purposes in our Policies and Procedures.



WIND & TIDE POLICIES

TABLE OF CONTENTS

GENERAL PHILOSOPHY

- Wind & Tide Philosophy

BEHAVIOURAL GUIDANCE POLICY

- Guidance Policy

INCLUSION & SPIRITUAL SENSITIVITY

- Inclusion Policy
- Support Concerns
- Spiritual Sensitivity Policy

SAFE RELEASE OF CHILDREN

- Release of Child Policy

ACCIDENTS, LOG BOOKS & INCIDENT REPORTS

- Log Book
- Reportable Incidents

CHILD SAFETY POLICIES

- Missing Child Policy
- Child Abuse Policy

EMERGENCY PLAN & PROCEDURES

- Fire Prevention Policy
- Earthquake Preparedness Policy
- Lock-Down/Secure & Hold Policy & Procedures

SCHEDULES & GENERAL PROGRAM POLICIES

- General Schedules
- Orientation
- Arrival & Departure Routines
- Late Pick-Up Policy
- Nap/Quiet Time Policy – Full Day Programs
- Washroom Policy
- Fieldtrip Policy
- Transportation Policy
- Pet Policy

ACTIVE PLAY POLICY

- Outdoor & Active Play Policy
- Sun Smart & Clothing
- Playground Safety

- Shared Playground Policy
- Organization of Play Area
- Safety Equipment & Splash/Wading Pools

SCREEN USE POLICY

- Screen Time Policy

HEALTH & ILLNESS POLICIES

- Health and Illness of Children Policy
- Head Lice Policy

ADMINISTRATION OF MEDICATION

- Administration of Medication Policy

ALLERGIES & CARE PLANS

- Allergies and Care Plans Policy
- Anaphylaxis Policy

NUTRITION & MENU PLANNING

- Nutrition Policy
- Allergy-Safe Environment

CLOSURES: SCHEDULED & UNEXPECTED

- Scheduled Closures
- Power Outage Closures & Procedures
- School Closures & Development Programs

REGISTRATION POLICIES

- Revoked Registrations
- Policy Related to Joint (*Divorced/Separated*) Guardians
- Expectations & Parent Contracts
- Communication & Parent Appeal Policy
- Privacy Policy

PAYMENT AGREEMENT & WITHDRAWALS

- Payment Policies
- Withdrawal Policies
- Additional Registration Policies:
Childcare/School Age Care Programs

WIND & TIDE PHILOSOPHY

At Wind & Tide, we recognize each child as a unique individual with amazing capabilities. Our environment is warm, accepting and designed to promote self-confidence, optimum growth and development. We give each child as much personal attention as possible while at the same time promoting a feeling of group belonging.

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- a) where every child deserves rich, life enhancing knowledge
- b) knowledge abounds in environments of joyful playfulness
- c) joyful playfulness is directed best by adults who never underestimate the potential of a child

In addition to creating a warm, loving and nurturing environment, we also want to create a place where learning is fun! We seek to foster a hunger and appreciation for learning. Our curriculum is intentionally designed to expand young minds and inspire proactive thinking. We also acknowledge that children learn best through play. Wind & Tide teachers are uniquely trained in facilitating play that leads to rich academic learning, socialization and global awareness.

WIND & TIDE GOALS

The care and curriculum at Wind & Tide is directed by three goals: Socialization, Academic Learning, and Global Awareness.

Socialization

We feel very strongly that the most important skill we can impart to children is the ability to enjoy and appreciate being a part of a group. We strive to ensure that children complete their Wind & Tide journey feeling confident to work together with others, express themselves and their feelings and genuinely care for others.

Academic Learning

The philosophy behind Wind & Tide academics is guided by our desire for children to come to see learning as a very fun, creative, hands-on experience with which they feel successful. We want every child to leave Wind & Tide with a passion for lifelong learning.

Over three decades, we have developed and published an extensive and broad array of curriculum modules that cover six main areas: early reading skills, math and reasoning, science, social studies, art and music/dance, as well as unique modules for our School Age Care programs. These curriculum modules are shared with children in a fun, engaging and child-friendly manner that is unique to Wind & Tide. Although there are some structured learning opportunities, the majority of learning is through play. Additionally, Wind & Tide has written and produced over forty songs on four original music albums that correspond to the curriculum taught in our classrooms.

Global Awareness

We want children to leave Wind & Tide feeling both empowered and responsible to care for our world and those with whom we share it. To that end, during their time at Wind & Tide, children will be regularly exposed to two facets of global awareness: environmental and humanitarian concerns.

Environmental: Environmental concerns are addressed largely through our science programs: Children are introduced to the breadth of the wonderful world in which we live as well as the important role they have to play in maintaining its beauty and balance.

Humanitarian: Through Wind & Tide programs children will learn to care for others; in the classroom, in their community and across the world. We explore the humanitarian concerns through our Going for Goodness program and teachable moments within the classroom. Using role-play, music and intentional modeling we show children how to care for one another day-to-day and on a face-to-face basis. In order to introduce children to the wider humanitarian concerns that affect our world, we have several projects where our students eagerly embrace the chance to make a difference in the lives of others, both within their community, and globally. Freely helping others and the sense of well-being it brings are things that can be grasped at a young age.

BEHAVIORAL GUIDANCE POLICY

At Wind & Tide, we help children grow their capacity for self regulation. Through warm and purposeful interaction with our staff, children learn to manage their emotions in accordance with circumstances, to calm themselves down when they get upset, to adjust to changes in expectations or realities, and to handle frustrations.

The following policy gives an overview of Wind & Tide's expectations around behavioural guidance. Much more information regarding guidance and at Wind & Tide is provided by ongoing staff training and is documented within Wind & Tide Curriculum, Mission and Vision Statements, staff handbooks and resource guides.

While this policy applies to all Wind & Tide programs, care is taken by teachers to focus on the most age-appropriate methods and strategies, according to the students and maturity.

GUIDANCE METHODS

The following methods and strategies are used at Wind & Tide to guide children. Staff will:

- **MODEL** problem-solving skills – consistently demonstrating positive interactions.
- **BANTER** to encourage positive behaviour – a unique method of communication used by Wind & Tide staff that provides fun, enthusiastic conversation, holding student's attention in a highly effective, but non-directive manner. Bantering training occurs at new staff training and is further developed in professional development seminars and through Team Director support.
- Use the "**SOLUTION CENTRE**" as a guide to assist children in problem-solving – initially with the help of a teacher, children will learn to use the Solution Centre without support to select suitable solutions such as: set a timer, share, take turns, get a teacher, trade, play together, take time away.
- Utilize a classroom "**EMOTIONS CHART**" – helping children identify emotions with the aide of pictorial representations this tool assists children to gain understanding of their own behaviour and the behaviour of peers.
- **ENCOURAGE** positive behaviour – accentuating positive behaviour assists in eliminating negative behaviour. Staff continually seek opportunities to provide honest, specific encouragement to students. This encouragement can be done publicly or quietly, depending on the situation and needs of individual children.
- Use additional resources, such as **PEC SYMBOLS** and **SOCIAL STORIES** – each Wind & Tide classroom is equipped with a variety of tools to best meet the needs of each child. PEC (picture exchange communication) symbols provide simple feedback for children, and social stories can assist in building understanding and awareness.
- **TEACH SOCIAL SKILLS AND VALUES** – the Wind & Tide *Going for Goodness* curriculum teaches social values such as respect, kindness and helpfulness. Each month a new value is taught and highlighted with the use of stories, plays, songs and games. In school-age programs, the "STARS" Student Contract is used to engage children in dialogue about social values.
- **USE PROXIMITY AND TOUCH** – to ensure each child knows and feels the love, kindness and acceptance of their teachers. Wind & Tide staff are involved in children's play and conversations, building connections with them to better anticipate their needs and ensure they feel understood and valued. Knowing the unique needs of each student is the gift of a well-informed teacher.

- **REMAIN ALERT** – although Wind & Tide strives to exceed ministry requirements for staff:child ratios, diligent observation is required and allows staff to anticipate potential difficulties and step in to prevent problems. Wind & Tide staff are required to scan classrooms continuously and move around to different play centers.
- **Create an environment of “JOYFUL PLAYFULNESS”** – this phrase comes directly from Wind & Tide’s Mission Statement. We know children live and learn best in this kind of environment. Teachers create a joyful and playful environment through careful, diligent, thoughtful planning and practice, ensuring they approach each class well-prepared intellectually, socially, physically, emotionally and spiritually. We believe that an environment of joyful playfulness is also best supported when staff:
 - establish clear, consistent and simple limits;
 - give straightforward explanations for limits;
 - state limits positively, rather than negatively;
 - provide choices;
 - ignore minor incidents, taking into consideration age and developmentally-appropriate accommodations.
- **BE RESPECTFUL OF THE NEEDS OF EACH CHILD** – This includes having an understanding of the *Common Functions of Behaviour* and making every effort to understand the catalyst of the behaviour. It also includes how staff gain the attention of the child, recognition and acknowledgement of the child’s feelings, choice of words, allowing time for response, and ensuring that a child never feels judged, guilty or shamed for their behaviour.

Note that guidance methods will be selected based on the age and development of the child. Not all guidance methods are suitable for every scenario.

BEHAVIOUR INTERVENTION AND NURTURANCE

Even with all the above methods of behavioural guidance, inappropriate behaviours will occur within every classroom and from most students. While it is the role of a teacher to ensure all students feel loved, valued and understood, it is also the role of a teacher to maintain a safe and orderly classroom. There will be times when safety or order will be jeopardized by a child’s behaviour. In these situations, Wind & Tide uses three main behavioral intervention techniques. Each technique is used with the following parameters:

Parameters of Intervention

If the behaviour of a child requires the intervention of a teacher, Wind & Tide staff will:

- Assess the environment and timing to ensure intervention is likely to be helpful, and to ensure the intervention will not cause the child to feel embarrassment or shame;
- Assess the needs of the child and possible triggering events (addressing and modifying as required);
- Ensure resources are available to best support the child (example: PEC symbols, etc);
- Gain the child’s attention in a gentle, supportive manner;
 - ▶ Get on child’s eye level, but will not demand eye contact;
 - ▶ Speak in a clear, gentle manner;
- Ensure words are kept to a minimum;
 - ▶ Believe in the child’s ability to succeed and thrive;

- ▶ Conclude any intervention with a clear demonstration of their belief in the goodness of the child;
- As soon as possible after an intervention (within minutes), find an opportunity to provide genuine, positive encouragement to the child.

Intervention Techniques

Using the parameters of intervention above, teachers will select the appropriate intervention techniques, order and repetition. Depending on the needs of each child, a child may benefit from several reminders, or may need an immediate opportunity to regroup (particularly if their behaviour is potentially harmful to other students).

REMIND

To clarify and reinforce limits, simple reminders are helpful to all children. In general, preschoolers have a short attention span and can become easily distracted when engaged in exciting activities. Older children can similarly become engaged in social interactions and activities. Teachers should be prepared to give lots of gentle, patient, repeated reminders throughout the day.

REDIRECT

Often, small or incidental situations can be moved past quickly by a simple redirection from the teacher. Offering a substitute toy or engaging children in some other activity may quickly resolve problems or conflicts. Redirecting involves changing the circumstances that are causing unwanted behaviour. As much as possible, children should be redirected towards activities that are in line with their needs. A teacher should first assess whether this is required on a large scale (ex: redirecting the group to gross-motor play opportunities).

Redirection should be discussed with the child(ren). As children mature, this strategy enables them to recognize their own emotions and behaviours and to redirect themselves away from an over stimulating situation, activity or location before inappropriate behaviours occur or escalate.

REGROUP

Some children, in some situations, will not successfully respond to reminders and/or redirection. Typically, this occurs when a child's brain has become overwhelmed with input (emotional, sensory, or other) and their ability to access the reasoning center of their brain (prefrontal cortex) has been compromised. In these instances, children are biologically unable to self-regulate and require guidance for their decision-making. This is often best supported when the child is given the opportunity to calm down and if the triggers are known, to have those removed. This allows their mind to settle, regroup and respond to what is being asked of them. The intent is to provide children with opportunity to find and develop self-direction as their mind settles. This regrouping should never involve removing the child from the area, unless at the request of the child, or if required for safety. Accommodations may be required to allow a child the space and/or environment to regroup. An encouraging discussion always follows a regroup, to ensure that children are a part of this learning process and gain understanding from it.

There are three main goals for the “regroup” technique:

- Safety (both physically and emotionally) for all students (accounting for the needs of other students as well);
- Quiet and calm for the child, with opportunity and encouragement to self-regulate;
- Understanding, for both the child and teacher, of what circumstances and stimulants contributed, as well as what best settles the child.

Whether actually verbalized to the child or not, “I will help you” implies teamwork between the child and the teacher. The exact nature of this work is determined in accordance to the unique needs of the child. Here are some examples of how a teacher will regroup with a child:

- Visit the Solution Center together
- Visit the Emotions Chart together
- Reading a Social Story together
- Allow the child some quiet time to unwind, doing something they find calming
- School-age children will be empowered to identify their own “zone of regulation” and encouraged to develop their own self-care strategies

Emotional Accommodation

The choice of technique and specific action is also dependent on the emotional state of the child. Wind & Tide teachers are knowledgeable in identifying emotional regulation needs. Emotions are discussed with children during class time, with emphasis that there is no emotion that is good or bad, and that everyone experiences different emotions throughout day, and every day. The teachers help and assist children to identify their feelings and the source using different techniques (*example: Solution Center, Zones of Regulations, Tucker the Turtle, books*). Teachers also help children develop an awareness of their feelings, the independence to control their emotions and impulses, including the ability to manage their sensory needs and improve the skills they need to resolve conflict.

SPECIALIZED CARE PLANS FOR STUDENTS

For some children, additional strategies may be required to best support their needs. Strategies may need to be considered to ensure the child’s safety and/or the safety of other children in the program. In these situations, a care plan must be established between the Wind & Tide teachers and the child’s parent/guardian(s). This care plan must be drafted with guidance from the child’s doctor or therapist, and approved by the Team Director.

If emergency restraint is necessary to protect a child or others from imminent serious physical harm, the staff member is required to document this incident and report it to licensing, as per Wind & Tide’s Reportable Incident Policy.

PROHIBITED BEHAVIOURAL GUIDANCE STRATEGIES

The goal of Wind & Tide’s Behavioural Guidance Policy is to insure all children receive excellent, nurturing, life-enhancing care while within Wind & Tide programs and classrooms. It is expected that teachers will learn and grow in their ability to provide optimum care. Wind & Tide policies, programs, administration and staff are all committed to this end. It may seem obvious to state the following prohibitions, but we do so to remain fully clear and obvious in our declaration to care.

At Wind & Tide, staff will NEVER use the following strategies:

- Shoving, hitting, shaking, spanking or any other form of corporal punishment;
- Harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the person in care or undermine the person in care’s self respect;
- Confinement, physical restraint or separation, without adult supervision, from other persons in care;
- Deprivation of meals, snacks, rest or necessary use of a toilet.

PARENT-TEACHER COMMUNICATION REGARDING BEHAVIOUR

Wind & Tide staff are very loving and encouraging. Teachers strive to “catch children being good!” to promote positive attitudes and social interactions. Staff will frequently share positive social interactions and behaviours with parent(s)/guardian(s), involving them in the encouragement and learning process.

Teachers will share behavioural observations with a child’s parent/guardian(s) if there is an emerging pattern. This information then encourages increased dialogue regarding self-regulation strategies (as applicable) and allows teachers and guardians to work together to best meet the needs of the child.

Teachers will also share behavioural observations if, at any time, a child appeared upset by their actions, or the actions of their peers.

If a parent/guardian is particularly concerned about an observed behaviour, they are encouraged to speak to the teachers. If needed, they are also encouraged to speak with the Centre’s Team Director.

The main goal of all Wind & Tide programs is socialization, with the recognition that the process of socialization takes time and patience.

INCLUSION & SPIRITUAL SENSITIVITY

Inclusion Philosophy

Wind & Tide believes every child should be cherished and celebrated and every child is capable and deserving of rich learning experiences. Our goal is to meet the individual needs of every child within the structure of our program, while maintaining a healthy and safe environment for all children and staff. We embrace and desire to integrate children with special needs into our classrooms.

Our staff will assess the needs of each child as an individual. The Ministry of Children and Family Development provides Supported Child Development programs in each community that Wind & Tide serves. These programs provide resources and funding for qualifying special needs students. Services may include:

- Early intervention programs
- Curricular support
- Adaptations and modifications
- Developmentally appropriate programs
- Professional resources such as occupational therapy, speech language services, etc.
- Para-educator support
- Parental collaboration through school based team

The Wind & Tide Administration office provides information for families about these programs (and other community resources), and can provide assistance as a liaison.

If a student does not qualify for Supported Child Development, it may become apparent that a child's specific need(s) cannot be adequately supported in our classroom. Wind & Tide is a structured program, and is not necessarily the best for all children. In order to deliver our program, our staff:child ratio is higher than required by licensing standards. This ratio provides increased teacher support for each child and does allow time for teachers to assist children who need additional support; however, it does not allow one teacher to focus exclusively on one child's needs.

If Wind & Tide, upon observation, or after careful assessment, finds a student's needs exceed the capabilities of the classroom, the child's parent/guardian will be contacted, and the child could be asked to withdraw from the program.

When assessing our abilities to meet a child's needs, we consider the following:

1. *Is our program a good fit for the child?*
2. *Are the qualified teachers able to meet the needs of the child while still being able to meet all the needs of the other children in the program?*
3. *Does every child have access to enriching learning experiences?*

It is the goal of Wind & Tide to include and integrate students with special needs into our programs. We will make an effort (with financial feasibility in mind) to make our facilities accessible for students with special needs. With the assistance of Provincial Funding (as outlined in paragraph 2) Wind & Tide can, and will work diligently to provide accessible service to students with Special Needs. To ensure proper accommodations are made, care plans are carefully

documented as per the Wind & Tide Care Plan Policy.

Definitions:

INCLUSION

The principle that all students with special needs are entitled to equitable access to learning, achievement and the pursuit of excellence in all aspects of their education. The practice of inclusion is not necessarily synonymous with integration and goes beyond placement to include meaningful participation and the promotion of interaction with others.

INTEGRATION

One of the major strategies used to achieve inclusion. With integration, students with special needs are included in educational settings with their peers who do not have special needs, and provided with the necessary accommodations, determined on an individual basis, to enable them to be successful there. The principle of “placement in the most enabling environment” applies when decisions are made about the extent to which an individual student is placed in regular classrooms or assigned to an alternate placement.

