



Goat Mountain Kids Centre

FAMILY HANDBOOK

604 7th Avenue

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Phone: 250-444-CARE (2273)

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Family Orientation Handbook

Updated: March 2026

WELCOME

Dear Families,

Welcome to Goat Mountain Kids Centre, a program of Goat Mountain Kids Society. We look forward to working with you to provide a quality program for your child in a safe and caring environment.

Please take the time to read this handbook. It explains the policies and procedures of our centre so that you know what to expect. You will be given a Registration Form including a Parent/Society Agreement and we require that you sign this form, indicating that you understand and agree to abide by all the policies and procedures as stated in the family handbook and registration materials.

If you have any questions, concerns or suggestions, please bring them to the attention of the centre staff. Your feedback is important to us!

Goat Mountain Kids Centre Manager: Amy St. Onge

For an overview of all Goat Mountain Kids Society programs, services, updates, and general society information please visit:

www.goatmountainkids.ca

POLICIES AND PROCEDURES

Drop off and Pick up Times

Goat Mountain Kids Centre is open Monday to Friday from 08:00 am until 5:00 pm. Children can be dropped off between 08:00 am and 10:00 am and must be picked up by 5:00 pm.

If other arrangements are required, it must be indicated in their registration documents and approved by the Goat Mountain Kids Centre Manager in advance. GMKC staff will support the transition between GMKC and Preschool for children who are enrolled in both programs.

If your child is picked up late and alternative arrangements have not been approved in advance, a fee will be charged to your account. Please review **Late Policy** for further details. This charge reflects staffing costs related to the Provincial Child Care Licensing Regulations for child-to-caregiver ratios.

Hours of Operation & Associated Fees

Effective: April 1,2024

Hours of Operation	Age of Children	Drop In/Day Rate Fees (without/ with child care benefit)
8:00 am – 5:00 pm	0 – 18 months	\$68 / \$23 full day
8:00 am – 5:00 pm	18 months – 3 years	\$64 / \$19 full day
8:00 am – 5:00 pm	3 years - Kindergarten	\$59.25 / \$32 full day
8:00 am - 5:00 pm	Kindergarten	\$57.59 / \$41.50 full day
8:00 am - 5:00 pm	Gr.1 to Age 12	\$56.75 / \$51 full day

BOLDED FEES INDICATE TOTAL RATE WITH CHILD CARE BENEFIT REDUCTIONS APPLIED (ALL REGULARLY SCHEDULED CHILDREN ARE ELIGIBLE FOR THIS REDUCTION). MUST BE REGULARLY SCHEDULED FOR REDUCTIONS TO APPLY; DOES NOT APPLY TO DROP IN FEES. CHILD CARE BENEFIT REDUCTIONS ARE REGARDLESS OF PARENT'S INCOME. ADDITIONAL FEE REDUCTIONS ARE AVAILABLE BASED ON INCOME.

Fees and Financial Arrangements

The financial viability and continued operation of Goat Mountain Kids Centre is dependent upon childcare fees being paid in full and on time.

Fees are payable in advance.

A deposit of \$150 per child is required at the time of registration. This deposit will be refunded upon withdrawal

from the program, provided that all tuition and fees have been paid in full and the account is in good standing. Failure to adhere to the late fee policy may result in a forfeited deposit. Payment of a \$5 Goat Mountain Kids Society annual membership fee is also due at the time of registration and every July thereafter.

Families registered in the program monthly will receive an invoice for the upcoming month's fees during the last week of the previous month. Payment is due by the 1st business day of each month.

If outstanding fees are not paid by the fifteenth (15th) day of the current month, a daily fee of 5\$ will be applied to the outstanding balance until fees are paid in full. The accrued late fee will be applied to the following month's tuition. If fees remain outstanding, payment in full or an approved repayment plan must be in place by the 15th of the month following the late payment. If payment is not received or a plan is not agreed upon by this date, the child care space will be forfeited and the deposit will be retained by the Goat Mountain Kids Society. If a repayment plan is established but not followed, the space will be immediately forfeited, and the child will not be eligible for re-enrolment until all outstanding tuition and a new security deposit are paid in full. Goat Mountain Kids Society is committed to supporting families and understands that financial challenges can arise. We are happy to work together to create a repayment plan when needed; however, if payments are not made or a repayment plan is not followed, outstanding fees may be referred to collections.

