

**Panorama Recreation**  
**OUT OF SCHOOL CARE**  
**PROGRAM**



## **WELCOME**

Since 1977, the Peninsula Recreation Commission has been providing active living opportunities in an effective and efficient manner to the municipalities of Sidney, North Saanich and Central Saanich. Panorama Recreation Centre is the primary venue for these services, which include fitness, weights, aquatics, racquet sports and arena programs. Off-site facilities, such as Greenglade Community Centre and the Central Saanich Cultural Centre, provide a variety of programs to accommodate the growing community. Panorama's Out of School Care utilizes these facilities to offer quality programs for children Kindergarten – Grade 5.

This information package has been prepared to introduce you to our program, to answer some of your questions and to inform you of the policies and procedures that guide our operation.

## **OUR PROGRAM**

Our program is designed for children in kindergarten through grade 5. We will only accept 4 year olds if they turn 5 by December 31, 2020. At the beginning of each month, a schedule will be distributed, outlining a general idea of what we will be doing; however, some days may be subject to change due to weather or staff discretion. Parents and children will be notified of major changes whenever possible. Our general program will include games, sports, arts & crafts and occasional out trips on the Saanich Peninsula.

### **Snack**

Each afternoon once all children have arrived at the centre, we will have snack as a group. This year due to COVID-19 and our desire to decrease unnecessary contact during food preparation, we will be only offering pre-packaged items such as granola bars, cheese strings, and yogurt. Parents who know their child has a big appetite are encouraged to send additional snack items in their child's lunch. All snack items will comply with Canada's Food Guide.

### **Off-Site Activities**

Throughout the year there will be an out trip to various locations on the Saanich Peninsula. E.g. Tulista Park, Centennial Park. Pick-up on these days will still be at your home room arrange pick-up at the off-site location. The group should be back in their home room no later than 5:00 PM on out-trip days or it is determined in advance.

Our Out of School Care program will be going Swimming and/or skating once a month. Please see monthly activity calendar for exact dates.

### **PROGRAM DATES, TIMES & FEES**

**For the 2020/2021 school year, our program will run September 14th, 2020 – June 29th, 2021.**

**Please note that Kindergarten children typically have a gradual entry to full day classes and we not be able to accommodate their schedule until they align with grades 1 – 5.**

Out of School Care operates Monday to Friday, \$19 per day, with registration for individual days of the week available. There is an option of scheduled monthly payments, with the September payment due at time of registration and then starting October 1<sup>st</sup> on the first of the month.

### **TRANSPORTATION**

Transportation of your child from his/her school to Greenglade Community Centre is available from: Deep Cove, Sidney, and KELSET Elementary Schools. Pick up times, locations and list of children from the schools will be confirmed with schools and parents prior to the start of the program. Please ensure your child(ren) is aware of the times, meeting locations, and arrives promptly after the school bell rings to the pick-up spot.

This year, students from **Sidney Elementary** will be transported to Greenglade Community Centre by SD63 School Bus (#10). These children will be met at the school by a Panorama Staff member by the Main Entrance and walked to the school bus stop where they will ride the bus to the corner of Weiler ave. and Northbrook dr. A second Panorama Staff member will meet the children as they exit the bus and walk them to Greenglade Community Centre (200m distance). **Children in these two schools must register with SD63 Transportation prior to the school year.**  
<https://www.sd63.bc.ca/programs-and-services/transportation>

This year, students from **Deep Cove Elementary** will be transported to Greenglade Community Centre by SD63 School Bus (#2). These children will be met at the school by a Panorama Staff member by the Office and walked to the school bus stop where they will ride the bus to the Greenglade Community Centre Parking Lot. A Panorama Staff member will meet the children as they exit the bus and walk them into the building. **Children in these two schools must register with SD63 Transportation prior to the school year.**  
<https://www.sd63.bc.ca/programs-and-services/transportation>

**KELSET** students will meet a Panorama staff member directly after school at The office near the SD63 bus stop. They will ride the bus to the Greenglade Community Centre Parking Lot. A Panorama Staff member will meet the children as they exit the bus and walk them into the building. **Children in these two schools must register with SD63 Transportation prior to the school year.** <https://www.sd63.bc.ca/programs-and-services/transportation>