Support Concerns

It is not uncommon that support concerns first arise in an early childhood classroom. For many children, this is the first time they are in a social setting for an extended period of time. It is also not uncommon, and is completely age-appropriate for children to exhibit new behaviours in this unfamiliar setting, and thus care must be taken when assessing potential support concerns. If a Wind & Tide teacher makes note of any concerns that have not already been identified by the parent or guardian, they will:

- Observe any patterns of behaviour, or unusual behaviours, and document them confidentially in the classroom Log Book.
- If behaviours and/or patterns continue, contact the Program Director to observe the class. This process helps provide an additional perspective on the classroom dynamic and expectations, as well as identify possible triggers.
- Upon the recommendation of the Program Director, the Teacher will arrange a meeting with the parent(s)/guardian(s) to discuss the behaviours.
- If applicable, the Teacher will request permission to complete an “Ages and Stages” assessment. It is often helpful for this assessment to be completed by parents as well as teachers. This assessment can not be completed without the consent of the parent/guardian.
- Depending on the specific concerns and needs of the child, additional meetings will take place to develop the best possible learning and care environment for the child. This process is documented in further detail in Wind & Tide’s Support Guide.

Spiritual Sensitivity Policy

At Wind & Tide, we define spiritual development as the way our capacity for LOVE grows and changes across our lifetime. Spiritual development is a key component in whole child development and a key component in Wind & Tide philosophy and programming.

Through our curriculum and interactions, we facilitate spiritual development through the emerging, wondrous understanding that...

- a) all living things are connected;*
- b) all living things have inherent value;*
- c) we are part of a bigger story;*

When we nurture a child's spiritual development, it enhances their capacity to connect with others, to respect and care for the natural world, to kindly and compassionately navigate life challenges, and to be resilient in the face of difficulty.

Spiritual development is the foundation for universal questions about connection, purpose and meaning in life, and is not about becoming more spiritual. Rather, it is about realizing or becoming increasingly aware of one's natural, innate spirituality. **Spiritual development is not dependent on a religious affiliation.** At Wind & Tide, we recognize that everyone is spiritual, and yet, not everyone is religious. Knowing this, we wish to be respectful to the needs and beliefs of the families that attend our programs. In School Districts that have a requirement for NO religious mention or expression in classrooms, we respect and honour this position. In our classrooms outside of those School District classrooms, Wind & Tide welcomes and offers opportunities for children to experience age-appropriate religious perspectives as explained below.

Wind & Tide is rooted in a belief system of love and respect for God as the Creator, love and respect for others as being as important as ourselves, and love and respect for ourselves as good and worthy of love and respect.

At Wind & Tide we celebrate the Christian holidays of Christmas and Easter with child appropriate stories, songs and lessons. In addition, at Wind & Tide we look to celebrate all religious holidays that are meaningful to the students in our classrooms. We do this by inviting parents and children to share their traditions in child-appropriate ways and through teacher-initiated lessons and activities.

If parents/guardians have any questions or concerns regarding Wind & Tide's Spiritual Sensitivity Policy and how it relates to their child's individual classroom, we are always happy to provide clarity on this important subject. Parents/guardians are encouraged to contact Wind & Tide at admin@windandtide.com, or speak with their classroom's Team Director.

SAFE RELEASE OF CHILDREN POLICY

It is the responsibility of Wind & Tide staff to ensure that a child IS NOT released from care to anyone except:

1. The guardian of the child (*custody agreements recorded on the Student Information form, where applicable*)
2. Persons pre-authorized by parent/guardian in one of the following ways:
 - Recorded on the Student Information form as either an authorized person, or emergency contact (*will be required to state the safety code word*). Note that the emergency contact is automatically authorized to pick up the child.
 - Written authorization by parent when he/she drops off (*will be required to state the safety code word*)
 - An adult who does drop-off in the morning is authorized to pick up

Wind & Tide staff will NOT permit a child to leave with an unauthorized adult.

Code Words

At Wind & Tide, families are required to provide a code word on their Student Information form. We use this code word as a safety precaution. Whenever someone comes to pick up a child for the first time, this person must provide the code word. If they do not know the code word, the child cannot be released to them. Instead, the staff must phone the child's parent/guardian to get a detailed description of the person picking up their child along with obtaining identification (i.e. Driver's license) from the adult picking up the child.

Alleged Impaired Authorized Pick-up

If an authorized person comes to pick up a child, but the Wind & Tide staff does not feel the adult is emotionally, physically or mentally stable, and that they cannot provide safe care for the child, they will not release the child. In this instance Wind & Tide staff will:

- Call the child's guardians or emergency contacts and ask them to come and pick up the child
- Wait for the guardians/emergency contact to come and pick up the child

If the adult refuses to have another caregiver called, Wind & Tide staff are required to call the local police authorities and notify the Ministry of Children and Families.

Unauthorized Pick-Up Attempt

If an unauthorized person comes to pick up a child, Wind & Tide staff will inform the adult that permission is not in place to release the child to them and the child's parent/guardian will need to be notified.

- **If the adult appears satisfied with the procedure:**
The child's guardians or emergency contact will be called, and they will be asked to come and pick up the child. Staff will await for the guardians/emergency contact to come and pick up the child.
- **If the unauthorized adult becomes upset/angry:**
Wind & Tide staff will use best efforts to keep the child in care. If the situation escalates to where Wind &

Tide staff are concerned for the safety of other children and/or staff, they may have to release the child. If this occurs, staff will take note of the physical appearance of the adult, the make & model of their vehicle and the license plate number and immediately call 911 upon their departure.

Failure to Pick-Up

If a child's parent/guardian has not picked up, staff will first check the classroom telephone line for any messages and then contact each listed guardian at all contact numbers provided. If no guardian can be reached, staff will wait 15 minutes and make a second attempt, using all telephone numbers provided. Staff will then telephone the emergency contact listed on the child's Student Information Form. If no guardian or emergency contact can be reached, staff will contact their Program Director to discuss a plan. Wind & Tide has an obligation to ensure children safely transition from our program to an authorized adult, therefore if a child is not picked up by 30 minutes after the end of class time, local police authorities may need to be contacted. All details of the event will be recorded in the classroom Log Book.

ACCIDENTS, LOG BOOKS & INCIDENT REPORTS

Log Book

Even in the safest of environments, accidents and injuries do occur. Wind & Tide staff record any accident, injury or other unusual occurrences in a Log Book. Parents will be notified immediately of any injury or accident to their child's head, or injury that may require immediate medical attention. Such injuries may require prompt pick-up by the guardian. If the guardian can not be notified, staff will take the necessary steps for medical attention.

Typical accidents and injuries for children include:

- Falls (*indoors or outdoors*)
- Bruising (*from bumps, other children, etc*)
- Biting
- Nosebleeds

If a child is involved in an accident or injury that is recorded in the Log Book, the parent/guardian will be alerted at pick-up. Depending on the circumstance, parents may be asked to sign the Log Book.

Other examples of incidents that may be recorded by Wind & Tide staff include:

- Unusual behavior for the child (*example: temper tantrums from a child that doesn't usually exhibit them*)
- Suspicious behavior or comments made by a child
- Significant emotional changes (*example: a generally calm, content child that won't settle*)
- Other unexpected events

Log Book Protocol

The Log Book is a specified, bound book, stored in a location that is known to all Wind & Tide staff members, and the Licensing Officer. The following guidelines are followed by Wind & Tide staff:

- The Log Book entries are made in the same format throughout the entire Log Book
- There should be no large blank spaces left in the book between entries (*if choosing to write only on one side of the page, staff will place a line through the unused page*)
- After each entry, one line space is left prior to the start of the next entry, or a line is drawn through any remaining spaces on the page at the end of the entry
- For each entry, the date, time, and witness's names are recorded in the Log Book
- Each witness is to record a detailed explanation of what occurred (*including, if possible, details such as quotes that were spoken and physical movements*)
- If necessary the Supervisor of the Centre will follow up with the child's parent(s)/guardian(s) at the end of the day with a phone call (*for any suspected abuse situations, Wind & Tide staff will only speak to the families as directed by Child Protection Services*)
- Any discussions with parent(s)/guardian(s) regarding the entry are recorded in the Log Book and the parent/guardian will be asked to initial the Log Book entry

Incident Reports

Certain incidents are considered “reportable” by BC Child Care Licensing. These incidents include:

- Aggressive or unusual behaviour
- Choking (that requires first aid practices to be administered)
- Disease/illness outbreak or occurrence (*including any reportable disease, or any illness/symptoms affecting three or more students within a three day period*)
- Emergency restraint
- Allegations or observations of abuse within the facility (including child-to-child, adult-to-child or child-to-adult)
- Significant injury or illness that requires emergency care by a physician, or transfer to a hospital
- Medication error – an error in giving medication resulting in emergency intervention or transfer to hospital
- Missing or wandering person – a person in care who is missing
- Poisoning – ingestion of a poison or toxic substance by a person in care
- Service delivery problem – any condition or event which could reasonably be expected to impair the ability of the licensee or the employees of the licensee, to provide care or which affects the health, safety or well-being of persons in care, excluding closures outlined in the licensee’s policies (ex: weather closures).

A full list of reportable incidents can be found online at:

http://www.bclaws.ca/Recon/document/ID/freeside/332_2007#ScheduleH

or in the classroom Child Care Licensing Regulations binder

IN THE CASE OF A REPORTABLE INCIDENT, WIND & TIDE STAFF WILL:

1. **Address the immediate safety of children in care.**
2. **Follow up with a phone call to any parent(s)** of child(ren) that was/were involved in the incident. Such phone calls will be completed by Wind & Tide Supervisors.
3. **Report the incident to the local Licensing Office** by telephone, email or fax **within 24 hours** of the incident. If the incident is a high-risk incident the Licensing Office must be contacted immediately.
4. **Complete the required Incident Report Document:**
 - ▶ **All details of the incident will be recorded, including the date, time, people involved, and thorough explanation of the incident.** If applicable, records will be made of witness accounts (*supervisors, assistants and third party accounts*)
 - ▶ **Staff will also include an explanation of any changes in procedure(s) that will be adopted to prevent the incident from reoccurring.**
5. **Report the incident to the Program Director** *within 24 hours* of incident.
6. **Mail a copy of the Incident Report** to the Licensing Officer.
7. **Send a copy of the Incident Report** to the Administration office.
8. **Discuss any required changes** with the Licensing Officer.

CHILD SAFETY POLICIES

Missing Child Policy

In the event that a child becomes missing during class time, it is the responsibility of a Supervising Teacher to look for the missing child while the other teacher(s) stay with the remaining children. The Supervisor must complete a thorough scan of the entire classroom, adjoining building (if applicable) and outside play area. If the child can still not be located, the Supervisor must immediately contact the RCMP (or local police) and then the child's guardians.

After the incident, the Supervisor must do the following:

- 1. Notify the Licensing Officer:**
Contact information for Licensing Officers can be found at the front of the classroom Policy Binder, as well as posted by the telephone in each classroom.
- 2. Complete an Incident Report,** following all protocol as detailed in the Wind & Tide Incident Report Policy.
- 3. Notify the Program Director**
- 4. Discuss and implement any necessary changes** to reduce the likelihood of a similar situation occurring.

Child Abuse Policy

As caring and concerned educators, we take our responsibilities very seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding and help. Wind & Tide teachers are trained to recognize the signs and symptoms of abuse and neglect. Furthermore, by law, our staff are required to report any suspected cases of abuse or neglect. Parents/guardians are encouraged to contact the Wind & Tide Administration office, or their campus Program Director, for confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

Definitions of Child Abuse

EMOTIONAL ABUSE

Any act, or lack of action, which may diminish the sense of well being of a person in care, perpetrated by a person not in care, such as verbal harassment, yelling, confinement.

PHYSICAL ABUSE

Any physical force that is excessive force, or is inappropriate to, a situation involving a person in care and perpetrated by a person not in care.

SEXUAL ABUSE

- Any sexual behaviour directed towards a person in care by an employee of the licensee, a volunteer or any other person in a position of trust, power or authority and includes:
 - Any sexual exploitation, whether consensual or not, and
 - Sexual activity between persons in care if the difference in age or power between them is so significant that the older or more powerful person in care is clearly taking sexual advantage of the younger or less powerful person in care, but does not include consenting sexual behaviour between adult persons in care.

NEGLECT

The failure of a care provider to meet the needs of a person in care including food, shelter, care or supervision.

Abuse may be suspected based on disclosure, observation or allegation. If a Wind & Tide staff member suspects that child abuse could be occurring they must:

- 1. Start a confidential entry in the campus log book recording their observations, the disclosure (if applicable) and/or allegation.** This entry must contain the child's name, date and time of entry, as well as any other applicable details or names.
- 2. If the abuse is alleged to have occurred in the licensed facility (classroom or outdoor play area) the Licensing Officer must be contacted immediately and a Reportable Incident Form must be submitted within 24 hours.**
- 3. Consult the Program Director, who will assist with the appropriate action.** Depending on the scenario and concerns, the Program Director may advise any combination of the following:
 - Continued observation for further concerns and thorough documentation.
 - Contact the Ministry of Children and Family Development for consultation outlining concerns and recommendations (these must be recorded in the classroom Log Book).
 - Contact the Ministry of Children and Family Development and file a report.
 - ▶ Additional details on filing a report and duty to report can be found at <https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse>
 - ▶ The above link also includes the *BC Handbook for Action on Child Abuse and Neglect for Service Providers*. Staff are encouraged to read through this handbook.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT (MCFD)

Child Protection Services:

Call **1-800-663-9122** 24 hours / 7 days per week

The health and safety of each and every child is of the highest importance to us. Where signs are blatant and obvious filing a report with MCFD should be done swiftly. At the same time, filing a report in haste can have many consequences and care must be taken to ensure that steps are being taken to gather all the important information first. The above process ensures thoughtful swiftness in every scenario.

EMERGENCY PLAN & PROCEDURES

Fire Prevention Policy

Fire Drills are to be conducted once a month in each class (i.e. morning and afternoon classes for preschool programs). Drills must be recorded on the Fire Drill Record Sheet each month, which should be posted in the classroom. These record sheets must be kept on site for one full year after the final date on the Fire Drill Record Sheet.

The following telephone numbers must be posted by the phone:

- **911**
- Poison Centre **604-682-5050** and **604-682-2344**
- Ministry of Children and Family Development (*for reporting Child Abuse*) **1-800-663-9122**
- Facility address and phone number
- Administration Office's phone number **604-575-0549**
- Program Director's phone number
- Licensing Officer contact information

Each classroom must have a working fire extinguisher. All teaching staff must know how to operate the fire extinguisher.

Fire Drill Procedures

- On the Fire Drill day, one teacher will make a noise signaling to the children that it is time for the Fire Drill. It is recommended that teachers use a smoke detector for their signal.
- The school will have two fire exit routes posted in the classroom; a primary route and a secondary route. The Supervisor will make sure that both routes are used throughout the year during drills.
- The school will have a predetermined meeting place outside, away from buildings. This will be marked on the Fire Safety Plan. The teachers will make sure that all children are at the meeting spot during the drill by taking attendance when they reach the meeting spot.
- Teachers will time how long the Fire Drill takes and record this on the Safety Drill Record Sheet, along with the date of the Fire Drill, route taken and number of students in attendance.
- Teachers will take turns leading the children through the drill each month and record which teacher led the drill on the Safety Drill Record Sheet.

Designated Duties for Each Staff Member

- Supervisor will take the attendance sheet, student information forms (or emergency contact/consent forms) and a phone.
- Assistant will take the first aid kit and any necessary medications (*example: Epipens*)
- One teacher will lead the children out of the building.
- One teacher will follow the children making sure that doors and windows are closed.

- One teacher will take attendance when they reach the meeting spot.
- If a child is missing, the Assistant will stay with the remaining children while the Supervisor goes back to look for the child (*checking the washroom, behind doors, etc.*).

EARTHQUAKE POLICY

Earthquake Preparedness

Earthquake Drills should be practiced separately from Fire Drills. Earthquake Drills are to be held three times during the school year, and must be recorded on the Earthquake Drill Record Sheet.

ALTERNATE LOCATION

At the beginning of each school year, staff will find an alternate location that is within walking distance of their school in the event that they need to evacuate the school. This location can be the home of a family member, friend or parent. The address and phone number for this location will then be posted on the wall, along with directions of the route to get to this location. Parents will be given this address and phone number at the beginning of the year on their Earthquake Preparedness Letter. Staff must also inform the Administration office of this location by adding the locations details to the section notes in their Teacher Portal.

EMERGENCY SUPPLIES

Each campus will have emergency supplies, stored in a container with wheels. Wind & Tide will provide each campus with flashlights, batteries, garbage bags, cups and water. The emergency supplies must contain food and water sufficient for three (3) days. In some cases, Wind & Tide families will be asked to provide a variety of food items to be stored in the Earthquake bin with the additional supplies.

- **2 flashlights with batteries**
- **1 radio with batteries**
- **Water for 3 days for all individuals.**
(at least survival minimum of 0.250L per person per day)
- **30 plastic cups**
- **30 garbage bags** (*can be used as raincoats*)
- **Food for 3 days**

INFORMING SUBSTITUTE TEACHERS

It is the responsibility of the Wind & Tide staff member to ensure that any substitute teacher (*Teacher On Call*) is familiar with:

- Where the emergency supplies are stored
- What the emergency procedures are

To best prepare for the event of an earthquake, Wind & Tide staff will:

- Assess the classroom to ensure that all children and staff have a safe place to be.
- Ensure that staff members know how to shut off gas lines, hydro, water and furnace.
- Ensure children have rubber-soled shoes on at all times.
- Ensure the emergency provisions are on hand (*see 'Emergency Supplies' section listed on previous page.*)

PRIOR TO AN EARTHQUAKE DRILL

Teachers will introduce children to the earthquake drill in an age-appropriate way by:

- Discussing **what an earthquake is.**
- Discussing **what may happen in your Centre in the event of an earthquake:**
 - ▶ It is very loud
 - ▶ The ground shakes
 - ▶ Things fall over
 - ▶ The lights may go out
 - ▶ Alarm may go off
- **Demonstrating what might happen to things inside the school** using a tray and doll house furniture (or similar demonstration).
- **Playing games such as “musical take cover”** children walk around the class while music is played. When the music stops, the children find a safe place to take cover.
- **Ensuring children are warned as to the possible drill on the drill day.** For the drill, a teacher will flick the lights on and off and yell “Take cover, earthquake.” Children are instructed to remain in their cover position until all the shaking (*lights flicking on and off*) stops.