Child Care Subsidies

Parents are responsible for applying and reapplying as necessary for Provincial child care subsidies and/or benefits.

The current British Columbia child care benefit program does not cover 100% of childcare fees for all families. Parents receiving subsidies are responsible for the portion of their childcare fees not covered by the childcare subsidy.

Current options include:

- British Columbia Affordable Child Care Benefit

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcare/bc-programs/child-care-benefit>

- British Columbia Young Parent Program

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcare/bc-programs/young-parent-program>

Please take the time to review information and applications online. Staff are available to assist you with the application process.

Late Policy

A fee of \$20 will be charged if a pick-up of a child occurs up to 15 minutes late (past 5:00 p.m., up to 5:15 p.m.). An additional fee of one dollar (\$1) per minute will be charged for every minute the child remains at the centre after the first 15. If late pick-up of a child occurs regularly, the Board may impose a higher late fee, equal to the amount of one (1) full day of care if pick-up continues to occur more than 15 minutes late. **Should extenuating circumstances arise beyond a parent or authorized individual's control that cause them to be late to pick up my child, the Board will have the discretion to waive the late fee.**

If a parent/ authorized individual fails to inform the centre one hour before centre closure that they will be delayed, the child will be released to their emergency contact. If no authorized person can be reached, the child/children will be released to the Ministry of Children and Family Development; staff will stay with the child until they are safely released. The late pick-up fee(s) will be charged on the next invoice and shown separately. Parents will be required to sign the Late Pick-up book when children are picked up past the approved pick-up time, to confirm that the child was picked up late.

Statutory Holidays and Other Closures

Goat Mountain Kids Centre will be open for 50 weeks a year and closed for all provincial statutory holidays. Parents will not be charged for these days. One week off at the beginning of September and one week off at the end of December typically. In addition, the Centre may be closed for 3 professional development days per year. Parents will be informed of such closures at least 2 months in advance and will not be required to pay fees on these days.

<u>HOLIDAY / OTHER</u>	<u>CLOSURE DATE</u>
New Year's Day	January 1
Family Day	February - alternates annually
Good Friday	March/April - alternates annually
Victoria Day	May - alternates annually
Canada Day	July 1
B.C. Day	August - alternates annually
Labour Day	September - alternates annually
National Day for Truth and Reconciliation	September 30
Thanksgiving Day	October - alternates annually
Remembrance Day	November 11

Christmas Day	December 25
Additional Closures	The week prior to Labour Day and one week at the end of December between Christmas and New Years

Vacation

The parent will not be reimbursed for vacation. If the parent gives two months' notice regarding vacation time, the Centre will make every effort to find a temporary replacement for the term/portion of the vacation. If the centre/parent committee is successful, the parent will be credited 100% of the fee. If the Centre is unable to find a short-term replacement, the parent is responsible to pay for the care space.

Sick Time

The parent will not be credited fees for any time that their child is sick. The parent is responsible to pay for the care space. If the parent expects their child to be away for a longer period due to critical illness or injury, the centre will make every effort to find a child to temporarily fill the space. However, if no replacement can be found, the parent is responsible to pay the fee for the space.

Absence

In the event of absenteeism, the parent is responsible for full payment of fees. It is the parent's responsibility to contact the Centre to advise of absences.

Discontinuing Services

If a parent or legal guardian opts to remove their child from the services of the GMKC, one month's notice must be given, and the full month's fees must be paid regardless of a child withdrawing from the services of the GMKC early.

Termination of Service

The Board of the Goat Mountain Kids Society will inform parents who have not paid their childcare fees in a timely manner that services will be withdrawn unless the fees are paid in full within a specified period of time or a payment schedule is agreed and complied with.

Service may also be terminated if the Centre is unable to satisfactorily resolve any other issue with the family. Parents will be given 30 days' notice with childcare services prorated.

HEALTH CARE POLICY

Health and Safety

Our goal is to implement and maintain high standards of hygiene so that the spread of illness is kept to a minimum. To this end we have a strict health policy that we need to work on together.

(To ensure the safety of all during the COVID-19 pandemic, see Appendix 1 for amendments.)