### **Child not at a pick up location**

If your child is registered to attend our program and we arrive at the school and your child is not at the designated pick up area, the following procedure is put in place:

- A phone call will be made to Panorama Recreation to see if there was a late withdrawal or notice of non-pick up.
- The program leader will check in with the office and teacher to see if your child has attended school that day. School will page the child over the PA.
- School grounds will be checked if the child had attended school
- Attempts will be made to contact parents/guardians and/or emergency contact numbers. Staff will inform the supervisor of the missing child.
- If we are unable to contact someone who can confirm your child's whereabouts within 15 minutes, we will immediately contact the RCMP and file a missing child report.
- Search of school and route child may have taken home will continue with the help of the RCMP
- It should be noted that while locating your child's whereabouts other children's pick-up may be delayed.
- PRC Staff WILL NOT leave the school until your child is either located or contact has been made with parents and they have confirmed child's whereabouts.

We take the care and safety of your child seriously and a number of resources are involved in trying to locate your child. Therefore, it is imperative that you inform Panorama Out of School Care **before 1:00pm** each day that your child is registered if you have made alternative plans - please phone **Hannah Nawroth (250-655-2180), Jason Gray (250-655-2172) and Panorama Recreation Centre (250-656-7271)** Thank you for your attention to this matter.

### **EARLY DISMISSAL DAYS**

Each school has early dismissal days throughout the year. Panorama Recreation will make arrangements to pick up children early on these days at no extra charge. These dates will be confirmed in September.

## **CLOSURES**

Out of School Care is closed on statutory holidays, Pro-D days, winter break, spring break, and summer break, according to School District 63 closures. Please check the monthly calendar for exact dates and other programs.

## **SPECIAL CAMP DAYS**

Please note that these require separate registration. Please register ASAP to confirm your place for these special care offerings as they fill up quickly.

**Winter Break Camps** – 9:00-4:00\* - Daily registration available

**Spring Break Camps** – 9:00-4:00\* - Daily registration available

\*Pre and Post Care available for an additional cost

## **GENERAL INFORMATION**

### **Emergency Medical Forms**

All parents are required to fill out the Licensed Emergency Medical Form and return it to reception prior to children attending this program. The original copy will remain with program supervisor in the administration office and a copy will be with the leaders at all times. *If any changes are needed they must be done on our original copy.* Please note with new licensing regulations you are required to provide a current photo of your child on the form.

### **Payment Policy**

Fees are paid in advance on the 1<sup>st</sup> of each month. All dishonored payments (whether by direct withdrawal or credit card) will be subject to a \$15 service charge that will be added to your recreation account and may prevent future transactions until paid.

### **Cancellation Policy**

- 30 days written notice is required when withdrawing and/or changing your child's registration, or a refund will not be processed.
- Withdrawal from the program for two consecutive months will result in the removal of your child from the remainder of the program.
- Any changes for your child's registration must be in writing and dropped off at the reception desk or emailed to [jgray@panoramarec.bc.ca](mailto:jgray@panoramarec.bc.ca)

- Phone messages will not be accepted as a form of notification for adjusting your child's registration.

### **Unforeseen Closures**

In the event of Panorama Recreation having to close due to reasons beyond our control (including but not limited to snow days, earthquakes, fire, and floods) you will be notified prior to the start of the program or if program is in progress you will be contacted to pick up your child immediately. Credits will be prorated and processed based on time lost.

In the event of School District 63 unforeseen closures (including but not limited to teacher's strike) our regular after school care program will continue and no refunds will be processed during these times. On these closure days, we will attempt to offer full day hours of care if we can. These hours will be at an additional cost.

### **Absent or Sick**

Parents are required to leave a message by telephone to **Hannah Nawroth (250-655-2180) and Panorama Recreation Centre (250-656-7271)** that their child will not be attending the program by **1:00pm of that day**. For serious illness that results in a large amount of time away from the program, please provide a medical note and Panorama can issue you a credit for those missed days.