Earthquake Procedures

- Children are instructed to move away from windows or shelving units.
- Children are instructed to go to the nearest teacher
- Each teacher is to choose the most appropriate safety measure for the area:
 - ▶ Under a table or chair
 - ▶ In a corner (*if not near shelves*)
 - ▶ “Drop and Cover,” curl in a ball, hands over head and neck
- Children are instructed to cover their head and face in crouch position and face away from windows.
- Teachers must count aloud to 60
- Staff must wait for ten minutes for aftershocks before assessing whether a building evacuation is necessary. During this time, staff will discuss aftershocks with the children to alleviate additional fears.
- If an earthquake starts while the class is indoors, the building *will not* be evacuated unless there is immediate danger.

Following An Earthquake

After ten minutes (*to account for aftershocks*), the site manager or Supervisor with most seniority must assess whether it is necessary to evacuate the building. A mild earthquake may not necessitate evacuation.

SCENARIO #1 - IF STAYING IN THE CENTRE:

- If necessary, **staff will turn off valves for gas, hydro and water**
- **Children will be gathered in a central area** of the classroom and counted
- **One staff member will retrieve the earthquake kit and first aid kit**
- **Any medical concerns will be assessed and addressed** in order of critical need
- **Name tags will be applied to children**
- Staff will **remain with the children until they have all been picked up** by their guardians

SCENARIO #2 - IF EVACUATION IS NECESSARY:

- If necessary, **staff will turn off valves for gas, hydro and water**
- **Children will be gathered, counted and instructed to prepare to evacuate**
- **One teacher will retrieve the earthquake kit, medication kit, emergency contact/consent forms and first aid kit**
- If possible, children will collect coats
- Staff will **lead children along the inside wall to the nearest safe exit**
- **Children will be led outside to the meeting place** or to alternate location if necessary
- If leaving the site location, **a note will be left on the school door instructing guardians as to the location of the class.**
- **Children will be counted again upon reaching destination**
- **Any medical concerns will be assessed and addressed** in order of critical need
- **Name tags will be applied to children**
- Staff will **turn on the emergency radio and await instructions from emergency officials**
- Staff will **remain with the children until they have all been picked up** by their guardians

Lock-Down/Secure & Hold Policy

Lock-Down Procedure

In the event that there is imminent danger to the children and/or staff in the classroom (*whether Staff suspects threat or upon notification from local Authorities*), **the following procedures will be in effect:**

1. **A red square will be placed on the entrance door** to alert any parents to the lock-down (found at the back of each Policy Binder).
2. **All doors and windows will be closed and locked.**
3. **If applicable, exterior blinds will be closed.**
4. **All children will be moved to an area in the classroom away from windows and preferably behind furniture**, where they can be involved in quiet activities on the floor.
5. **Lights will be turned off.**
6. **Staff will call “9-1-1”** to alert authorities.
7. **Under no circumstances will the door be open to anyone during a lock-down.**
8. **If the threat is in the classroom, children will be evacuated to the alternate location** (as per the Emergency Plan).
9. **This will remain in effect until notification from RCMP or local police.**

NOTE:

If the class is outside, and the imminent danger is not within the classroom facility, **children will be gathered and counted immediately.** The group will then be led into the classroom, and the above procedures will occur. Children will be counted again once back in the facility.

Secure & Hold Procedure

Secure & Hold is a response to a threat and/or incident in the general vicinity of a classroom, but not on, or near the classroom/campus property. Class time continues as normal inside the classroom; however, **as a precautionary measure, exterior doors will be locked, and no-one will be permitted to enter or leave the building.**

- 1. A red square will be placed on the entrance door** to alert any parents to the Secure & Hold measure (found at the back of each Policy Binder).
- 2. All exterior doors, windows and blinds will be closed and locked.**
- 3. Class time will continue to proceed as usual unless advised otherwise.**
- 4. Under no circumstances will the exterior door be open to anyone during a Secure & Hold measure.**
- 5. Staff will make every effort to notify guardians of any children who may be arriving late to class or leaving early.**
- 6. This will remain in effect until notification from RCMP, local Police, or community authority** that initiated the Secure & Hold procedure.

Communication Measures for Lock-Down/Secure & Hold

When it is safe to do so, staff will notify the Wind & Tide Administration Office and their Program Director of the Lockdown or Secure & Hold measure. Staff will provide the Administration office with the details in regards to the advised threat. Either the staff or the Administration office will send an email update to families as soon as it is feasible, and safe to do so.

SCHEDULES & GENERAL PROGRAM POLICIES

General Schedules*

TYPICAL PRESCHOOL SCHEDULE (2.5 hours)

8:55AM / 12:25PM	Doors open
9:10AM / 12:40PM	Circle Time
9:35AM / 1:05PM	Free-play Activities
10:25 AM / 1:55PM	Show & Tell / Literature Circle
10: 45AM / 2:15PM	Snack
11:00AM / 2:30PM	Music & Movement (Gross Motor)
11:15AM / 2:45PM	Outdoor Playtime
11:30AM / 3:00PM	Dismissal

Field Trip Days

- Field trips begin in September or October for the Four-Year-Old Preschool program, and in January for the Three-Year-Old Preschool program.
- Class times remain the same on field trip days (*example: 9:00 - 11:30AM and 12:30 - 3:00PM*).
If the field trip does not take the whole class time, then staff will return to the school to finish their day.

***Note:** Listed times are all approximate and may be adjusted based on each classroom's needs and to accommodate special events. Adapted schedules are available in the classroom, if applicable.

TYPICAL EXTENDED-DAY PRESCHOOL SCHEDULE (4 hours)

8:55AM	Doors open
9:10AM	Circle Time
9:30AM	Free-play Activities
10:15AM	Snack
10:45AM	Outdoor Playtime
11:30AM	Dismiss Morning Only Students <i>(if applicable)</i>
11:30AM	Literature Circle
11:45AM	Group Activity or Free-Play Activities
12:15PM	Lunch
12:45PM	Music & Movement
12:40PM	Outdoor Playtime
1:00PM	Dismissal

*Show & Tell incorporated at various circle times

TYPICAL FULL-DAY JUNIOR KINDERGARTEN SCHEDULE (6 hours)

8:55AM	Doors open
9:10AM	Circle Time
9:50AM	Free-play Activities
11:00AM	Snack
11:30AM	Literature Circle / Music & Movement
11:45AM	Outdoor Playtime
12:15PM	Return to classroom
12:30PM	Lunch
1:00PM	Quiet Time
1:30PM	Quiet Time or Group Project / Free-play Activities
2:00PM	Gross Motor Activities (ideally outdoor)
2:30PM	Show & Tell / Music & Movement
3:00PM	Dismissal

TYPICAL CHILDCARE SCHEDULE (Full Day Care)

7:00AM	Centre opens
9:45AM	Snack
10:15AM	Four-year-old Circle Time Three-year-old Outdoor Playtime
11:00AM	Four-year-old Outdoor Playtime Three-year-old Circle Time
11:30AM	Free-play Activities
12:00PM	Lunch
12:45PM	Story Time
1:00PM	Nap / Quiet Time*
1:30PM	Quiet activities available for children who do no nap
2:45PM	Snack
3:00PM	Three-year-old Show & Tell/Literature Circle Four-year-old Outdoor Playtime
3:30PM	Three-year-old Outdoor Playtime Four-year-old Show & Tell/Literature Circle
4:00PM	Free-play Activities
6:00PM	Centre closes

* SEE NAP POLICY

TYPICAL SCHOOL AGE CARE SCHEDULE

7:00AM	Centre open
7:55AM	Bus leaves to take students to school <i>(if applicable)</i>
8:10AM	Walk to school to drop off students <i>(if applicable)</i>
8:25AM	Take students to school classrooms <i>(when campus is located within an elementary school)</i>
1:45PM	Bus leaves to pick up students <i>(if applicable)</i>
2:00PM	Walk to school to pick up students <i>(if applicable)</i>
2:20PM	Pick up students from school classrooms <i>(when campus is located within an elementary school)</i>
2:30PM	Outdoor Playtime
3:00PM	Snack
3:20PM	Group activity and games time <i>(cooking, art, science, construction)</i>
4:00PM	Homework
4:30PM	Free-play activities
6:00PM	Centre closes

NOTE: SCHEDULE CHANGES IN CASES OF FULL-DAY CARE (IF APPLICABLE)

Orientation

Three-Year-Old Preschool and Jr. Kindergarten programs (JK3) will have an orientation event for registered families on the first day of class. This provides the opportunity for children and parents to become familiar with the routine and classroom, as well as meet other families in the class. Signatures may be required by the parent/guardian on this day (or the first day of class for other programs) and thus, if a parent/guardian is unable to attend, they should contact the Administration Office.

Families with a child/children registered in a Childcare program are encouraged to visit the Childcare centre with their child prior to attending their first day of school, so they have an opportunity to meet the teachers, tour the location and introduced to the daily routines.

For any additional questions regarding philosophy, programming, registration or schedule, parents are encouraged to call the Wind & Tide Administration office. Specific questions or concerns regarding a child's individual needs can be discussed with the Administration office as well as scheduling an appointment to meet with one of the teachers.

Gradual Entry

The Three-Year-Old Preschool programs *(and on occasion some Four-Year-Old Preschool programs)* **features a gradual entry process to introduce children to the classroom routines.** If a child starts mid-year, or in another program, families are encouraged to discuss a gradual entry that will best meet their child's needs with the classroom teacher.

Starting childcare can be a big adjustment for a child and the whole family. Even children who have been in childcare before need time to get to know new people before they become comfortable in a new space. **To support children and families through the process of adjustment, a gradual entry into our Childcare program is required. The gradual entry schedule lasts approximately one week and begins with short visits building up to a full day of care.** This week is meant to help children, parents and staff get to know one another. Fears and anxieties are greatly reduced when this special kind of attention is given. It is preferred that a parent/guardian be the adult dropping off and picking up the child during the gradual entry week to allow opportunities for daily discussion with the staff. However, understanding that this is not always possible, another close relative can be involved in the gradual entry process. A suggested gradual entry schedule will be sent to the parent/guardian upon placement and can be discussed with the Wind & Tide Supervisor.

IMPORTANT REMINDER:

A family member must be available for pick-up at any time during the gradual entry process. The goal of gradual entry is to allow children to develop a sense of security and trust with the Centre staff and should be a positive experience for them.

Arrival & Departure Routines

Adults are encouraged to be cautious in the parking lot and entry areas of Wind & Tide campus locations, ensuring the children with them are safe and they are aware of other children around them (particularly when driving). Children should not be left unattended in vehicles. Vehicles should be locked when unattended, as Wind & Tide cannot be responsible for any belongings taken from vehicles while on the property.

ARRIVAL

Children must be dropped off into their registered program by a responsible adult. **It is the responsibility of the adult to ensure:**

- Any items needed for the day are placed in the child's cubby, or coat hook (*example: items for outdoor play, according to the weather*);
- The child changes from their outdoor shoes to their indoor shoes;
- Lunch kit (*if applicable*), or snack is placed in the appropriate bin;
- The daily attendance sheet is completed with the child's name, arrival time, estimated pick-up time and who will be picking up the child (Childcare programs only);
- The teacher is informed of any concerns that might affect the child's day; and
- A teacher acknowledges the child's arrival.

Prior to leaving, parents/guardians are encouraged to say 'good-bye.' If a child will be absent, parents/guardians are encouraged to phone the classroom and inform the teachers.

For **Childcare programs**, parents/guardians are encouraged to drop-off prior to 10:00AM.

DEPARTURE

Provincial Child Care licensing laws forbid Wind & Tide from allowing a child to leave the classroom with anyone other than the parent, guardian, or authorized adult (*full details on pick-up authorizations can be found in the Wind & Tide Safety Policy - Release of Child Policy*). When arriving to pick up a child from a Childcare program, time should be permitted for the child to complete the activity he/she is participating in.

Prior to leaving, the parent/guardian/authorized adult is required to:

- Sign the daily attendance sheet as verification that they have picked up the child (Childcare programs only); and
- Ensure that a teacher acknowledges the departure.

If there are any concerns from the day, the teacher will either discuss them at this time, or make an appointment to discuss them at a more appropriate time.

Late Pick-Up Policy

In the event, that a child is not picked up by a parent/guardian or authorized person by the end of class and the parent/guardian has not contacted the classroom, **the staff on duty shall observe the following procedures:**

1. Check the answering machine for any relevant messages.
2. Attempt to reach the parent(s) at all work and home numbers listed on the child's *Student Information* form.
3. If the parents/guardians still cannot be reached, the staff will try to reach them again by phone, 15 minutes after the class end time.
4. Staff will then telephone the Emergency Contact person(s) listed.
5. If staff has not been able to reach a contact person, staff will notify the Program Director.
6. The Emergency Contact and authorized pick-up persons named in the file are the only people (*other than the parent, police, or an agent of the Ministry of Children and Families*) to whom staff can legally release the child without explicit instructions directly from the parent.
7. If the child is not picked up by 30 minutes after the end of class time (*for example: 12:00 for 11:30 end*), staff is required to call the Ministry of Children and Families.
8. Late Fee charges will apply as outlined below.

LATE FEES

Though we recognize rare exceptions may require parents or guardians to be late, Wind & Tide classrooms need to close promptly following the specified program end times. Late pick up hinders staff from fulfilling their post-work responsibilities and can also cause anxiety for the child as they see their peers leaving class while they wait.

At the discretion of the Wind & Tide staff, a reminder letter will be issued to a family that arrives late for pick up. After receiving this letter, families may be charged a late fee for any subsequent late pick ups. **Late fees are accrued as \$1/minute for each minute after the program end time.** Late fee must be paid in cash and directly to the Wind & Tide Teacher. In some cases, other payment arrangements can be made at the discretion of the Centre's staff.

Nap/Quiet Time Policy - Full Day Programs (EXCLUDING FULL-DAY SCHOOL AGE CARE SCENARIOS)

Although nap routines vary greatly amongst preschool-aged children, they all benefit from a slower-paced time in the day that allows for rest, if needed. **During the first few months of classes, teachers assess children's needs (in consultation with guardians) in regards to providing nap time or quiet time to each child.** If a parent requests that their child nap during the day, it will be accommodated.

Given that a child's nap/quiet time needs will vary and change as they grow older, ongoing conversations between staff and families should occur in order to assess the napping/quiet needs of each child.

QUIET TIMES - ALL FULL-DAY PROGRAMS

At Wind & Tide Childcare and full-day Junior Kindergarten programs (3-5 year olds), children who do not require a nap will be given a quiet time as part of the daily routine. During this quiet time, children will be offered quiet activities, like books, puzzles, Lego and small building toys to play with. These activities may take place on individual mats or at tables in the classroom. Children in these programs may also be offered a mat to simply lie down on and rest their body for a while. The teachers will consider the needs of each child in their class to ensure that they are provided with what they need for the "quiet time" portion of the day.

NAPPING - CHILDCARE PROGRAMS

If a child requires a nap and/or it has been requested by the child's parents, a quiet space and 90-minute time frame will be provided. Wind & Tide Childcare programs have a dedicated nap room or nap area, and generally, at least half of the children participate in nap time. Nap time occurs at a consistent time during the day (*schedule is provided to parents*). At the end of the scheduled nap time, children are gently woken up, unless a parent has requested a longer nap time for their child. Parents are to provide details regarding their child's nap routines on the Student Information form (*completed on the Parent Portal at the time of registration*) and are encouraged to keep staff updated about any changes to their child's home napping routine. Any changes should be recorded on the child's Student Information form and in the Centre's Communication Log Book so that all staff are aware of the napping/resting requests of the family.

Typically, unless instructed otherwise by the family, a child will be permitted to leave the nap area and join the quiet time group if they have not fallen asleep within 30 minutes and/or they wake before the end of the scheduled nap time.

MATS

When children are in the nap area, they must remain on their mat for the duration of the time that they are in the nap area. Children must not be placed in teacher's laps or lay on the floor or any other furniture. The only exception would be in the event that a child begins to cry, and then a teacher may give the child a cuddle and then settle him/her back on their mat. The same is true for a child that is having a quiet time on their mat in the main play room (*unless they have accommodations in which they are doing quiet activities at a table, or other area of the classroom*).

Wind & Tide provides each child with a foam mattress, or mesh cot, and bedding. All items will be washed and sanitized. Bedding items for each child are kept separated throughout the week, and washed at

the end of the week. Each child is encouraged to bring their own blanket and favourite stuffed animal to sleep with.

APPROPRIATE TOUCH

As a child is trying to fall asleep, or is resting at quiet time, a teacher may rub the child's hand, head or upper back (*on top of clothing*). A teacher is not permitted to touch a child on any other part of their body. If a child requests to be rubbed somewhere else (*example: on a leg or arm*), staff will inform them that they will only rub their head, hand or upper back.

TEACHERS IN THE NAP AREA

When a staff member is in the nap area, it is expected that they are there to help settle and monitor the children at all times. Staff are prohibited from napping during nap time. Cell phones are not to be used in the nap room until all of the children are asleep – if a child wakes up, then the cell phone must be put away.

It is preferable that a Teacher-On-Call (TOC) not be supervising children in the nap area without being accompanied by another Wind & Tide staff member. If required, however, approval can be granted by the Program Director.

Washroom Policy

Most preschool-aged children require some level of assistance when using the washroom. At Wind & Tide, our teachers will strive to ensure children are comfortable using the classroom washroom, support them in gaining independence and confidence while maintaining their dignity.

Washroom Guidelines

When a child requires assistance in the washroom, Wind & Tide staff will ensure:

- Staff actions in the washroom are visible to other adults.
- Regular staff members will assist in the washroom procedures when at all possible, however; there may be situations where a substitute teacher will need to assist children.
- Washroom routines are discussed with Teacher-On-Call before their shift begins.
- Volunteers, practicum students and other guests should not be assisting children in the washroom.
- Children and staff wash hands after using the washroom.

Additional Washroom Facilities

Some Wind & Tide locations have additional washroom facilities located outside of the classroom, in the hallway. In these campus locations, one teacher will accompany the children to the washroom. It is recommended that the teacher tries to take a group of children at one time to avoid many trips, but it is understood that sometimes this is unavoidable (*and impractical if only one toilet is available*). For School Age Care programs teachers may, under their discretion, choose to allow children to go to the washroom in pairs.

Before a teacher takes children to the washroom, the number of children leaving for the washroom must be written on a board or paper by the door, or otherwise communicated clearly to another teacher.