Health Precautions

All staff members follow universal precautions to prevent the transmission of germs and/or disease. Some examples are:

- Washing hands with soap and hot water before preparing food and after using the washroom.
- Using latex gloves when encountering bodily fluids.
- Cleaning surfaces that have had contact with bodily fluids, with disinfectant.
- Regular washing and disinfection of toys.

When to Keep Your Child at Home

There are three important issues in determining when a child is too ill to attend a daycare. This requirement is based on:

- Protecting other children from communicable disease
- Ensuring the comfort and safety of the child who is ill
- The capacity of the program to care for a sick child (we cannot spare one staff to care for one child)

Do not send your child when he/she has any of the following conditions

*Chicken Pox *Measles *Scabies *Hand/Foot/Mouth *Mumps *Strep Throat
*Head Lice or Nits *Parasite *Tuberculosis *Hepatitis *Pink Eye *Whooping Cough
*Impetigo *Rash *Ringworm *Rubella

The following is a list of conditions for which you are asked to keep your child at home:

- Difficulty breathing – wheezing
- Fever of 37.8 C (100 F) degrees or more in the previous 24hrs
- Infected skin or eyes, or an undiagnosed rash
- Discharge from the eye(s)
- Diarrhea or vomiting in the previous 48hrs
- Known or suspected communicable disease
- Unable to fully participate in the program and activities
- Parents are also required to keep a child at home if the child is not well enough to take part in any of the regular programs (outdoor play) and activities of the daycare.

When a Child becomes Ill During the Day

A staff member will phone to ask you to come and pick up your child if he/she becomes ill. Your child will be made as comfortable as possible and closely supervised by staff. He/she may be isolated from other children to prevent the spread of any illness. If you are unavailable, we will contact the emergency contact person listed on the registration form. Please note that it is ultimately the staff's decision as to whether an ill child can remain in the centre.

If your child has been sent home ill during the day, it is **expected that they will stay home the following day** to fully recover. If your child has been sent home due to vomiting or diarrhea it is **expected that he/she will stay at home for 48 hours** after the last episode.

Communicable Disease

If your child has a communicable disease, please inform staff. A note will be posted to inform other parents of the risks and symptoms associated with the disease. Before the child may return, parents must provide a physicians' note, including that the child is **free from symptoms and risks** associated with disease.

Administering Medication

Parental consent must be given before any medication is administered, or sunscreen/diaper cream applied.

Medication must be dispensed from the original container labeled with the child's name, physician's name, mode of administration and any other instructions left by the guardian.

Medication Outside of Centre Hours

Please notify staff of any medication given to your child outside of childcare. If your child must be taken for emergency treatment, and you cannot be contacted, this information may be of critical importance.

EMERGENCIES

Medical

1. If **First Aid treatment** is required, staff qualified in First Aid will administer treatment.
2. If **medical attention** is required, staff qualified in First Aid will attend to the needs of the child, while another person contacts the parent or, in the case that the parent cannot be reached, the child's emergency contact will be called. If neither the parent nor the child's emergency contact can be reached, staff will contact the child's doctor. If the doctor cannot be reached, arrangements will be made to transport the child to the nearest medical facility. A staff member will accompany the child for support and give all known medical information to the doctor. Staff will continue to try to contact the child's parent/emergency contact.
3. If emergency medical attention is required, qualified staff will administer First Aid while another person will call and request an ambulance and contact the child's parents or, if necessary, the child's emergency contact or doctor.

*For all the above situations, staff will complete Accident/Illness reports or Incident reports (as applicable).

Building Evacuation

Fire drill/evacuation procedures are posted. We carry out fire drills monthly. Our emergency evacuation location is the lower playing field on the northwest of Lucerne School. If the weather is unfavorable, we will congregate at either the RCMP station or New Market Grocery store. Our contact number is 250-444-2273. If the centre must be evacuated, staff will take the children to this location. From there, staff will phone all parents or, if necessary, emergency contacts, to come and pick up the children.

Unauthorized Person on the Premises

All visitors to the centre, excluding parents/guardians of the children enrolled in the centre, must check in with the centre staff. For the safety and security of children and staff, visitors will not be permitted to wander around Goat Mountain Kids Centre property. Any unauthorized persons will be asked to leave the premises. If necessary, staff will contact local police for assistance.