### **Medications**

Only doctor prescribed medications will be administered by program staff, and only where absolutely necessary. We encourage parents to manage any needs for medication outside of their child's program times whenever possible. Where medications need to be administered by staff, original pharmacy dosage must be included on the medication's label. Parents must sign an 'authorization to administer medication' form before any medication can be administered. Please request this form from the Community Recreation Coordinator. Over the-counter medications will only be administered if accompanied by a doctor's note stating:

1. Name Of Medication
2. Start and End Dates
3. Doses and Time Of Administration
4. Name of Child
5. Purchase Date
6. Storage Instructions

## **Emergency Procedures**

All staff are trained in Panorama Recreation Emergency Procedures, including those for fire, earthquake, and other major emergencies. Fire drills are carried out by all classes each month, and an earthquake drill is performed once per year, according to Childcare Licensing Regulation. In the event of a real emergency, staff and children will not return to their classroom until it is deemed safe by an authorized person. Parents will be informed of any emergencies which occur. As with normal dismissal, in an emergency situation children will only be released to a parent or other authorized person as listed on their emergency medical form.

**Fire and/or Site Evacuation:** In the event that we need to evacuate the building, Parents will be notified where to pick up their child.

**Earthquakes:** In the case of an earthquake, if possible, we will remain on site. If the centre is badly damaged, emergency crews will relocate us to the nearest emergency centre.

## **Sign Out Procedures**

At dismissal, a designated adult must sign out his/her children. Please ensure that your child is picked up promptly by the end of program. If someone who is not listed as an authorized person on the Emergency Medical Form is picking up your child, you are required to notify the instructor in writing beforehand so that they are aware of this change. If the instructor is not notified, the child will be requested to stay until the parent is contacted to verify pickup. We encourage you to add all individuals authorized for pick up to the relevant section on the Emergency Medical Form. Please note that the instructor will ask to see identification for all individuals he/she is unfamiliar with.

## **Late Pickup Charge**

Our programs operate until 5:30pm and children must be picked up promptly at the end of the program. There will be a charge of \$5 for each 10 minutes or a portion thereof if your child remains at the Centre after these times. This charge is to be paid at the front desk on the way to pick up your child and the receipt is to be presented to staff. If you do not pay prior to pick up the amount will be charged to your account.

## **Custody**

Parents must provide staff with a copy of their custody or court order. Staff will act in accordance with this legal document.

If issues around custody exist **and there are no legal documents**, the enrolling parent must provide information on access. Staff will follow information provided.

In the event a serious dispute arises, police will be contacted for direction.

The parent with whom the child resides will be deemed to be the custodial parent and staff will only follow instructions of this parent unless otherwise instructed by a court order.

### **Privacy and Confidentiality**

It is our intention that all those using and working in the out of school care program can do so knowing their confidentiality will be respected. Personal information about children is kept securely, but is accessible to teachers and supervisors. Information passed on to any staff member in confidence will be treated as such. Exceptions to the Privacy and Confidentiality policy are those where the safety of the children is involved. Parents will have access to any files/information concerning their own children.

### **Refund Information & Delinquent Accounts**

If you need to withdraw your child from our program the Supervisor must have one month's notice in writing. This gives staff sufficient time to accommodate our waitlisted patrons to arrange for a replacement. If one month's notice is not given, the Centre will retain one month's fee. In the event that your account is in arrears over 30 days you will be notified by our accounts department. Arrangements for payment must be made or the result may be the withdrawal of your child from the program.

### **Termination of Services**

Every effort will be made by our staff to meet the needs of each family. We will work with families to resolve issues to their mutual satisfaction, provided the arrangement does not:

- Compromise the Mission and Values of the Peninsula Recreation Commission;
- Compromise the quality of programming for other participants;
- Endanger staff, the child or other participants at risk.

All situations are dealt with on an individual basis taking into account the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, the Out of School Care leader, in consultation with a supervisor, may come to the decision that it is not appropriate for a child to continue enrollment in the Out of School Care program. Situations where this might be the case might include behavioral concerns; inappropriate conduct; unresolved custody issues; philosophical differences; late pick-up issues or non-payment of fees.