Children will only be permitted to attend the washroom alone if the washroom is not accessible to other user groups, the teacher can observe the washroom from the classroom location and the child is a minimum of four years of age (*and not requiring assistance*).

If the washroom facility is located in an area of the building that is accessible to other user groups, additional safety precautions are required. At any time that the washroom may have been accessed by other user groups, the washroom must be inspected by the teacher and children must be accompanied by a teacher if the washroom is not within clear visibility of the classroom.

Toileting Accidents

Toileting accidents are inevitable. When these accidents occur, it is important that staff are discrete, comforting and positive with both the child and their parents/guardians. Neither a child, nor their parent/guardian should ever feel undue embarrassment or shame regarding a child's toileting accident.

When a child has an accident (urine, bowel movement or vomit), one staff member will accompany the child to the washroom for cleanup. It is the responsibility of the other staff members to keep the remaining children occupied and away from the bathroom area. The staff member assisting the child will leave the bathroom and stall doors open for

security. Each classroom is equipped with rubber gloves, wipes, plastic bags and an extra change of clothes on hand.

Soiled clothing is placed in a plastic bag and discretely hung on the child's hook (*under their coat*). The child's parent/guardian will be discretely informed of the toileting accident at pick-up time, including information on whether the child appeared upset. If classroom clothing was required, parents are asked to wash and return them promptly.

Prior to beginning a part time (four hours or less per day) Preschool or Junior Kindergarten program, children should be toilet trained, but we recognize that children do not always follow our desired time-lines, and set-backs can occur. This is all very normal. Parent(s)/guardian(s) are encouraged to discuss toilet training concerns with their child's teacher. Children can come to wearing "pull-up" diapers. They will still be encouraged to use the toilet, and often make great progress when seeing their peers use the toilet independently. The part time programs do not have scheduled change times to accommodate diaper/pull-up changes, nor do they have the amenities; therefore, a parent/guardian may be asked to come and change a child's pull-up, in the case of a bowel movement. If the parent/guardian is not available, teachers will make every effort to change the child.

Toileting Training ([CHILDCARE AND FULL-DAY PROGRAMS ONLY](#))

If a child is attending a program that exceeds 5 hours in length (childcare, full-day programs and/or full-day Junior Kindergarten) in a diaper or pull-up, or if a child is having regular accidents, Wind & Tide teachers will privately and kindly discuss a toileting plan with the parents/guardians. At Wind & Tide, our staff will have many opportunities to support children and families in the toilet training process.

It is in the best interest of the child if the parents and Wind & Tide staff can follow the same guidelines/techniques throughout the training process. **When discussing a toilet training plan, the following guidelines are maintained:**

- Children **and** families must be ready for toilet training. It is ok if a child is attending in a diaper or pull-up if that is the request of the parent/guardian. No toilet training practice shall begin at a Wind & Tide without consent/permission of the parent/guardian.
- Staff will always obtain background information about attempts at toilet training, success and challenges.
- If the child is not in a pull-up/diaper, but having regular peeing accidents, the parent may be encouraged to consider a pull-up.
- Children cannot be left sitting in dirty pull-ups or underpants.

Wind & Tide is in agreement with the standards of The American Academy of Pediatrics regarding toilet training in a daycare setting [NOTE: "DAYCARE" EXTENDS TO WIND & TIDE CHILDCARE, FULL-DAY PROGRAMS AND FULL-DAY JUNIOR KINDERGARTEN:](#)

- *Because toilet training is a major learning experience that occurs when the child is in daycare, daycare facilities should be recognized by providers and parents as a place where toilet training is guided. Therefore, daycare providers are in a unique position to teach children toilet training skills.*
- *Daycare providers can include toilet training into their established curriculum. For example, daycare*

providers can read stories to the children about how big boy Bobby or big girl Sally goes to the potty, and they can organize games that reinforce toilet training practices.

- *Daycare providers can make the toilet training experience as positive, natural, and nonthreatening as possible, so the child feels confident that he/she is doing the training on his/her own.*
- *Daycare providers should practice toilet training within the context of helping the child develop self-esteem and independence. Because toilet training involves discussing, undressing, going, wiping, dressing, flushing, and hand-washing, the daycare provider can reinforce the child's success at each step.*
- *Children often learn skills and benefit from observing and imitating their parents and peers. Although parents can avoid pressuring their child to toilet train, the pressure that a child receives from his/her peers cannot be as regulated. Whereas parental pressure can hinder the toilet training process, shared experience with peers can benefit the child by helping to boost the child's interest in and desire to learn. With this in mind, daycare providers may encourage peer observation/participation of toilet training practices by implementing a variety of group activities while remaining sensitive, at all times, to privacy needs of the child.*
- *Daycare providers should stress to parents the importance of good nutrition on a child's growth and development. Because increasing intake of high-fiber foods and reducing consumption of dairy products can help soften stools while helping to develop and maintain regular bowel movements, daycare providers should offer fiber-rich foods for lunch and snacks.*

WHEN A CHILD IS TOILET TRAINING WHILE AT A WIND & TIDE FULL-DAY PROGRAMS:

- With the approval of a parent/guardian, children in pull-ups will be encouraged to use the toilet during the washroom routine time of the day.
- Children that are in the toilet training process will be encouraged to use the toilet once every hour and whenever they verbalize a need to use the washroom.
- Accidents will happen. It is the responsibility of the staff to reassure the child and to assist the child in getting cleaned up as quickly and discreetly as possible.

Field Trip Policy

Wind & Tide recognizes that off-site experiences outside the school community are effective learning experiences that enrich the intellectual, social, emotional and physical development of students.

Considerations Regarding Field Trip Selection

The following considerations apply to the accessibility of students for off-site experiences:

- The suitability of the activity to the students (*example: age appropriateness, fitness level, skill level*)
- The voluntary nature of field-trip participation
- The provision of equal opportunity for all students
- The cost per student
- The provision of meaningful alternative activities for non-participating students

Field Trip Checklist

- Parent/guardian must sign the field trip consent form on the *Student Information* form.
- If drivers are required, parent/guardian will sign up to drive for field trips indicating number of seat belts and number of children they are willing to take (*each child must be in a car seat with a seat belt; no children in front seats*). If parents are driving additional children, they must complete the **Volunteer Driver Form**.
- The parent/guardian of any child who will be transported by an adult that is not a guardian or authorized person on the child's *Student Information* form must sign a **Transportation Agreement Form**.
- Supervisor brings first aid kit and emergency forms.
- All fieldtrips must begin and end at the school location.
- All fieldtrip class days must start and end at regular program times (*example: 9:00AM / 12:30PM and end at 11:30AM / 3:00PM*) or at predetermined times for Childcare programs. If a fieldtrip is done early, then the teachers must go back to the school with the children and resume class. If a parent chooses to take their child home directly from the fieldtrip location, teachers must ensure that the parent is not driving other students.

Supervision

RESPONSIBILITIES OF WIND & TIDE STAFF

- Supervisor must bring the **first aid kit** and **Emergency Consent forms**.
- Supervisor shall be responsible to ensure that all students on the excursion are assigned to specific vehicles.
- Roll call to identify each student by name and sight shall be taken as often as deemed necessary by the Supervisor. A head count shall not be considered sufficient to identify students.
- Roll call shall take place at every departure point in the field trip itinerary.
- The location, date, time and route of any planned field trip shall be communicated to the Wind & Tide

Administration office prior to the excursion. Any changes must also be communicated to the Administration office.

- All fieldtrips must begin and end at the school location.

SUPERVISORS / PARENTS

- Field trips should, whenever possible, have a minimum of one supervisor for each four (4) students. A higher supervisor:student ratio may be required depending on the nature of the trip.
- An adult supervisor may be a teacher, parent, guardian or responsible adult volunteer that is 19 years of age or older.
- All supervisors are subject to policies, guidelines and procedures of the school during the time the supervisor is responsible for students.
- A supervisor must act “in loco parentis” (*in place of parent*), making wise and judicious decisions that are in the best interest of the children in their care.
- Everyone involved in the trip must be dressed/equipped in a manner appropriate to the activities.
- All motor vehicle safety requirements must be followed (*seatbelts, booster seats, etc.*).

Before Leaving for a Field Trip

Prior to field trip parents, teachers and children meet in classroom to:

- Put nametags on children.
- Give directions to field trip location.
- Divide up children into vehicles (*Supervisor and each parent records names of children in parent’s vehicle*).
- Remind parents to have all children hold hands as they leave the vehicles, to enter buildings and upon returning to vehicles.
- Remind children of appropriate behaviour and what to do if they should find themselves lost.
- Have children use the washroom before leaving.

On-Site Guidelines

- Designated staff member informs location head of their arrival.
- Remaining staff ensures all carloads are present and accounted for, and then reminds the children to stay in their car-pool group - gentle reminder of appropriate behaviour.
- Indicate where the washrooms are and tell parents to notify staff if they are needed so that one adult can be free to take child.
- Children are counted before leaving the fieldtrip location to ensure all are present.

**Note that some modifications may be made to this policy in cases where “field trips” are during class time and either on site, or within 1km of the classroom.

Transportation Policy

At locations where School Age Care programs are located off-site of the serviced elementary schools, Wind & Tide staff will transport children to and from designated elementary schools. This will be either by walking, or using the designated, marked and certified vans/buses to safely accompany children to and from school.

This transportation policy also applies to any Childcare or Preschool program that is using the Wind & Tide commercial vehicles, or volunteer drivers.

Schedule & Procedures – School Age Care

Upon registration in a School Age Care program that includes transportation, families will receive a current transportation schedule that outlines pick-up and drop-off times at each elementary school serviced by their program. This will be reviewed annually, and a new schedule issued at the beginning of September each year.

If the planned school schedule requires a change in pick-up times (*example: early dismissal*), parents will be informed of the change by emailed newsletter, as well as posted information on the Centre's *Parent Information Board*. Parents will need to register for early dismissal care and pick-up (*additional charges may apply*).

In case of unexpected midday school closure, staff will make every effort to pick students up promptly. In the event that staff are not available for such an unexpected event, guardians may be required to pick up their child(ren).

WALKING:

If a serviced school is within reasonable walking distance to/from a Wind & Tide Centre (*approximately 2km*), children will be walked to/from school. This includes inclement weather, and children should come to the Centre with appropriate clothing for the weather. Staff will take attendance prior to walking to or from school, and upon arrival at the destination. Staff will carry all contact information (*guardian and emergency*), medical information and a first aid kit. Children will be required to carry their school backpack.

DROP-OFF AND PICK-UP PROCEDURES:

Prior to leaving the Centre (*in the morning*), staff will take attendance for each vehicle, and ensure they have all emergency contact information, first aid kit, and any other required medical equipment (*example: epipens*). Staff will ensure the safe arrival of children to the designated meeting location at the applicable school. Attendance will be taken prior to the staff departing.

After school, children are required to meet at the designated meeting area within 10 minutes after the bell rings. Staff will ensure they have all required information from the Centre (*contact information, medical information, etc.*) and will meet children at the designated meeting place. Attendance will be taken prior to proceeding to the vehicle. If any child is not present, staff will check the child's classroom and the school office. If the child has not been located, staff will contact the guardian(s). If a child is unaccounted for, staff will NOT leave the school premises without authorization from the Director or Program Director. Upon arrival at the Centre, attendance will be confirmed.

SCHOOL REGULATIONS:

Wind & Tide must comply with each school's regulations and policies at all times. This may mean that the group has to wait outside, or meeting locations have to be amended if school policies are changed.

Orientation & Behaviour

For children attending School Age Care programs that include transportation, upon registration (*or prior to September*) each child will receive an orientation with a Wind & Tide staff member to go over the routine and expectations of transportation. For any field trips, a Wind & Tide staff member will outline the expectations prior to boarding the vehicle.

EXPECTATIONS

The following are rules and guidelines that all students must follow when vehicular transportation is provided:

1. Children are to remain seated at all times when the vehicle is running.
2. Seat belts are to be worn at all times while the vehicle is running and until the driver instructs children to unbuckle/or assist to unbuckle. Seat belts will be checked each trip to ensure they are secure and properly adjusted.
3. Children must sit in designated seats, depending on their height/weight/age. They will be designated a booster seat, child seat, or other according to British Columbia law. Note that some vehicles may be exempt from child seats and/or booster seats if they have been deemed to be safer without.
4. Children are encouraged to talk amongst themselves, as this is a social part of the day, however loud/screaming voices are prohibited for the safety of the driver.
5. No food or drinks will be permitted during travel to ensure safety.
6. If there is a behaviour concern, or safety concern, the driver will pull over safely to remind children of the behaviour requirements. This information will be recorded upon return to the Centre, and relayed to parents as necessary.
7. If a child continues to ignore behavioural expectations during travel, a formal notice will be sent to the child's guardian(s) that an additional occurrence will result in transportation refusal to ensure the safety of all passengers in the vehicle.
8. Wind & Tide has the right to refuse transportation of a child after formal notice has been given.

TRANSPORTATION ROUTINES – SCHOOL AGE CARE

The following are additional rules and guidelines regarding the pick-up and drop-off routines for School Age Care:

1. Children are to proceed directly from the designated drop-off area to their classrooms in the morning, and remain at the designated waiting area of the school at the end of the school day.
2. If a child continues to ignore behavioural expectations during travel (as outlined in the expectations above), a formal notice will be sent to the child's guardian(s) that an additional occurrence will result in transportation refusal to ensure the safety of all passengers in the vehicle.
3. Wind & Tide has the right to refuse transportation of a child after formal notice has been given.

SAFETY

Wind & Tide meets or exceeds strict government regulations concerning vehicle safety, driver qualifications, insurance and emergency equipment.

DRIVERS

Only Wind & Tide staff with a valid Class 4 (unrestricted) British Columbia driver's license will be permitted to drive any Wind & Tide van or bus. Driver's history (*ICBC Driver's abstract, including NSC Driver Record Searches*) will be reviewed as part of the staff reference checks, and reviewed on an annual basis. Upon time of hire, a copy of the staff's driver's license will be taken and kept as part of their staff files, along with a signed copy of the Wind & Tide Transportation Policy. Staff are required to report, in writing, any driving incident records.

VEHICLE SAFETY & MAINTENANCE

Children will be transported in Wind & Tide vehicles that have been serviced and approved through the Ministry of Transportation, as required by law, on a six month basis. Daily safety inspections (as per NSC requirements) will be performed on each vehicle prior to leaving the Centre and upon final return for the day. Weekly checklists and cleaning will be completed by authorized Wind & Tide staff, as well as monthly maintenance reviews. Each vehicle will be equipped with a mobile phone, in case of emergency. Air temperature will be adjusted to ensure the comfort of children in warm weather.

Vehicles will be inspected on a semi-annual basis and the Commercial Vehicular Maintenance Schedule of Dewdney Automotive (a registered CVSE Designated Inspection Facility) will be performed in accordance with their records. The Commercial Vehicle Inspection Report submitted to the Wind & Tide Safety Officer immediately for review. If any repairs are recommended, the repairs will be completed and documented prior to using the vehicle.

All inspection reports, maintenance records, repair documentation, receipts and inspection reports will be kept for one year with the log book, then submitted to the Administration Office and filed. These will be reviewed monthly by the Safety Officer.

VOLUNTEER DRIVERS

If a field trip is using volunteer drivers (and personal vehicles) the driver will be required to submit a **Volunteer Driver Form**, including a driver's abstract, vehicle information and insurance information. This must be approved by the Wind & Tide Safety Officer prior to the date of travel. A child's parents will always be informed prior to the trip that a volunteer driver will be used, and the child will only travel in the volunteer vehicle if the field trip authorization form has specifically stated the arrangement. Volunteer drivers must follow the instructions as given by the Wind & Tide staff, and are not permitted to make additional stops.

CHILD RESTRAINTS / BOOSTER SEATS

Wind & Tide will follow the British Columbia Motor Vehicle Act and Transport Canada Motor Vehicle Safety Guidelines with regards to child restraints and booster seats. Note that some vehicles (buses exceeding 4500 kg GVW) are exempt from the child restraint laws as they have been deemed safer without the use of such devices.

CHILD RESTRAINTS:

- Children under 18 kg (40 lbs) are required to use a forward-facing child car seat with a five-point harness and tether strap.
- In any bus (over 4,500 kg) whereby child restraints are not required by law, it is still recommended that children under 18 kg are secured in a forward-facing child car seat with a five-point harness where tether anchors are available.

BOOSTER SEATS:

- Children under the age of 9, weighing between 18kg and 36kg (40-80 lbs) and less than 145cm (4'9") tall are required to use a booster seat.
- Booster seats must be used with a lap/shoulder seat belt.
- The middle of the child's ear should not be above the back of the vehicle seat, headrest or booster seat.
- In any bus, children are best protected by the compartmentalization of the bus seats, and thus booster seats are not required and may not be used if the above conditions are not present (shoulder seat belt, headrest).

★ **All child restraint and booster seats must meet Canada Motor Vehicle Safety Standards.**

NO DEVICE REQUIRED:

- Children must be at least 4'9" in height, or 9 years of age before they can be considered for traveling without a booster seat.
- Any child in a bus (GVW of 4,500kg or higher) is not required to have a safety restraint, and may only wear a lap belt if it is situated low across the hips.

If no vehicular child restraint device is required, it will be at the approval of the guardian and the discretion of the Wind & Tide staff member that they will be permitted to travel without a booster seat. The following will be considered:

- ▶ Child's back must be against the vehicle back seat;
- ▶ Child's knees must bend naturally at the front of the vehicle seat;
- ▶ The child's feet must touch the floor;
- ▶ The shoulder belt must fit comfortably over the shoulder and across the chest; and
- ▶ The lap belt must fit low over the hips.

SAFETY ORIENTATION

Safety orientation is given to all children (returning and new registrations) who will be transported by Wind & Tide to and from school, prior to the first date of transportation. Safety orientation is mandatory regardless of when the child starts attending the Wind & Tide program. **Safety Orientation will include specifics regarding:**

- Introduction to the Wind & Tide staff member driving the vehicle;
- Safe behaviour and expectations when riding in the vehicle;

- Designated meeting places at each school where they will meet Wind & Tide staff, or the vehicle will be parked;
- Discussion of a “buddy” (if needed) to accompany the child to/from the designated meeting place;
- Emergency procedures for children in the event the vehicle does not come as scheduled. In this scenario, children will be instructed to:
 - ▶ Wait ten minutes at the designated meeting spot;
 - ▶ Go together as a group to the school office, and wait for the Wind & Tide staff member;
 - ▶ Wind & Tide will call the school to advise of the delayed pick up; and
 - ▶ The children will be made aware of the names and vehicles of the emergency pick-up staff (if necessary).

