

Welcome to Early Years Programs with Panorama Recreation!

Frequently Asked Questions

What can you do to help keep your child, staff and other children safe?

Prior to leaving home, please complete a Daily Health Check of your child. If they are showing any of the following symptoms or other signs of illness, please stay home.

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Painful swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

If your child is not showing any, please join us at the program! Hand sanitizer will be available at sign-in, and time will be made at regular intervals throughout the program for hand washing.

What does your sign-in/out process look like?

Children are to be signed in/out with a program leader each day.

For some programs, drop-off and pick-up may be completed within a designated timeframe, allowing families the flexibility to drop-off and pick-up anytime within it.

Children will be released to authorized personnel only (as indicated on their medical and emergency form). As staff may not recognize you or another authorized pick-up person, please come prepared to show identification.

What if it's my child's allergies that cause them sneezing and a runny nose?

Please tell us! We will make note of it should those symptoms arise. It's our expectation that families will find a suitable medication or alternative to manage the symptoms during program hours.

Participant Behavioural Expectations

All children participating in our programs are expected to behave in a manner which ensures their own safety, along with that of other participants, staff, volunteers and any general public the group may share a recreation space with. General and activity-specific rules, boundaries and expectations will be explained to your children at the beginning of each week, and/or prior to the start of new activities. Parents will be notified if their child is not meeting these behavioural expectations. Children endangering their safety or that of another may be asked to leave; only returning when accommodations can be made to ensure the safety of all.

What should I pack my child?

- ✓ Food – Two snacks and, if a full day program, a nutritious lunch. Please keep in mind that our facilities are nut-aware zones, and that all lunch and snack time waste will be packed home. Children are not permitted to use the vending machines during program hours.
- ✓ Water – Refillable bottle filled for the day
- ✓ Backpack – For ease of carrying belongings and keeping things together
- ✓ Clothing and Personal Gear – Weather and activity-appropriate clothing. Rain or shine, we may head outdoors!

Label all of your child's belongings and clothing, and ask that personal toys/games and extra spending money be left at home. Cell phones or other electronics should stay home or within backpacks throughout the day - only being checked at lunch or snack times if you are wishing your child to do so.

My child takes medication. Can leaders help?

If your child requires medication while in our care, please inform their program leaders. Children will be asked to keep their medication with their personal belongings throughout the day; helping to avoid mishaps and/or misplacement. With parental consent, program leaders will supervise medication is taken as required.

What happens if my child needs first aid treatment?

When administering first aid treatment, program leaders will follow appropriate health and safety protocols, including maintaining physical distancing whenever possible, hand washing or sanitizing before and after care, and donning personal protective equipment if necessary. If a child requires minor first aid treatment, staff will assess if the child can be walked through self-treatment verbally (ex. for a scrape, staff would talk the child through washing or rinsing the wound, and unwrapping and applying a bandaid). If not, staff will don the appropriate personal protective equipment and perform the first aid treatment needed.

One-on-One Support and Individualized Behaviour Support Plans

Does your child receive educational assistance at school? Would they benefit from one-on-one support within our programs? To ensure your child has the best possible experience and receives the support they need, families are encouraged to arrange additional support prior to program participation. Both the [Supported Child Development Program](#) through Island Health, and [Aboriginal Supported Child Development](#), work with eligible families through offering observations, resources, ongoing support and training. We recommend contacting them early as demand is high.

Not eligible for support through one of these programs or feel an individualized behaviour support plan may be beneficial for your child? Please contact us to discuss. We appreciate as much notice as possible.

What's your withdrawal policy?

72 hours' notice is required for withdrawal and full-refund from any programs. Exceptions may be made in the case of injury or illness. Please contact Reception by 8:45am at info@panoramarec.bc.ca or (250) 656-7271 if your child is unable to attend camp.