## **HEALTH AND SAFETY**

### **Physical Health**

Parent/Guardians are requested to inform staff of any concerns regarding their child's health, i.e. disabilities, medication, food or other allergies. This information is to be provided on the 'Emergency Form'. In addition, if any medication is to be administered to your child, a consent and waiver form is to be completed and signed.

*Please note that it is a licensing requirement that we have a record of immunization for all children in our care. Please complete this information in full on your child's medical form.*

### **Illness/ Sickness/ COVID-19 Policy**

Parents are asked to ensure their child is not displaying any symptoms of a common cold, influenza, COVID-19, or another respiratory disease before attending our program. If symptoms are present, they along with any siblings will not be permitted at our program for at least 10 days before returning. If symptoms develop during program, they will be immediately removed from the group to a designated sick child space, and a guardian will be called for pick-up. Please have them get assessed for a COVID-19 test and self-isolate for at least 10 days. If assessed by a family physician or nurse practitioner and deemed to not be COVID-19, with confirmation they may return to programs once symptoms resolve. Our program will always refer to public health advice from Island and Provincial Health Authorities.

Any accident, injuries or illness will be recorded and reported to the parent of guardian immediately.

### **Suspected Child Abuse**

We are required, by law, under the Child, Family and Community Services Act, to report suspected or disclosed abuse or neglect. It is our legal responsibility to report suspicions/disclosures to the appropriate parties, not to determine if abuse has occurred. Our primary concern is for the health, safety and well-being of the children in our care.

Investigations are the responsibility of the Ministry for Children and Family Development and/or the police. They are responsible for contacting the parent/guardian.

### **Leaders: Children Ratios**

In accordance with the Ministry of Health's guidelines, there will be one responsible adult for every 12 children for Kindergarten and Grade 1. There will be one responsible adult for every 15

children for grades 2 through 5. All staff members on duty will hold a valid Standard First Aid certificate and have provided us with clear criminal record check. Staff will be aware of emergency procedures for the building and will inform children of these as well as safety measures to be adhered to. Children will do routine fire safety drills once a month.

**Three guidelines that govern our childcare program are:**

- ✓ **Be safe**
- ✓ **Be respectful**
- ✓ **Be a participant**

Staff realize the importance of being an appropriate behavior model, showing respect to children, parents, coworkers and their environment.

The staff will be ensuring the guidelines for our program are followed to guarantee a safe and pleasant environment. If a child does not comply with guidelines, the procedure will be as follows:

1. First incident: followed by a warning, incident recorded, parents informed.
2. Second incident: incident recorded, copy of the incident will be forwarded to the Community Recreation Coordinator; parents informed.
3. Third incident: Parents contacted by the Community Recreation Coordinator and the child may be requested to leave the program.

Panorama Recreation Centre is proud of our Out of School Care Program and feels it is necessary to implement this system to run a safe and quality experience for the participants.

<b>BE SAFE</b>	<b>BE RESPECTFUL</b>	<b>BE A PARTICIPANT</b>
<ul style="list-style-type: none"> <li>• Stay together when walking as a group</li> <li>• Wash your hands before snack or eating</li> <li>• Sit down when eating and at a table</li> <li>• 4 chair legs remain on the floor</li> <li>• Ask an adult for help when you need it</li> </ul>	<ul style="list-style-type: none"> <li>• Use toys and materials properly</li> <li>• Put the materials away when you are finished with them</li> <li>• Share the toys and materials with others</li> <li>• Wait and/or say excuse me to interrupt a conversation</li> <li>• Put up your hand to answer and ask questions</li> <li>• Wait your turn</li> <li>• Take care of nature and our environment</li> </ul>	<ul style="list-style-type: none"> <li>• Be a team player</li> <li>• Try our best</li> <li>• Share your ideas with others</li> <li>• Be a good sport</li> <li>• Everyone helps to clean up</li> <li>• Welcome others who want to join an activity</li> <li>• Be creative</li> <li>• Try new things</li> </ul>