For field trip purposes, a simple safety orientation will be give to children prior to entering the vehicle. This orientation will include specifics regarding:

- Introduction to the Wind & Tide staff member driving the vehicle;
- Safe behaviour and expectations when riding in the vehicle;

EMERGENCY PROTOCOL

In the event that a Wind & Tide vehicle is involved in an accident, or exhibits any sign that it is unsafe to continue driving, the Wind & Tide staff member will:

- 1. Make sure all children are uninjured and/or assess any injuries** in the event of an accident;
- 2. Advise the Program Director by cell phone** when it is safe to do so;
- 3. Work with the Program Director to provide an alternative transportation plan, utilizing additional Wind & Tide vehicles, authorized cars, and additional Wind & Tide staff as required.** If children need to be transported in smaller groups, priority shall be given to children based first on ascending grades order (*example: Kindergarten, first grade, and so on*) and then based on clothing unsuitable to current weather conditions;
- 4. In the event of an injury, an ambulance will be called to attend to any injured children. Guardian(s) will be alerted immediately after the ambulance.** Staff will accompany any children that required medical attention to the hospital and remain with the child(ren) until guardian(s) have arrived;
- 5. Parents will be informed of any incident as soon as it is safe** and the staff member and/or Program Director is able to do so;
- 6. The children’s respective schools (if applicable) will be alerted to any absence or delay.**

Transportation Consent Form

Parents will be given the following consent form to sign prior to the first day of transportation.

WIND & TIDE TRANSPORTATION CONSENT FORM	
<p>Prior to any school drop-off or pick-up services, all areas below must be completed and submitted to Wind & Tide (School Age Care program).</p>	
Child's Name:	
Program Location:	
School Serviced:	
Safety Details <small>(FOR CHILD NAMED ABOVE)</small>	Age: _____ Height: _____ Weight: _____ Seat required*: _____

*Wind & Tide reserves the right to confirm the listed details to ensure the seat required meets the Motor Vehicle Safety requirements


After reading Wind & Tide's Transportation Policy, I acknowledge:

- Children will be transported to and from school in a designated Wind & Tide van or bus, or by walking (for applicable schools only) and in case of emergencies, in a registered Wind & Tide car.
- Wind & Tide will assure any vehicles used are approved by Safety Standards and all drivers will have appropriate and approved driver's records.
- I will contact and advise the staff at Wind & Tide of any changes for transportation, and will give ample time to meet these changes. If my child is absent from school, I will call Wind & Tide to inform them of their absence.
- Due to unforeseen circumstances, my child may arrive late for transportation and I understand that Wind & Tide will make every effort to transport my child on time, ensuring safety is a priority.
- If children forget items at school, the driver will not be permitted to return to the school to collect them.
- Transportation may be cancelled due to poor weather conditions.
- It is the responsibility of the guardian to notify the school that Wind & Tide will be dropping off and/or picking up their child from school.
- It is the responsibility of the guardian to arrange a bus buddy or helper for their child (if needed) to accompany them to/from the arranged pick up/drop off location and their classroom.

I _____ (parent/legal guardian name) **have read and understood Wind & Tide's Transportation Policy and the Transportation Consent and give Wind & Tide the consent for my child** _____ (child's name) **to be transported to school and/or from school.** I have also read the **Transportation Expectations to my child** and **agree to follow all the policies and guidelines** to ensure safety at all times.

Signature of Parent/Guardian


Date



TRANSPORTATION CONSENT FORM

Field Trip Authorization Form

Parents will be given the following authorization form to sign prior to the field trip if they will not be transporting their child. Transportation details must be completed.

WIND & TIDE TRANSPORTATION CONSENT FORM	
<p>Prior to any school drop-off or pick-up services, all areas below must be completed and submitted to Wind & Tide (School Age Care program).</p>	
Child's Name:	
Program Location:	
School Served:	
Safety Details <small>(FOR CHILD NAMED ABOVE)</small>	Age: _____ Height: _____ Weight: _____ Seat required*: _____
<small>*Wind & Tide reserves the right to confirm the listed details to ensure the seat required meets the Motor Vehicle Safety requirements</small>	
<p>After reading Wind & Tide's Transportation Policy, I acknowledge:</p> <ul style="list-style-type: none"> Children will be transported to and from school in a designated Wind & Tide van or bus, or by walking (for applicable schools only) and in case of emergencies, in a registered Wind & Tide car. Wind & Tide will assure any vehicles used are approved by Safety Standards and all drivers will have appropriate and approved driver's records. I will contact and advise the staff at Wind & Tide of any changes for transportation, and will give ample time to meet these changes. If my child is absent from school, I will call Wind & Tide to inform them of their absence. Due to unforeseen circumstances, my child may arrive late for transportation and I understand that Wind & Tide will make every effort to transport my child on time, ensuring safety is a priority. If children forget items at school, the driver will not be permitted to return to the school to collect them. Transportation may be cancelled due to poor weather conditions. It is the responsibility of the guardian to notify the school that Wind & Tide will be dropping off and/or picking up their child from school. It is the responsibility of the guardian to arrange a bus buddy or helper for their child (if needed) to accompany them to/from the arranged pick up/drop off location and their classroom. 	
<p>I _____ (parent/legal guardian name) have read and understood Wind & Tide's Transportation Policy and the Transportation Consent and give Wind & Tide the consent for my child _____ (child's name) to be transported to school and/or from school. I have also read the Transportation Expectations to my child and agree to follow all the policies and guidelines to ensure safety at all times.</p>	
_____ Signature of Parent/Guardian	_____ Date
	

TRANSPORTATION CONSENT FORM

Volunteer Driver Form

Parents will be given the following form to complete and sign prior to being permitted to transport children as part of a field trip where traveling by motor vehicle is required.

WIND & TIDE
VOLUNTEER DRIVER FORM

Driver's Name: _____ **Phone Number:** _____
Address: _____
Email: _____
Driver's License Number: _____ **Class:** _____ **Expiry Date:** _____

Has your driver's license been suspended in the last three years? Yes No
If Yes, please provide date of reinstatement: _____

Have you been convicted of an offence under the Highway Traffic Act, or for any motor vehicle-related offence under the Criminal Code of Canada during the last three years? Yes No
If Yes, please identify the offence(s) here: _____

Were you found responsible/partly responsible for any motor vehicle accident(s) over the last three years? Yes No

INSURANCE RELATED CONSIDERATIONS:

1. Wind & Tide requires that the vehicle owner maintain, at all times, valid automobile **Third Party Liability Insurance** as required under BC legislation in respect of liability for injury or death of any passengers in the vehicle the volunteer driver is operating.
2. In case of an insurance claim (i.e., third party damage and/or personal injury) the vehicle owner's automobile liability insurance applies.
3. **Damage to any vehicle**, including the owner's, **is the responsibility of the volunteer driver** and not Wind & Tide.

Vehicle: _____ / _____ / _____ / _____
Make / Model / License Plate No. / Seating Capacity (Incl. Driver)

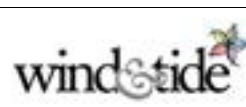
Owner's Name: _____
Owner's Address: _____
Owner's Phone: (H) _____ **(W)** _____ **(C)** _____

COMMITMENTS

By submitting this application to become a volunteer driver for Wind & Tide:

1. I undertake to ensure that the vehicle used to transport children is in safe operating condition.
2. I agree:
 - a) to operate the automobile referred to herein in a safe manner;
 - b) to abide by all applicable laws at all times while I am transporting children;
 - c) to limit the number of passengers to the number of useable seat belts;
 - d) to require proper use of occupant restraint systems (i.e., seatbelts, head restraints, airbags, seat position), and;
 - e) to comply with the directions of directors or agents of Wind & Tide.
3. I undertake to report to Wind & Tide all accidents and any suspension of my license or change in my insurance status which may occur after the date of this authorization while it remains in force.
4. I undertake to maintain, at all times, appropriate personal liability and indemnity insurance.
5. I accept the foregoing undertakings and certify that the information contained in this application is correct to the best of my knowledge:

Signature of Driver: _____
Signature of Vehicle Owner: _____



Pet Policy

Wind & Tide classrooms are pet friendly. Some classrooms may have a small, contained pet (*example: hamster, fish, etc.*) and some classrooms may choose to have a day when pets come to visit the classroom. In regards to pets in the classroom, please note the following:

- If a child registers for a program where a classroom has a pet and the child is allergic to that type of pet, the pet will be removed from the classroom.
- To accommodate any allergies or concerns, families will always be informed if a pet visit is being considered for a classroom. Pets will not be permitted to visit a classroom (*or be added to a classroom*) where a pet allergy is present.
- No pet will have open access to any Wind & Tide classroom space. Larger pets will be leashed or crated, and children will only be provided access to pets in a controlled setting, and only upon their expressed interest.
- Children will be taught proper hygiene practices when in/after contact with any pet.
- Any areas accessed by pets will be thoroughly cleaned, including regular cleaning and maintenance of enclosures as required with classroom pets.

ACTIVE PLAY POLICY

Outdoor & Active Play Policy

Outdoor and active play is integral to healthy growth and development. Active play, which consists of physical activity with moderate to vigorous bursts of high energy supports body control, develops spatial awareness, improves balance and coordination as well as concentration and learning skills. Furthermore, children experience physical and mental health benefits from daily fresh air.

In accordance with licensing, Wind & Tide requires a certain amount of active play and outdoor play every day, as detailed below:

PROGRAM	MINIMUM ACTIVE PLAY TIME *	DETAILS
Preschool or Jr. Kindergarten (under 3 hours)	30 minutes	Minimum of 15 minutes outdoor play time
Extended-day program (4 hours) Preschool or Jr. Kindergarten	40 minutes	Minimum of 40 minutes outdoor play time <i>(may be broken in to two outdoor play sessions)</i>
Full-day Childcare, School-Age Care (summer, etc.) or Full-day Jr. Kindergarten program	60 minutes	Minimum of two 30-minute outdoor play times
Before/After School Care	30 minutes	All outdoors, with minimum time extended when weather is appropriate and/or to meet students' needs.

***In programs that are four hours or less in length, there is some flexibility with the structure of active play time.**

Children will go outside regardless of the weather and families are required to provide weather appropriate clothing for their children each day. If a child is too ill to be outside, they should not be attending a Wind & Tide program.

When weather is pleasant, classes will ideally spend all active time outdoors. When incorporating active play indoors, teachers will implement a combination of facilitated and un-facilitated activities such as:

- Music and movement circle time
- Gross motor circle time activities, games and/or transitions
- Obstacle courses
- Free-play activities that encourage gross motor movement

Full day programs will spend the full minimum active time outdoors, but will also include additional active play time in the classroom, as per the examples listed above. It is the goal of every full day program to achieve 120 minutes daily of active play.

Teachers will ensure that such activities, and outdoor activity time are selected to encourage and support physical literacy. Active play will incorporate fundamental movement skills (including agility, balance, coordination and locomotor skills) and injury prevention.

Teachers in all programs will make an intentional effort to provide opportunities beyond the minimums for active play and will limit prolonged sitting activities, utilizing frequent short bursts of activity.

Sun Smart

Wind & Tide aims to promote a positive attitude towards skin protection and take effective measures to ensure the children's safety from the sun. In any program that exceeds four hours in length, teachers will apply and reapply sunscreen when needed prior to outdoor play. Sunscreen application must be authorized, with sunscreen supplied by the parent/guardian in the original bottle, labelled with each child's full name. For other programs, parents/guardians are encouraged to apply sunscreen prior to bringing their child to school. Parents/guardians are asked to provide a hat for their child for use during outdoor play.

Clothing

Outdoor play occurs daily, and children should have proper outdoor clothing for the weather (*coat, boots, mittens, etc*). Parents/guardians are asked to bring a full set of spare clothes for their child in case of accidents. Spare clothing, outdoor clothing, and any other items that might be removed should be labeled. Additional spare clothing is available in the classroom, and in the event that a child uses them, Wind & Tide requests that they be returned promptly.

Wind & Tide encourages play and exploration. When selecting clothing, parents/guardians are encouraged to consider:

- clothing that moves freely and is comfortable;
- clothing that is easily washable - art smocks are available but clothing may still become stained; and
- clothing that encourages independence (*easy to put on and take off*).

To assist in keeping the floors clean and comfortable, children are required to have a pair of indoor shoes (*or slippers with a rubber sole*) for the classroom. Children change into their indoor shoes upon arrival, or when returning from outdoor play. These shoes must remain on, to ensure the child's safety in case of emergency evacuation.

Playground Safety

All Wind & Tide outdoor play areas are inspected before being used EACH day. When the playground is used, staff must record in a playground log book, the date and time of inspection. Staff must also record if any dangerous materials were found or if repairs are required. The Supervisor must forward any repair requests to their Program Director.

Children are always carefully supervised by Wind & Tide staff when they are using playgrounds. Staffing ratios will always be maintained (*in accordance, or exceeding licensing requirements*). A first aid kit and emergency contact information for

each child must be immediately available at all times.

Shared Playground Policy

Some Wind & Tide locations have more than one classroom/group accessing the playground. When this occurs, the teachers involved decide on a rotation schedule at the beginning of the school year. If the playground size is sufficient, groups of similar ages may share the playground space provided the staff to child ratios are maintained and there is no increased risk to health and safety. Additional care will be used in these scenarios to ensure that supervision is sufficient for the number of children and any playground equipment is only used by a safe number of children at one time.

The number of children in a playground area shall never exceed the licensable capacity of the space (based on six square meters per child). Alternative options are available to Childcare programs, and other full-day programs, such that outdoor play is available in another location if the playground is being used by another class.

Open Outdoor Spaces

In cases where outdoor play areas are not fully enclosed, safety will be assessed and orange pylon cones will be placed, as needed, to define the space. Children will be walked to the outdoor play area with vigilant supervision. Staff will take attendance when they arrive at the defined open outdoor play area. Staff will maintain constant supervision of the children. If there is any concern as to the safety of a child in a non-enclosed play space, a care-plan will be implemented to ensure their safety while respecting their need for outdoor play.

Organization of Play Area

Wind & Tide outdoor play spaces are carefully designed to ensure they safely meet a variety of needs, including opportunity for exploration and supported risk. **The following guidelines are observed:**

- The play area is well defined. Where health and safety is a concern, a fence that cannot be easily climbed shall be constructed to a minimum height of four feet and a maximum of six feet from ground level. Gate latches will be out of reach to children.
- There will be clear pathways and enough space between areas so equipment does not obstruct the movement of children.
- Open space should be available for active play.
- A quiet area should be available, such as a grassy area near trees.
- All play areas should be well drained.
- Metal slides should not face towards the sun.
- If at all possible, a portion of play area is covered to provide protection from weather conditions.
- Storage of maintenance equipment, tools and garden supplies will be inaccessible to children.
- Decks, walkways, etc. should have non-slip surfacing.

Similarly, equipment and play materials are carefully selected to ensure:

- The equipment provides appropriate and stimulating levels of activity and challenge for all age groups.

- A variety of equipment and materials are provided to stimulate physical activity and cooperative play.
- All equipment is safely constructed.
- If climbing structures are present:
 - ▶ Climbing structures and swing frames are to be anchored.
 - ▶ Resilient surfacing should be provided under climbing equipment, slides and swings.
 - ▶ Surfacing should be properly maintained at a minimum of nine inches for a 4-6 ft. structure.
 - ▶ Resilient surfacing should extend a minimum of 1.8m beyond structure.
 - ▶ If solid barriers are used to contain resilient surfacing, the barriers should be placed a minimum of three meters beyond the structure and buried to ground level.
- Swing seats are made of safe equipment and in good repair. Swings must be carefully situated to separate them from areas where children run or ride wheel toys. Swing hinges should be adequately lubricated. Swing chains should be covered to prevent fingers getting trapped.
- Any climbing structure with platforms must have guard-rails.
- Slides and ladders are safely constructed, with protective side enclosures on platform a minimum 10 cm side wall height of slide. Extending section at foot should be a minimum of 30 cm.
- Equipment shall be well maintained with no rotting boards, protruding nails or bolts, splinters, broken parts or frayed ropes or cables.
- The play area itself is to be well maintained, free of debris, grass mowed, hard surfaces swept, and animal feces removed.
- All ground surfaces should be free of hazards. Changes in grade should be obvious, at regular intervals or gently sloped.

Large motor play will not be confined to structures, but rather materials provided to encourage creative large motor play, such as:

- | | |
|----------------------------------|-------------------|
| • balls | • jumping sacks |
| • hula hoops | • parachutes |
| • balance beams | • tunnel climbers |
| • cones, beanbags, tossing rings | • bubbles |
| • balance boards | • etc. |

Safety Equipment

Prior to using any piece of playground equipment that may require helmets (*example: tricycles, bicycles, scooters, skateboards, etc.*) a teacher will have a brief safety orientation with the child. During this discussion, the teacher will clearly explain that the requirement to wear a helmet is ultimately decided by a grown-up, based on information about laws and safety.

If a program has access to any strider bike, bicycle, scooter or skateboard, children must wear a helmet to utilize the equipment. A shared helmet will be provided and fit securely. If parents/guardians prefer, a child may bring in their own

helmet, labelled, for their own personal use.

Any shared helmets will be removed from usage in the event of a lice outbreak. Equipment that requires use of a helmet will not be used unless children bring their own helmet.

Use of all gross motor toys will be evaluated to determine any other safety needs. Staff will consider the space in which the toy is used, the surfacing and speed of any potential impact as well each child's use of the equipment. If there are any safety concerns specific to a child, this will be discussed with the child's parents/guardians.

Trampolines are not permitted in any Wind & Tide program, as per insurance requirements.

Splash/Wading Pools (IF APPLICABLE)

DEFINITION

- A splash or wading pool is defined as a small pool with a depth of 23 inches or less of water (depth to be decreased as necessary, according to the age and abilities of the children).
- These pools are completely portable and temporary; they are plastic and can be lifted and drained easily by one person.

SAFETY AND PERIMETER REQUIREMENTS

- Pool is filled with water only when in use.
- Pool is drained after each use and left empty each night.

SUPERVISION

- Direct and constant supervision is required when pool is in use.
- A responsible adult with current first aid certification must supervise in the pool or at pool side during any pool use.
- Supervision is considered to be visual contact and within an arms length of the children.
- The staff to child ratio as determined in the child Care Licensing Regulation must be maintained at all times when a pool is in use. If there is only one staff person present, all children must be removed from the pool and pool area if the staff is required to be more than an arms lengths distance from the children.
- It is strongly recommended that a second responsible adult be present to increase supervision during the use of wading pools.

SANITATION

- Pool must be filled with potable water and drained at the end of each use.
- After each fecal accident, the pool must be drained, cleaned and sanitized with a disinfectant such as a solution of bleach and water.
- Pool must be cleaned, scrubbed and sanitized with a disinfectant such as a solution of bleach and water at least weekly.

- The pool must be kept free of obstructions which may be hazardous to children.
- The pool must be made of durable material and a texture which is non-slip but does not cause discomfort to bare feet.
- The walkway (within 4 feet surrounding the pool) shall be non-slip and kept clean.

SCREEN USE POLICY

Screen Use Policy

Electronic media and devices can get in the way of exploring, playing and interacting with others, which encourages learning and healthy physical and social development. Children are not permitted to bring electronic devices (*cell phones, tablets, etc.*) to any Wind & Tide program. If a child in a School Age Care program requires a device for homework, accommodations can be requested, but will be limited to a maximum of 30 minutes. When not in use, any device is to be stored in the student's cubby. Wind & Tide is not responsible for lost, stolen or damaged items.

On special occasions, full-day programs may include a short video. This video selection must be age appropriate and educational, as approved by the Program Director. Families will be informed of the event. Videos may also be used for parent announcements.

★**NOTE:** If a teacher would like to include an educational media resource that enhances learning objectives, it must be approved by a Program Director and be no longer than 5 minutes in length. Such resources will only be approved on an occasional use.

For Wind & Tide staff, cell phones and personal electronic devices must be turned off during work hours and remain in the staff member's purse or bag. Text messaging is not permitted during scheduled work hours. Messages may be checked only at approved break times during the work day. In case of emergency, staff are to be contacted through the school phone number only.

Where applicable, teachers are permitted the restricted use of a tablet or similar electronic device for the purposes of documentation and/or music storage and broadcasting. These devices are only to be used for the purpose noted above, with minimal frequency and only upon approval by the Program Director.

HEALTH & ILLNESS POLICIES

Immunizations

It is strongly recommend that all children's immunizations be up-to-date. Parents can obtain information about the required immunizations by contacting the local Health Unit or family doctor. The Student Information form must contain a record of immunizations for each registered child, or a declaration of immunization status signed by a guardian.

Sanitation

For the health and well-being of every child, strict hand washing procedures are implemented in all classrooms/ programs. Teachers will ensure that all children wash their hands before eating and after using the washroom. Toys and surfaces are sanitized monthly at minimum. During times of increased illness (*cold and flu season and/or increased prevalence of communicable diseases*) toys and surfaces will be disinfected more frequently (*to ensure public health requirements are always met or exceeded*), and handwashing will be required upon entry to the classroom.

Illness / Communicable Diseases

For the well-being of each child, **parents and guardians are asked to keep their child at home should he/she display any of the following symptoms:**

- Complains of not feeling well
- Temperature above normal (*ensure temperature is normal, without use of medication, for 24 hours prior to returning to class*)
- Excessive coughing
- Sinus or nasal infection (*indicated by green discharge*)
- Contagious disease (*chicken pox, measles, etc.*)
- Contagious skin disorder (*ringworm, scabies, pink-eye, lice, etc.*)
- Diarrhea (within the previous 24 hours-48 hours*)
- Vomiting (within the previous 24 hours-48 hours*)
- During times of concern with regards to any communicable disease, if the child experiences any **NEW** symptoms associated with the disease, as per public health guidance.

***During outbreaks of illnesses such as rotovirus, gastroenteritis, norovirus, etc., children will be required to be symptom free for 48 hours prior to returning to school.** For more details, visit www.fraserhealth.ca.

IMPORTANT NOTE

If a staff member feels a child should not be in the classroom because of illness, the parent/guardian will be notified and expected to pick up the child as soon as possible. If a parent/guardian can not be reached, the emergency contact (*listed on the Student Information form*) will be phoned.

While waiting for pick-up, the ill child will wait in a comfortable spot away from the other children in the Center. One teacher will remain with the child and read a book or do some other quiet activity, until the parent/guardian arrives.

Each campus is supplied with Medical Alert posters for a variety of illnesses (*such as Chicken Pox, Pink Eye, Measles, etc.*). A Medical Alert poster should be posted on or near the classroom door after a case has been reported in a class. Teachers will not disclose which child was infected, but just simply state that the infection has been reported. Families will also be informed by email that an illness has been reported.

Additional prevention measures may be implemented as required by a Public Health Officer or the Provincial Health Authorities to deal with communicable diseases in the community. Should these arise, details will be emailed to families and a health alert poster will be displaced at the classroom or Centre.

Reportable Diseases and Outbreaks

If Wind & Tide learns that a child has become infected with a Reportable Disease (*listed on the Reportable Communicable Diseases in British Columbia document*), **the following steps must be followed:**

1. The family must be informed that it is BC law that we report the disease to licensing and to the local Public Health unit, as the disease their child has is a reportable communicable disease. Also inform the family that Wind & Tide will be giving the family's name and phone number to the Public Health unit and licensing so they can contact the family to discuss and gather information about the disease from them. Adding that we only give out the name of the student who has the disease to licensing and to the local Public Health unit. Families in the student's class will not be told who has the disease by Wind & Tide.
2. **A Reportable Incidents report must be completed and submitted to Licensing within 24 hours.**
3. The **Public Health unit must be informed within 24 hours.**
4. The **teacher must report to the Program Director and Administration office.**
5. The **teacher will then email all of the parents in the class** informing them of the illness.
6. **A sign must be posted at the campus location to inform parents, and provide information and any additional directions from the Public Health unit and/or Licensing Officer.**

For other communicable diseases, teachers are required to report if more than 20% of a class are affected by similar symptoms, within a four-day period. **In these circumstances:**

1. Staff must **file a Reportable Incidents report to Licensing within 24 hours.**
2. Staff must **report the potential outbreak to the Program Director and Administration office.**
3. The **teacher will then email all of the parents in the program** informing them of the illness and symptoms.
4. If the illness is known, **a sign will be posted at the campus location to inform parents of the illness, epidemiology and symptoms.**

Head Lice Policy

Head lice are an ongoing problem but are not a major public health concern, as they do not spread disease. They can be a community concern because of the nuisance and discomfort surrounding infestations and spread.

The following policy has been developed after consulting with Fraser Health, Health-links BC and a Public Health nurse:

- The primary responsibility for control of head lice rests with the family and community.
- Public health nurses can answer questions about the management of head lice.
- If a teacher discovers head lice on a child at school, they will phone the child's parent/guardian, and let them know that they suspect their child has lice and that they should pick up their child as soon as it is convenient as it is best if treatment can begin as soon as possible. When the parent or guardian arrives for pick up, the staff will give them the "Head Lice" parent letter, which includes a section that the parent must sign to indicate treatment has been completed. Alternatively, the letter may be emailed. This letter needs to be given to Wind & Tide staff when the child returns.
- All other families will be emailed the "Head Lice Alert" parent letter when a case of head lice is noted in a classroom. The child with the lice is kept in confidence.

Children with head lice are permitted to return to their registered program after the head lice has been treated and there are no longer any signs of lice and/or nits. A letter will be sent with the parent/guardian with details on treatment options. This letter must be returned to the classroom with a signed confirmation of treatment. When a child returns, staff will perform a head lice check to ensure that all of the lice is gone. This check will be done with careful consideration of the child's privacy and well-being. If more lice is found, the staff will contact the parent/guardian to let them know and at pick-up time, ask that another treatment is done.

A letter or email will be sent to all parents/guardians in the class to alert them that head lice has been observed in the classroom. This letter contains information on how to do a lice check at home. Staff will not disclose the name of the child that was found to have a case of head lice.

TREATING HEAD LICE

The Head Lice Parent Letter contains information about treatment options for head lice. Treatment must be performed before returning to the classroom. *Two treatment options are given:*

OPTION A: Head Lice Shampoo (*kill the head lice and remove the nits*)

Special head lice shampoos or rinses are used because they have been tested and determined to be a safe and effective treatment. Note: Using the shampoo does not negate the need to comb through each hair, looking for and removing live lice and eggs.

OPTION B: Wet-combing (*remove the lice*)

A non-chemical way to find and eliminate head lice.

HEAD LICE CHECKS

Spring is a common time for head lice infestations. **It is recommended that all Childcare Centres**

perform monthly lice checks with the children once a month during the spring months (*example: March, April, May & June*). If an infestation occurs, staff should do lice checks daily for the duration of the infestation (*approximately two (2) weeks after the first case of lice is reported*).

Staff are encouraged to take necessary precautions during the spring, such as keeping hair tied back, using extra hair products, and combing through hair with a fine tooth nit comb regularly after washing. It is easiest and most effective to use the nit comb while conditioner is still in hair. Rinse after thorough combing is complete.

ADMINISTRATION OF MEDICATION

Administration of Medication Policy

If a child requires the administration of medication, the following guidelines must be followed:

- **In a half-day program** (*example: Preschool*), staff are not permitted to administer any non-allergy related medications to children, unless previously authorized by the Administration Office and the child's family.
- **In full-day programs** (*example: Childcare*), staff may be required to administer medication to children, as prescribed by the child's physician. An **Administration of Medication Consent Form** must be filled out by the child's guardian, and the medication must include the child's name, dosage instructions and expiry date.
- For any allergy medications or full-day program medications, the parent/guardian must complete an **Administration of Medication Consent Form**. This form is available on the Parent Portal, or from the Wind & Tide teaching staff (located in a red duo tang in each Wind & Tide classroom).
- **The medication must:**
 - ▶ Clearly state the child's name
 - ▶ List the date
 - ▶ Be in the original packaging from the pharmacy
 - ▶ Clearly list the dosage information
- **The parent/guardian must fill out an Individual Care Plan for their child.** This will include specific signs and symptoms to watch for with their child as well as specific phone numbers to call and any other specific information for their child. This information can be filled out on the child's Parent Portal and then be printed by the staff. Guardians must then review and sign/date the Care Plan.
- **All non-allergy related medications must be stored in a locked box in a cupboard**, out of reach of the children.
- **All allergy or asthma related medications** (*example: Epipens, Benadryl, inhalers*) **must be stored in a box**, out of reach of the children.
- When medication is administered to child, **the staff member must record the time, date and amount given on the Consent Form.**



Administration of Medication Consent Form

CHILD'S NAME:	
PHYSICIAN'S NAME:	PHONE:
PHARMACY NAME:	PHONE:
MEDICATION:	PRESCRIPTION #:
HAS THIS MEDICATION BEEN ADMINISTERED TO THIS CHILD PREVIOUSLY? <input type="checkbox"/> YES <input type="checkbox"/> NO	DOSAGE OF MEDICATION:
IF NO, HAS CHILD RECEIVED MEDICATION FOR 24 HRS PRIOR TO RETURNING TO THE SCHOOL? <input type="checkbox"/> YES <input type="checkbox"/> NO	
TIMES TO BE GIVEN BY PARENT:	
TIMES TO BE GIVEN BY TEACHER:	
ANY POSSIBLE SIDE EFFECTS THAT YOU HAVE BEEN MADE AWARE OF BY THE PHYSICIAN OR PHARMACY? IF SO, PLEASE LIST.	

I hereby give permission and authorize _____ to administer the medication in the dosage as stated above. This dosage is consistent with the recommendations of the Physician and/or drug manufacturer. I accept the responsibility of supplying the current correct medication in its original container, and I agree to submit a new consent form if there is any change in the medication to be administered.

Signature of Parent/Guardian

Date

Phone

Caregiver's Administration Record:

DATE	TIME GIVEN	AMOUNT GIVEN	ADMINISTERED BY

27/01/2015

ALLERGIES & CARE PLANS

Allergies & Care Plan Policy

Prior to registration, parents/guardians are required to complete the Student Information on the Parent Portal and list any serious medical condition, allergies or other support needs.

Before each child starts at Wind & Tide, the Supervising teacher will thoroughly review the child's Student Information form and check for any listed concerns that require care plans. A care plan is required in any situation where a child needs specific support, accommodations and/or medical care. When the child begins, the Supervisor must then approach the child's parents and either confirm that the listed concerns do not require a care plan, or obtain specific information from the guardian about the child's care plan.

A care plan must contain the following information:

- Description of medical condition, allergy, or support needs
- Specific signs and symptoms (for allergy or medical condition)
- Action required - this should be specific, and in order of importance
- Any other notes/concerns, including any special equipment that needs to be provided to the child (*example: medication*) or changes that are required to meet the needs of the child.

Care plans must be based on the information provided by a Health Care Professional (*doctor, nurse, occupational therapist, etc.*) with respect to the specific child.

The care plan must be signed and dated by the child's guardian(s). Parents/guardians can complete the care plan on their Parent Portal, but the Supervisor must then print the plan, review it with the parent/guardian and ensure it is dated and signed.

The Supervisor must also print a Care Plan Summary page that contains a photo of any child with a care plan and important information. This summary page is posted in the classroom in a clearly identified location. All staff in the classroom, including substitute teachers, must be made aware of all children's allergies and/or care plans.

Care plans must be reviewed and revised (if necessary) every twelve months. If changes are not required, the parent/guardian may simply sign and date the care plan to confirm it has been reviewed.

Anaphylaxis Policy

In any Wind & Tide program, there may be children who are at risk for potentially life-threatening allergies.

Anaphylaxis (*pronounced anna-fill-axis*) is a severe allergic reaction that can be caused by foods, insect stings, medications, latex or other substances. The commonest food allergens are peanuts, tree nuts, seafood, egg and milk products. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping students with potentially life-threatening allergies safe.

Our anaphylaxis policy is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff and key volunteers are trained to respond in an emergency situation.

IDENTIFICATION OF CHILDREN AT RISK

At the time of registration, parents are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff must be aware of these children.

It is the responsibility of the parent to:

- Inform the teachers of their child's allergy (*and asthma*)
- Complete the Administration of Medication Consent Form
- Advise the school if their child has outgrown an allergy or no longer requires an epinephrine auto-injector (*a letter from the child's allergist is required*)

It is the responsibility of Wind & Tide staff to:

- Inform all parents of any life-threatening allergies within the class
- Post a list of children's allergies on the wall
- Check any food that will be shared within the class, to make sure it is safe for all students to consume

AVAILABILITY AND LOCATION OF EPINEPHRINE AUTO-INJECTORS ("EpiPen")

Children that are at risk of anaphylaxis must have a Care Plan in place. This Care Plan generally includes and outlines the use of an EpiPen (provided by the guardian) which is to be administered to their child if/when they show signs of anaphylaxis. In some cases, guardians may request that an antihistamine (*example: Benadryl*) for teachers to administer to their child if signs and symptoms occur, before administering the provided EpiPen. First generation antihistamines (*example: Benadryl*) are now widely known to be dangerous for anaphylactic allergies as they can cause sedation that can mask first signs of anaphylaxis, and have led to death in children. For this reason, Care Plans that have requested this process must be amended in consultation with the Supervisor and guardian (and Program Director, if necessary).

ANTIHISTAMINE NOTE: Benadryl is considered okay for seasonal environmental allergies (with no anaphylaxis), and should ideally be administered to a child by their guardian prior to being dropped off at school.

All EpiPens stored in the classroom are kept out of reach of children. It is recommended that parents purchase an EpiPen that the child can leave at school at all times. For field trips, or other outings, the child's EpiPen must be brought along.

EMERGENCY PROTOCOL

Staff are encouraged to listen to the concerns of the child at risk, who usually knows when a reaction is occurring even before signs appear. To respond effectively during an emergency, a routine has been established and practiced, similar to a Fire Drill.

During an emergency, one teacher will stay with the child having the reaction. The other staff will stay with the remaining children.

TRAINING

Every Wind & Tide staff member attends New Staff Training, which includes an overview of anaphylaxis, signs and symptoms and a demonstration on the use of epinephrine. Due to the variety of auto-injector devices, staff should discuss the use of any epinephrine auto-injector with the parent/guardian. The parent/guardian will provide any additional training required for any medication or medication-delivery-device outlined on their child's care plan.

Any Teacher-On-Call will be advised to review the Anaphylaxis Emergency Plan for children in their class/ Centre.

NUTRITION & MENU PLANNING

Nutrition Policy

School Age Care staff will provide children with one nutritious snack per day, on a regular school day. Staff will provide children with two nutritious snacks when children are in care for a full day. The *first snack*, on full days, will be provided in the morning at approximately 9:45AM and the *second snack* will be in the afternoon at approximately 2:45PM. These snacks will consist of items such as fruit, vegetables, cheese & crackers.

For any provided snacks, staff will be respectful to food restrictions, food preferences and cultural food preferences. Parents will be informed of the snacks provided each day with a notice on the classroom parent board.

For any **Childcare or full-day program**, families will be asked to provide a healthy lunch and snacks for their children each day. Lunches should be either cold (*ice packs are required if items must be refrigerated*), or pre-warmed and stored in an insulated container.

Preschool staff will not provide any snacks to the children - families will be asked to provide a healthy snack for their child each day.

The staff will model healthy eating by eating snacks and meals with the children. The staff will not force a child to eat, but will provide encouragements and sufficient time. The staff will not at any time withhold food from a child, nor will they reward a child with food. The staff will also not leave children unattended while eating or drinking.

Allergy-Safe Environment

Individuals at risk of anaphylaxis must avoid specific triggers. While the key responsibility lies with the students at risk and their families, the community must also be aware. Special care is taken to avoid exposure to allergy-causing substances. Parents are asked to consult with the teacher before sending in food to classrooms where there are food-allergic children. The risk of accidental exposure to a food allergen can be significantly diminished by means of such measures.

All Wind & Tide classrooms are considered “Nut Safe Zones.” Staff do not prepare any food (*or activities*) that contains nuts. Parents are advised to refrain from sending any nuts in their child’s lunch or snack. Staff routinely check items that are brought in, alerting parents/guardians of items that must be avoided.

Given that anaphylaxis can be triggered by minute amounts of an allergen when ingested, children with food allergy must be encouraged to follow certain guidelines:

- Eat only food that they have brought from home unless it is packaged, clearly labeled and approved by their parents.
- Wash hands before and after eating.
- Not share food, utensils or containers.

CLOSURES: SCHEDULED & UNEXPECTED

Scheduled Closures

All Wind & Tide programs and the Wind & Tide Administration office are closed on the following days:

- Statutory holidays
- Easter Monday
- Four (4) Professional Development days per year (*September, October, February and June*).