<ul style="list-style-type: none"> <li>• Wash our hands after going to the bathroom</li> <li>• Food stays in your backpack on the bus</li> <li>• People and things stay inside the bus</li> <li>• Stay in your seat on the bus</li> <li>• Listen to the lifeguards</li> <li>• Be stranger aware</li> <li>• Know where your leaders/adults are</li> <li>• Walking feet when inside</li> <li>• Stay with group</li> <li>• Ask or tell someone before leaving the room</li> <li>• One at a time on the slide</li> <li>• Ask to pet someone's dog before touching it</li> </ul>	<ul style="list-style-type: none"> <li>• Playground equipment is for everyone</li> <li>• Stay seated on your chair</li> <li>• Be considerate of others</li> <li>• Hands to your own body</li> <li>• Be polite – say please and thank you</li> <li>• “insult free zone” – for yourself and others</li> <li>• Move to one side of the sidewalk when passing others</li> <li>• Use your words to communicate your feelings</li> <li>• Use listening ears and follow directions</li> <li>• Respect the space of others having fun</li> <li>• Be open to ideas of others</li> <li>• Calm bodies in the quiet area</li> <li>• Everyone is served snack before asking for seconds</li> <li>• Use appropriate language</li> <li>• Talking with an inside voice</li> <li>• Speak to each other with gentle/respectful words</li> <li>• We recycle</li> </ul>	<ul style="list-style-type: none"> <li>• Hang backpack and belongings on your hook</li> <li>• Be mindful and take care of your belongings</li> <li>• Encourage others</li> <li>• Take a break when you need to</li> </ul>
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**CHILD CARE PLAN**

The Child Care Licensing Regulation defines a *child requiring extra support* as a child who, for physical, intellectual, emotional, communicative or behavioral reasons, requires support or services that are additional to, or distinct from, those provided to other children. Section 58 of the Child Care Licensing Regulation requires a licensee to have a current care plan for each child requiring extra support.

**What is a care plan?**

A care plan specifies the care a child requiring extra support (see above) needs to develop socially, emotionally, physically, and intellectually in the context of the child care facility. The purpose of a care plan is to ensure that children in care who require extra support get that support in a systematic and predictable manner.

### **Why does a child need a care plan?**

Early childhood experiences have a profound impact on the overall health and well-being of children throughout their lifetime. All children deserve the opportunity to acquire the skills needed to become productive, happy and healthy adults. The Child Care Licensing Regulation promotes an inclusive care environment for all children regardless of age, developmental level, or physical abilities. A care plan is required to meet the individual needs of children who require extra support so they can derive the maximum benefit from a child care facility's activities and services.

### **How is a care plan developed?**

Information for a care plan will come from discussion with the child's parents, other caregivers, medical practitioner(s), early childhood intervention services or other health care professionals, and from observing and working with the child. The plan will describe the child's needs and how the child care facility can best meet those needs.

A care plan may be as simple as a paragraph or it may be complex and require multiple pages. The first step in developing the care plan is gathering information: What are the problems? Possible solutions? What supports and services does the child have or need? How will staff be assigned to support the child? What special equipment and supplies are needed? A plan may also include a list of medical, safety, and emergency considerations. The care plan should outline how a child will be accommodated each day at the facility and may also identify short and long term goals. Once a care plan has been documented, copies should be provided to the child's parents and others who are involved in the day-to-day care of the child.

Care plans are as unique and as individual as each child. Remember the goal of a care plan is to ensure the child has safe and successful experiences that promote physical, social, emotional, and intellectual development

### **How do I know if the care plan is working or if it needs to be changed?**

Reviewing a care plan is the best way to assess if it is working or needs to be changed. The Child Care Licensing Regulation requires that a care plan be reviewed at least once a year (or earlier if the needs of the child change significantly) with the child's parents and anyone the parents request, which may include early childhood intervention services. It is a good idea to review the initial care plan within three months of its being implemented.

We are always trying to improve.  
Do you have program feedback or  
questions?

**CONTACT:**

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