NOTE: that the September and June closure dates are not within the school year, thus only affect applicable full-year programs, including Childcare and full-day School Age Care during the summer months.

- Christmas Eve until New Year's Day (*inclusive*)

Wind & Tide Preschool, Junior Kindergarten and Development programs are also closed for Spring Break and Christmas Break (*any scheduled closure dates are outlined on a child's online class calendar available on the Parent Portal*).

Unexpected Closures

In the event of extreme weather conditions, Wind & Tide Preschool, Junior Kindergarten and School Age Care programs will be closed if the public school district of the specific campus location is closed. If a class is held within a private school campus, closures will follow the decision of the specific private school. This information is readily available on local news broadcasts. Should there be any confusion, closures will be posted on Wind & Tide's website by 8:00am for morning classes and 11:30am for afternoon classes. Every effort will be made to continue Childcare programs. Childcare closures will be posted on Wind & Tide's website by 6:30am, and whenever possible, families will also be notified by email. For the safety of our students and teachers, if weather conditions worsen while classes are in session, parents are encouraged to monitor the conditions and pick up their child(ren) early. In such situations (particularly for any full-day programs), an email may be sent out to families to alert them of worsening conditions.

In cases where heavy snow has fallen the night before, or if winter conditions are becoming worse throughout the early morning hours, a delayed opening (8:00AM) may be implemented to provide more time to properly assess road and campus conditions. Any delayed opening for a Childcare Centre will be reported and posted online on Wind & Tide's website and Facebook page, so parents are encouraged to please monitor both for specific details and timely updates.

Class closures may result from unexpected events, including (but not limited to) flooding, gas leaks, power outages or multiple staff illnesses. Every effort will be made to contact families by phone and/or email.

Tuition will not be prorated for those months with statutory holidays, Wind & Tide Professional Development (Pro-D) days, scheduled holiday closures (if applicable), or in the event of closure due to unexpected circumstances (*example: gas leak*) or extreme weather conditions.

Wind & Tide reserves the right to cancel programs due to insufficient enrollment and/or unavailability of instructors and will make every effort to transfer a child's registration to another suitable class. In the event that another class is not available, Wind & Tide will refund all fees, including the registration fee. Please note that thirty days notice will be given in the event of a class cancellation.

Power Outage Closures & Procedures

Extended power outages can present a safety and health hazard. As such, extended power outages may result in the closure of the affected campus. All Wind & Tide classrooms are equipped with an emergency kit containing flashlights, batteries and corded telephones. These items are readily available in the event of a power outage.

If a power outage occurs prior to class start time:

- The supervising teacher will phone the Wind & Tide Administration office or their Team Director using the classroom phone or their personal cell phone. The office or Team Director will connect with BC Hydro to determine the anticipated length of the power outage.
- If it is going to be an hour or less, class will carry on as per normal.
- If it is going to be more than an hour, children will be sent home with their guardians at drop-off time and the class will be cancelled.

Provided it is safe to do so, staff shall remain at the campus to greet any incoming families and to complete housekeeping chores and curriculum planning.

When a power outage occurs while a class is in session:

- The supervising teacher will phone the Wind & Tide Administration office or their Team Director using the classroom phone or their personal cell phone. The office or Team Director will connect with BC Hydro to determine the anticipated length of the power outage.
- Classes will remain open, unless the classroom becomes very cold and/or dark.
- Weather permitting, the class will go outdoors for additional light.
- Flashlights from the emergency kit will be used for additional light in the washroom facilities.
- If the classroom becomes cold and/or dark, guardians will be called to come and pick up their child.

If class is cancelled due to a power outage:

- The teachers will contact their Team Director and the Administration Office to inform them of the closure due to a power outage.

DEVELOPMENT PROGRAMS: CLASS CANCELLATIONS

Development programs run in the late afternoon, once or twice per week. Due to the later time frame and reduced number of total class hours, decisions on campus closures will be made on a case-by-case basis.

For any cancellation of a Development Program class, guardians will be contacted by the Supervising Teacher.

STATUTORY HOLIDAY CLOSURES FOR DEVELOPMENT PROGRAMS

Any Development Program class scheduled on a statutory holiday (*example: Remembrance Day, Thanksgiving, etc.*) will automatically be rescheduled for the proceeding Friday afternoon.

REGISTRATION POLICIES

We value our families and strive to provide education, care and nurturing for children who will make a difference. Although not necessarily the hallmark of our company, Wind & Tide has a number of policies to help ensure the integrity of our schools so that the programs we offer operate as smoothly and as professionally as possible.

Revoked Registrations

If there are concerns with a child's needs/behaviour or concerns with a parent or guardian's needs/behaviour, all efforts will be made to resolve these matters.

Resolution steps will include, but shall not be limited to, meetings between parent(s)/guardian(s) and teachers, discussions and meetings with Program Directors and, in some cases, seeking input from Supported Child Development agencies.

If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked at the request of Wind & Tide with no given notice. Such circumstances are uncommon, but may be a last resort for cases involving support needs, aggressive or abusive behaviour (by either child or guardian), or custody disagreements. A revoked registration must be authorized by a Program Director and is contingent on the Parent Appeal process (*if applicable*).

Please note that for families with joint custody/guardianship arrangements, Wind & Tide must follow applicable mandates outlined in any provided court order(s) or prepared legal documentation, issued by the court, court counsellors and/or related mediators. In cases where parents (*separated or divorced*) cannot agree to authorization in matters relating to attendance, pick-up/drop-off and/or tuition payments (*including division of tuition payments*), registration may be revoked.

Wind & Tide also reserves the right to refuse or revoke a child's registration (including attendance) from any program, at any time, due to any unpaid/outstanding balance on a family's account.

Reasons for Revoked Registration (Termination of Services):

- Continued lack of payment
- Non-compliance with Wind & Tide policies
- Failure to work with the staff to meet the needs of one's child
- Inappropriate treatment (emotional, verbal, physical) of children within the Centre, or their parents, or Wind & Tide staff
- Inappropriate placement of a child (whereby adequate supervision to guarantee the safety of both this child and the other children within the Centre is not reasonably attained)

Steps Required to Avoid Termination of Services:

- Carefully planned and monitored parent-teacher meetings clearly outlining concerns, possible solutions and required outcomes
- One-to-one aid provided by Supportive Child Development (*requires both parent and Ministry consent*)

- Reasonable flexibility with payment schedule provided both parent and Administration office have expressed mutual consent.

Policy Related to Joint (Divorced/Separated) Guardians

A **Separated Guardians Agreement Form** (available on the Parent Portal in the Document Library) must be completed and submitted for any child with separated legal guardians who is registered in any Preschool, Junior Kindergarten, School Age Care or Childcare program.

The Separated Guardians Agreement Form must be completed, signed by both parties and submitted to Wind & Tide's Administration office, along with any other required documentation (*example: Court Order, Family Court Counselor/ Mediation documents, or mutual agreement between legal guardians*). The responsibility to provide completed documentation lies with both parents/guardians. Any requests to change any information initially provided upon registration, must be provided in writing, signed by both guardians and submitted to Wind & Tide's Administration office.

As per licensing regulations, any adult that is picking up/dropping off the child must be registered with Wind & Tide through the child's Student Information on the Parent Portal. **Unless restricted by court documentation, all legal guardians will be authorized to pick-up or drop-off the child.**

Any additional authorized persons can be permitted to pick-up and/or drop-off the child provided that both legal guardians have agreed (*unless otherwise clearly specified by court documentation*). In cases of dispute, legal guardians are solely responsible for seeking legal recourse that requires the other party to consent or seeking court documentation to support their request.

For any Wind & Tide event, all legal guardians and their selected guests will be permitted to be present. If both guardians choose to attend, it is the sole responsibility of the guardians to ensure that no disruption of the event occurs due to their presence.

Furthermore, **Wind & Tide will operate as follows:**

- Requests for information about the program in which the child is registered will be given, as requested, to any legal guardian. This information shall include registration information, class newsletters, class schedule and special events.
- Requests for information about the child's routine, education or behaviour will be given verbally, as requested, to any legal guardian. This information will be strictly limited to observations made by Wind & Tide staff members. No requests to allocate causation shall be tolerated.
- Without exception, any request for written documentation about the child's attendance, behaviour, or other details must be submitted through the guardian's lawyer as a legal request, with legal notification given to the other guardian's lawyer. Compliance with such requests will remain at the sole discretion of Wind & Tide.
- If there is any uncertainty, as deemed by Wind & Tide, as to any request or requirement of the court order, the legal guardians will be solely responsible for providing documentation consenting mutual agreement. If agreement cannot be reached, both guardians must go through their respective lawyers with regards to any request. No request will be granted without approval from both lawyers and in cases of dispute the child's attendance may

be suspended at the request of Wind & Tide without tuition compensation. Compliance with such requests will remain at the sole discretion of Wind & Tide.

- If there are concerns with a child's needs/behaviour or concerns with a parent's or guardian's needs/behaviour, all efforts will be made to resolve these matters. Resolution steps will include, but shall not be limited to, meetings between parents/guardians and teachers, discussions and meetings with Program Directors and in some cases, seeking input from Supported Child Development agencies. If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked at the request of Wind & Tide with no given notice. Such circumstances are uncommon, but may be a last resort for cases involving support needs, aggressive or abusive behaviour (*by either child or guardian*), or custody disagreements.
- Wind & Tide must follow applicable mandates outlined in any provided court order(s) or prepared legal documents, issued by the court, court counselors and/or related mediators for families with joint custody/ guardianship arrangements. In cases where parents/guardians cannot agree to authorization in matters relating to attendance, pick-up/drop-off and/or tuition payments (*including division of tuition payments*), registration may be revoked.

Parent/Guardian Agreement Contract & Conduct

Parents, guardians and family members all play an integral role in the learning and development of a child. At Wind & Tide, we value our partnerships with families, and seek to walk alongside them in a supportive, respectful and informative way.

Prior to enrolling in a Wind & Tide program, we ask guardians to thoroughly review Wind & Tide's Parent Handbook, policies and program-related information. Guardians are encouraged to work productively with teachers and administration by staying informed about their child's program, the curriculum and the routines. Thoughtful questions and suggestions are welcomed by Wind & Tide. It is incumbent upon Wind & Tide to provide guardians with timely and pertinent information. It is equally important for guardians to share information regarding events and situations affecting children outside of Wind & Tide, so teachers can approach issues with greater understanding and see behaviour in correct context. Note that during class time, drop-off, and dismissal times, the teacher's number one priority is the safety and well-being of the children. While communication is important at this time, it may be necessary to schedule a meeting time to best address any questions or concerns.

Open, honest and respectful dialogue assists us to work together with families to provide children with the very best educational and care setting. The guidelines below are meant to support teachers and guardians in their interactions, as clearly communicated expectations result in a better understanding of the important role of each adult in a child's development.

- Issues and situations that deal with children can easily become emotionally charged. For this reason, it is suggested that parents/guardians allow 24 hours to pass prior to engaging in dialogue with the classroom teachers.
- Every effort should be taken to resolve issues through calm dialogue between those directly involved while respecting the dignity of each person.
- Be prepared to actively listen to another's point of view.
- Try to remain positive. Approach situations in a spirit of cooperation and genuine partnership.

Parents/guardians are required to confirm that they have read and understand Wind & Tide's policies prior to beginning any Wind & Tide program. While several key policies are listed in the document, all policies should be thoroughly reviewed and are accessible through the Parent Portal.

Communication & Parent Appeal Policy

Wind & Tide actively encourages effective communication between parents/guardians and teachers. Parent feedback and involvement assists in ensuring each child has the best experience possible at Wind & Tide. **Below are several strategies to assist in this communication:**

- Daily two-way communication between parents/guardians and Wind & Tide staff which is open and honest - Parents/guardians are encouraged to let teachers know if their child is upset for any reason.
- Wind & Tide website www.windandtide.com and the Parent Portal provides resources, calendar information, classroom information and policy information.
- Parent Board - Parent notice boards showcase upcoming events, themes, and important information (*including the contact information for the Program Director*).
- Newsletters are sent by email (and a copy placed on the parent board) at least every 4-8 weeks.
- Parents are encouraged to request a meeting (in person or by phone) to discuss any concerns, or request additional feedback.
- We encourage families to take an active role in their child's learning. Look over any activity or art pieces that come home with your child, ask questions. Curriculum albums are available for families to purchase and provide a wonderful way for families to share the learning experiences with children.
- For Childcare programs: child journals are created by teachers to showcase daily events and learning experiences. These are either sent home weekly, or provided to parents electronically. (*Note that journals may not be used for children attending less than 2 days per week*).
- Parents/guardians are encouraged to attend special events and/or volunteer in the classroom to see the program in action.
- Parents/guardians are encouraged to evaluate Wind & Tide programs and provide feedback accordingly. Feedback can be provided to the Program Directors (*contact information posted on the Parent Board*) or to the Administration office (admin@windandtide.com).

Concerns

Wind & Tide recognizes that in any caregiving scenario, parents, children, teachers and support staff all form an integral part of the community. From time to time, issues may arise where members of the community may differ in their perspectives.

At Wind & Tide, we believe that communication between a child's home and educational environment is very important. Parents/guardians are encouraged to bring any questions, comments or concerns to the attention of the classroom Supervisor immediately, so they can be dealt with promptly. Discussions between parents and teachers regarding children should not occur in front of the children. Wind & Tide staff will make reasonable efforts to create an immediate, appropriate location for discussion, or will arrange a meeting time that will better accommodate the discussion.

All complaints will be dealt with in a timely manner. Each member of the community is expected to follow the appropriate

complaint procedure as described below. All parties involved must maintain confidentiality with respect to all aspects of this procedure.

If a parent/guardian has a complaint that they would like to express, the following steps will be recommended:

1. The issue must be addressed first with the person(s) directly involved.
2. If the issue cannot be resolved, the matter must be brought to the attention of the Program Director (*by phone or email*) who will follow up within two business days.
3. The Program Director will clarify the issue of disagreement and document all matters pertaining to the issue and its resolution.
4. The Program Director will determine and clarify what policy/policies can be applied to resolve the issue. If necessary, advisors; including the Program Director Coordinator, Founding Director, Director of Human Resources, Chief Executive Officer, etc. will be consulted in efforts to provide a resolution to the issue.
5. The Program Director, having made a judgment to resolve the issue, shall promptly notify both parties of the resolution in writing. In this written notification, the parties must be informed of the available appeal procedures.
6. If the resolution is not accepted, the matter may be appealed to the Program Director Coordinator. The appeal must be submitted in writing no more than seven days after the Program Director's decision has been received.
7. Upon receiving the complaint, the Program Director Coordinator will form a subcommittee with authority to make a decision regarding the appeal. The committee must always include either Wind & Tide's Founding Director, or Wind & Tide's Chief Executive Officer. The subcommittee will study the documentation and then call a meeting to hear presentation from the complainant and the Program Director. Both parties will be in attendance and be given the opportunity to respond. The decision of the Program Director will be overturned only if Wind & Tide policy (including its values and mission statement) was not followed.
8. The Program Director Coordinator will notify the appellant, and the Program Director, of its decision within seven days of the meeting. The decision shall be communicated in written form.
9. When the complaint is pertaining to the Program Director, the process should start at *Step 1*. However, if there is no resolution at the end of this, the process would skip to *Step 6* and following. The Senior Management of Wind & Tide may consider an appeal of the Program Director Coordinator's decision for reasons that they consider valid and appropriate. The Senior Management of Wind & Tide reserves the right to resolve the issue through investigation or through the formation of an appeal committee. The appellant must prepare a written submission to the Senior Management detailing the reasons. This submission must be delivered to the Wind & Tide Administration office no later than fourteen days after the Program Director Coordinator's decision. The decision of the Program Director Coordinator will be overturned only if Wind & Tide policy (*including its values and mission statement*) was not followed.

Privacy Policy

Wind & Tide's Commitment

Safeguarding confidentiality and protecting personal information is a fundamental concern of Wind & Tide Schools and Childcare Centres. Wind & Tide is committed to meeting or exceeding the privacy standards established by the BC Personal Information Protection Act (PIPA).

This personal information privacy policy is intended to explain the current legislation which is designed to protect privacy, to regulate the use and collection of information, and to state the steps Wind & Tide has taken to ensure personal and financial information is handled appropriately and securely.

Privacy Protection in British Columbia

The Act requires an organization to obtain informed consent from an individual before collecting personal information about that individual, with certain exemptions. The organization must state why it is collecting the information, and how it will use the information collected. The Act also requires the organization to keep the information it has collected in a secure and safe manner, protecting the individual's right to have his or her information protected. The Act also describes with whom the personal information may be shared.

★ **NOTE:** *Wind & Tide does not fall under the Freedom of Information and Protection of Privacy Act (FOIPPA), which applies only to provincial government and its bodies; neither does it fall under the Protection of Personal Information and Electronic Documents Act (PIPEDA), a federal statute.*

Ten Privacy Principles

As part of Wind & Tide's commitment, the following Ten Privacy Principles govern the actions as they relate to the use of personal information. These principles have been built upon the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and British Columbia's Personal Information Protection Act (PIPA).

Principle 1 – Accountability

Wind & Tide is responsible for maintaining and protecting the personal information under its control. In fulfilling this mandate, Wind & Tide designates an individual(s) who is (are) accountable for the company's compliance with the Ten Privacy Principles. This individual is the Privacy Officer.

Principle 2 – Identifying Purposes

Wind & Tide will identify the purposes for which personal information is collected before or at the time the information is collected.

Principle 3 – Consent

Wind & Tide will obtain consent of the individual for the collection, use or disclosure of personal information except where the law states exemptions, grants permission, or creates a requirement for collection, use, or disclosure of personal information.

Principle 4 – Limiting Collection

Wind & Tide will limit the personal information collected to those details necessary for the purposes identified.

Principle 5 – Use, Disclosure and Retention

Wind & Tide will only use, disclose and retain personal information for the purpose for which it was collected unless the individual has otherwise consented, or when its use, disclosure or retention is required or permitted by law. Personal information will only be retained for the period of time required to fulfill the purpose for which it was collected.

Principle 6 – Accuracy

Wind & Tide will maintain personal information in as accurate, complete and up-to-date form, as is necessary to fulfill the purposes for which it is to be used.

Principle 7 – Safeguarding Personal Information

Wind & Tide will protect personal information by security safeguards that are appropriate to the sensitivity level of the information.

Principle 8 – Openness

Wind & Tide will make information available to individuals concerning the policies and practices that apply to the management of their information.

Principle 9 – Individual Access

Wind & Tide will inform an individual, upon the individual's request, of the existence, use and disclosure of the individual's information, and shall give the individual access to it in accordance with the law. Individuals may verify the accuracy and completeness of their information and may request that it be amended, if appropriate.

Principle 10 – Complaint Process

Individuals may direct any questions or enquiries with respect to the Wind & Tide's privacy policies or practices to the Privacy Officer of Wind & Tide.

Privacy Policy Practices

What Information is Collected?

Wind & Tide gathers and uses personal information to provide each child with the best possible care and educational services enunciated by the Mission Statement of Wind & Tide. Most of the information collected comes directly from parent(s)/guardian(s) and only with their consent. When a parent/guardian applies to register a child in a Wind & Tide program, they will be asked to provide the information that enables the completion of the registration process. This also includes information on health and personal matters needed to provide the best possible education and care programs.

How is Information Used?

Wind & Tide uses:

- *personal information to communicate with parents/guardians, process applications and ultimately to provide parents/guardians and children with the educational services and care programs expected.*
- *personal information to enable Wind & Tide to operate its administrative function, including payment of fees and maintenance of programs including parent and volunteer participation.*

- anonymous/personal information to constantly improve our programs (example: surveys).
- health, psychological, or legal information to provide certain specialized services in those areas or as adjunct information in delivering educational/care services.
- if for any reason personal information is required to fulfill a different purpose, Wind & Tide will notify the parent/guardian and request consent prior to proceeding.

When may Information be Disclosed?

Wind & Tide keeps personal information strictly confidential and treats it with care and respect. However, some of an individual's personal information may be shared with others as noted below:

When Authorized by the Parent/Guardian

- Other educational institutions may contact Wind & Tide for personal information about students. Parent/guardian permission is required to authorize disclosure of such information.
- Parent/guardian may request information to be shared with support consultants (Supported Child Development), speech therapists, occupational therapists or other professionals involved with their child's growth and development.
- Contact information may be used to enable the school to provide the para-educational and administrative services usually operated by the school. These services include participation groups, parent meetings, fundraising, events, etc.

In some cases, when communication is over the telephone, your consent to the use and/or disclosure of your information will be obtained verbally. In other cases, such as when you communicate through email, your consent will be obtained electronically.

When Required by Law

The type of information the school is legally required to disclose most often relates to family court issues, legal proceedings, court orders and government requirements. Only the information specifically requested is disclosed and Wind & Tide takes precautions to satisfy itself that the authorities making the request have legitimate grounds to do so.

When Permitted by Law

The school is legally permitted to disclose some personal information in situations such as an investigation of illegal activities, reasonable methods to collect overdue accounts, a medical emergency or suspicion of illegal activities, etc. Only pertinent information is disclosed. Wind & Tide does not sell, lease or trade information about families or students to other parties.

Wind & Tide Employees

In the course of daily operations, access to personal information is restricted to authorized employees who have a legitimate reason for accessing it. For example, teachers will have access to personal information about your child but not your account with the school.

All employees of Wind & Tide are required to abide by the privacy standards governed under PIPA. They are also required to work within the principles of ethical behavior as set out in employment contracts and must follow all applicable laws and regulations. Employees are well informed about the importance of privacy and they are required to sign either a code of conduct or a confidentiality agreement that prohibits the disclosure of any personal information to unauthorized individuals or parties. To reinforce their understanding and commitment to upholding client privacy and confidentiality, employees periodically receive up-to-date literature about our privacy policy, principles and standards.

Restricting Sharing Information

If you choose to limit the sharing of your personal information, please contact Wind & Tide's Administration office and submit a written letter specifying which items of personal information you wish to limit, and to whom you wish these items to be restricted. Please remember that certain agencies, by law, have access to certain types of personal information.

How Does Wind & Tide Safeguard Information?

Wind & Tide maintains current security standards to ensure that your personal and financial information is protected against unauthorized access, disclosure, inappropriate alteration or misuse.

Student Forms

Only information that is required by licensing to be on site in the classroom is printed. This information is kept in registration binders, and should remain out of site of classroom visitors at all times. It is stored in secure locations when not in use. Access is restricted to only those employees (teachers, teacher-aides, counselors, secretaries, etc.) who, by nature of their work, are required to see them.

Electronic Security

Wind & Tide manages electronic files appropriately with passwords and security measures that limit access by unauthorized personnel. The security practices are reviewed periodically to ensure that the privacy of information is not compromised.

Record Management

Personal information is destroyed one year after the school no longer needs the information or one year after legal minimum retention requirements have been met.

Accessing and Amending Information

Wind & Tide makes decisions based on the information it has and makes every effort to ensure information is accurate and complete.

Accessing Information

Guardians can verify and amend personal information at any time on their Parent Portal. Guardians may also request access for any additional records (such as attendance) by contacting the Wind & Tide Administration

office. In situations of family breakdown, the school will grant access to records of children as determined by judicial review.

Questions, Concerns and Complaints

Wind & Tide may add, modify or remove portions of this policy when it is considered appropriate to do so. Any changes will be made available on the Parent Portal document library within 24 hours. Questions, concerns, and complaints about privacy, confidentiality and information handling of the school may be addressed to the school's Privacy Officer by calling the Administration office at 604.575.0549. If necessary, Wind & Tide's complaint procedure and appeals policies will be utilized.

PAYMENT AGREEMENT & WITHDRAWAL POLICIES

Payment Policy

Upon registration, parents/guardians must complete a **Payment Form** including a checklist and **Pre-Authorized Debit Agreement** as agreement that they are financially responsible to pay any tuition or applicable fees for all months (or semesters) their child is registered in a class/program, including NSF payments which will be subject to an additional NSF Fee. Monthly tuition fees and payments are applied and processed on the first of every month. Development Program tuition payment dates are outlined on their applicable Payment Forms. Under Wind & Tide's payment policy agreement, parents/guardians also acknowledge that any overdue, declined, or NSF payments must be submitted within 10 business days and that Wind & Tide reserves the right to refuse or revoke a child's registration (including attendance) from any program, at any time, due to any unpaid/outstanding balance on a family's account that is not paid by the requested deadline.

The registration fee is non-refundable and is payable upon accepting a placement in a Wind & Tide program. **The prepaid deposit is required and will be applied as payment towards the final month's tuition of the registered program**, with the exception for Development Programs (*see section for more information*). In cases, where a child has been withdrawn mid-program (*example: mid-year*); the deposit will be applied as payment based on the terms of the program's withdrawal policy.

Tuition will not be prorated due to a child's illness or for any absence regardless of length (*for example: family vacation, etc.*). Tuition will not be prorated for those months with statutory holidays, Wind & Tide Professional Development (Pro-D) days (includes three Pro-D days in total between September and June), scheduled holiday closures (*if applicable*), or in the event of closure due to extreme circumstances (*for example: gas leak*) or extreme weather conditions.

Withdrawal Policy

To withdraw from any Wind & Tide class/program, requests must be submitted in writing to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal. The date of withdrawal from any class will always be set for the last day of the month, or semester (Development Programs only), with no adjustments or prorated fees for requests to withdraw mid-month, or mid-semester (Development Programs only), from a program.

The withdrawal policy for each Wind & Tide program is listed below:

PRESCHOOL / JUNIOR KINDERGARTEN PROGRAMS

Preschool Programs include: *Three-Year-Old, Four-Year-Old classes, half-day & full-day Junior Kindergarten classes.*

Prepaid deposits are non-refundable after June 30 prior to the start of the school year (*example: Deposits due May 1, 2018, for classes starting for the 2018/2019 school year, will not be refunded after June 30, 2018*).

To withdraw a child from a preschool class between July 1 and August 31, any future tuition payments will be cancelled, however, the deposit will not be refunded and the child's position in the class will be forfeited.

To withdraw a child from a preschool class after September 1 and before September 15, September's tuition will be refunded less a withdrawal fee. Note that the deposit cannot be applied as payment towards September's tuition.

To withdraw a child after September 15, the prepaid deposit will be applied toward a child's final month's tuition (applicable for the months of October through to March only), permitting the parent(s)/guardian(s) have provided the minimum 30 days written notice (or 31 days written notice for those months with 31 days) prior to the last day of the month in which they wish to withdraw, or one month's fees shall be paid in lieu of notice.

EXAMPLE: If a parent wishes to withdraw their child from the Preschool program at the end of October (last day is going to be October 31), their **completed Withdrawal Form must be submitted** to the Administration office **before October 1**.

Withdrawal requests must be submitted to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal. The date of withdrawal from any class will always be set for the last day of the month with no adjustments or prorated fees for those requests to withdraw mid-month from a program.

Requests to withdraw from the class will not be accepted as of March 1 of any given school year. Similarly any biannual or annual tuition payments that have been prepaid will not be refunded for any withdrawal requests received after March 1 of any given school year.

Families providing withdrawal requests for departures effective after March 31 will still be subject to monthly tuition payments for the remaining months of the school year (April, May, June). Applicable prepaid Four-Year-Old class payments will be canceled or returned; except the non-refundable registration fee.

Withdrawing a child from a current Three-Year-Old class, at any time, will also automatically forfeit their priority in placement and registration for the corresponding Four-Year-Old Preschool class for the following year.

In cases where a family wishes to maintain their child's registration in a corresponding Four-Year-Old class, but still chooses to withdraw them from their current Three-Year-Old class, concessions can be made providing the annual tuition for the current Three-Year-Old class has been paid in full, in addition to the completed Payment Form and required payments for the following school year.

CHILDCARE PROGRAM / SCHOOL AGE CARE PROGRAM

Whether registered part-time or full-time for any Childcare or School Age Care program, the prepaid deposit will only be applied towards a child's final month of tuition, permitting that the parents/guardian have provided a minimum of 60 days written notice to the Administration office. Withdrawal requests must be submitted to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal.

EXAMPLE: If a parent wishes to withdraw their child from a Childcare centre at the end of November (last day is going to be November 30), their **completed Withdrawal Form must be submitted** to the Administration office **before October 1**.

Upon receipt of the Withdrawal Form, the withdrawal date will always be recorded, as the last day of the month and fees/payments will be charged accordingly.

No adjustments to monthly fees will be made for any mid-month withdrawal requests. Withdrawal date will always be recorded as the last day of any given month regardless of the last date of attendance at the facility and provided that the minimum notice has been provided (*as stated above*). Tuition is an applied monthly fee, and thus, will not be prorated.

DEVELOPMENT PROGRAMS

To withdraw a child from any Wind & Tide program, requests must be submitted in writing to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal.

Registration Fees are non-refundable and non-transferable. Withdrawing a child from a Development Program before the first instalment payment date will cancel all future tuition payments for that program.

After the first instalment payment (*Term 1*), parents/guardians will have until 6:00pm on the day of the third class to withdraw their child from a Development Program. Any withdrawal requests received in this period will qualify for a refund of the first instalment, less a withdrawal fee. All future tuition payments will also be canceled.

If a parent/guardian submits a request to withdraw their child after the third class, they will be financially responsible for the tuition payments for the entire term. However, all future tuition payments for Term 2 (*if applicable*) will be canceled.

To withdraw a child from a Development Program after the completion of Term 1, but before the beginning of Term 2, the Withdrawal Form must be received by the Administration office by December 31 of the school year. Withdrawal requests received on/before this day will qualify for a refund of the first instalment for Term 2, less a withdrawal fee. All future tuition payments will also be canceled.

Additional Registration Policies for Childcare & School Age Care Programs

There are **additional terms and conditions applicable to Wind & Tide's Childcare centres and School Age Care programs**, and are noted below:

- For any reduction of registered days, a minimum of 60 days written notice is required prior to the last day of the month in which the withdrawal (reduction) is desired.
- Requests to temporarily swap registered days cannot be accommodated.
- Drop-In days may be accommodated based on availability at the Centre. Parents/Guardians must contact the Administration office directly (not the Centre) to request any additional Drop-In days with 24 hour prior notice. Upon confirmation, parents/guardians will be obligated to pay a Drop-In fee for any additional days their child is registered to attend. If Drop-In days are canceled, 24 hours notice must be provided to the Administration office.

EARLY DISMISSAL DAYS AND PROFESSIONAL DEVELOPMENT (PRO-D) DAYS

For some School Age Care programs (*currently excluding Evans Elementary*), additional care may be available on Early Dismissal school days, Professional Development (Pro-D) Days and other school closures permitting that there is sufficient enrollment. Parents are required to sign-up for care on such days and additional charges may apply. Availability varies at each School Age Care program, and parents are encouraged to discuss their care needs with the Administration office prior to registering.

South-West Maple Ridge Childcare & School Age Care Programs ONLY

These are additional policies applicable for Wind & Tide's **South-West Maple Ridge Childcare and School Age Care** programs only:

Scheduled Closures for Childcare & School Age Care Programs

The Childcare and School Age Care programs will be closed for four Professional Development (Pro-D) Days per year (*September, October, February and June*). Dates of these closures will be provided at the time of registration or outlined during the re-registration process for the upcoming school year. Both programs will also be closed between Christmas Eve and New Year's Day* inclusive (**a day "in lieu" will be observed should the statutory holiday fall on a weekend*).

Additional or Extended-Care Days for School Age Care

Additional/extended care is available on Early Dismissal school days, Professional Development (Pro-D) days and other school closures permitting there is sufficient space at the Centre. Parents requiring additional/extended day care for their child on such days must submit their request ("sign-up") in advance, and additional charges may apply. Given that availability can vary, parents must register for any additional/extended care days with the Administration office prior the date(s) requested. If additional/extended care is required for four children or less, provision of care at the Centre may not be possible and alternative child care arrangements for the date(s) may be required.

School Age Care Credits

Full-time students registering for the entire school year will be allocated School Age Care (SAC) credits to use towards Additional and Extended-Care days. These allocated credits are based on a full ten-month enrollment (*example: registration from September to June*) and can be used in lieu of payment for full-day care on Pro-D days, during Spring Break, certain days within the Christmas Break, or for extended-day care on Early Dismissal days, or other days when the school is not in session but the Centre remains open. Please note that all available extended care days are subject to sufficient demand and available transportation, and must be booked within one week of the required date. Credits may not be used for additional/extended care days that apply to less than five children (*example: private school closure days*). If care is available on such days, an additional charge will apply.

Allocation of School Age Care Credits | Before and After School Care (*full-time*)

Beginning September 1, for each full month of the school year that a student is registered full-time (Before and After School Care) in the School Age Care program, **they will accumulate 2 credits per month for a total of 20 credits.** Students registered in after school care only will accumulate 1 credit per full month. In the event that a student enrolls mid-year, credits will begin to accumulate starting the first full month they are registered (*example: if a child starts in School Age Care full-time beginning November 1, they will be allocated 16 credits [8 months x 2 credits]*).

Additional Terms for School Age Care Credits

- All credits are applied annually, every September, for students in our School Age Care who are registered year after year.
- Allocated credits will expire on June 30 of the school year and cannot be carried over to another

school year or transferred to another student.

- If a family withdraws their child from the School Age Care program and they have used more than their accumulated credit amounts, **any overage of credits will be charged against their prepaid deposit** (example: If a family withdraws their child from the School Age Care program on March 31, but used all 20 credits between September and March (7 MONTHS), they have used more than the 14 credits (7 MONTHS X 2 CREDITS/MONTH) they were entitled to use. Repayment or the overage of these 6 credits, will now be applied against their prepaid deposit which will be returned to them). In cases where the deposit is not applicable, the amount for any credit overages will be applied to the family's account for payment.
- School Age Care credits have no cash surrender value; thus, **no refunds will be issued for any unused "allocated" credits.**

School Age Care Credit Values

- **Additional Care Days = 1 credit.** One credit can be redeemed for **one full-day of additional care** for Pro-D days, additional days over Spring Break and/or Christmas Break, etc. Note that credits can only be used for additional care days that apply to less than five children (example: private school closure days).
- **Extended Day Care = 1 credit.** One credit can be redeemed for **an extended-day of care** required for Early Dismissal day (when available and required for a minimum of five children), or for after-school care in cases where students are only registered for before-school care (or vice versa), etc.

Option to Purchase Additional School Age Care Credits

Additional School Age credits are available for purchase at a reduced rate. Any "purchased" credits can be carried over to future school years, transferred to other students, or can be refunded upon withdrawal (permitting there is no owing balance on a family's account). **Credits must be purchased directly through the Administration office.**

Summer Care

Monthly tuition for School Age Care students will be automatically adjusted on July 1 to reflect our full-time Summer Care rates for the months of July and August. Summer Care provides families the assurance of having full-time care; Monday to Friday, 7AM – 6PM (except statutory holidays and Wind & Tide's September Pro-D Day) over the Summer break, and reserves a student's placement in the School Age Care program for the following September.

Holding Fee Option

If full-time Summer Care is not required, a School Age Care Holding Fee will be applied for July and August. This holding fee will secure a child's placement in the School Age Care program for the following September, AND will provide four weeks of full-time Summer Care that can be used as needed during the months of July and/or August. Requests for these four weeks of care must be indicated on the School Age Care Re-registration form that must be submitted to the Administration office to confirm a child's enrollment for the following school year. Monthly tuition for this Holding Fee will be processed on July 1 and August 1.

If additional Summer Care is required, a drop-in rate per week will apply (*this rate only applies to students currently enrolled in the School Age Program*). All requests for additional care must be submitted in advance to the Administration office (not the Centre) and is subject to availability.

Kindergarten Gradual Entry Care

To help accommodate gradual entry schedules of students starting Kindergarten in September, additional care is available for registered students in our School Age Care program. This option provides care on those days/hours when students are not in class as part of their scheduled gradual entry rotation. This additional fee will be applied towards September's tuition. Please note that required days and transportation requests must be submitted to the Administration office by August 15.

Kindergarten students who are not enrolled in our School Age Care Program, are welcome to register for Gradual Entry Care, permitting there is space available at the Centre. Payment, as well as required days and transportation requests must also be received by August 15. Registration and payment can only be facilitated through Wind & Tide's Administration office.

Summer Care ONLY Option | July & August Only

FOR STUDENTS WHO ARE NOT ENROLLED IN SCHOOL AGE CARE THROUGHOUT THE SCHOOL YEAR

Full time or part time (per week) Summer Care is available for the months of July and August only at our South-West Maple Ridge campus for students who are not registered throughout the school year in Wind & Tide's School Age Care program, yet require quality care for their child during the summer months when school is not in session. A child's placement will be confirmed once the required documentation including the applicable Registration Fee, Deposit and Payment form has been received by the Administration office.