Power Outage

In the event of a power outage during daycare hours, staff will implement safety procedures to ensure all children remain comfortable and secure. Daycare staff will notify parents or guardians promptly in the event of a power outage at the Centre. If power is not restored within two (2) hours of the outage, parents or guardians will be notified. At that time, all children must be picked up within one (1) hour of notification. This policy ensures that children remain safe and the facility can maintain proper supervision and care standards during unexpected service interruptions.

GUIDANCE

Goat Mountain Kids Centre's goal is to encourage and assist children to develop positive relationships and strengthen social skills.

Guidance used in Goat Mountain Kids Centre programs shall be in accordance with BC Child Care Regulations.

“Preventative guidance” is the most important element of our program. All staff must use the following techniques in attempt to achieve the above goal;

- develop a respectful relationship with each child
- provide a warm, nurturing, secure atmosphere
- plan a balance of activities that are age appropriate
- reinforce appropriate behaviour

From time to time inappropriate behaviour will arise. Staff should deal with this by using positive and supportive techniques such as;

- using natural or logical consequences
- modeling - children learn through imitation
- diverting or changing children’s activities
- acknowledging children’s feelings and helping them to express them in an appropriate way

Any form of discipline that could harm a child in any way, physically or emotionally, is PROHIBITED in Goat Mountain Kids Centre. Such forbidden disciplinary techniques include, but are not limited to:

- corporal punishment on the part of staff, a parent/guardian, or another child/group of children
- deliberate harsh or degrading measures that would humiliate a child or undermine a child’s self-respect
- locking childcare facility exits for the purpose of confining a child
- using a locked room or structure to confine a child who has been withdrawn from other children
- denying a child basic needs such as food, clothing, bedding.

Discussion concerning child guidance is encouraged between parents and staff. Open communication is key to achieving the common goal of providing a stable and nurturing environment for the children.

Behaviour Guidance Policy

All childcare staff will assist children to develop self-control, confidence, and sensitivity to others by using a positive, guidance approach.

No child shall be subject to:

- shoving, hitting, shaking, spanking or any form of corporal punishment
- belittling, harsh, or degrading treatment whether verbal, emotional, or physical, that would humiliate or undermine the child's self-respect
- any confinement, without supervision, apart from the other children
- any punishment that would involve deprivation of meals, snacks, rest, or necessary use of the toilet

Preventative forms of guidance include:

- using clear, consistent, and simple rules
- helping child understand why limits are necessary, 'You need to walk inside so that no one gets hurt'
- using positive statements, trying not to use *don't* statements
- focusing on the behaviour rather than on the child
- allowing time for children to respond to expectations
- reinforcing appropriate behaviour

Intervention strategies will include:

- gaining a child's attention in a respectful way
- giving reminders
- acknowledging feelings before setting limits
- distracting and diverting when appropriate
- offering appropriate choices
- using natural and logical consequences
- redirecting or limiting use of equipment

Other methods which are used:

- following a flexible routine so that children gain trust and security
- providing a variety of toys to stimulate cognitive, physical, and emotional growth
- approaching children individually and at their level, establishing eye contact and using a calm controlled voice
- using minor incidents as a teaching moment but may not be as in-depth as an intervention
- discussing acceptable behaviour and set limits that children understand
- using positive reinforcement in words and actions and focus on what to do rather than what not to do
- encouraging caring and cooperative relationships

The following have been identified as disruptive to the program and may put the safety of children and/or staff at risk:

- behaviours that present a possibility of emotional or physical harm to the child, other children, childcare providers, or the environment
- behaviours that create situations where a child may become or feel isolated or ostracized by other children
- behaviours that make it extremely difficult for the child or other children to learn and grow in the program
- behaviours that if not resolved determine that a child may be asked to leave the program

Daily Schedule

Goat Mountain Kids Centre will strive to provide a balance of structured and free play, of active and quiet time, and of indoor and outdoor play. We strive to maintain a balance of activities that enhance the development of each child. A typical day may be

Table 1. An example of daily activities scheduled in the group multi-age childcare for the GMKC.

Time	Activity
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8:00-9:15 AM	Children drop-off, check-in, and wellness checks Free Play
9:15 AM	Clean up and meet at circle carpet Wash hands for snack
9:30-10:00 AM	Snack
10:00 AM	Break for: washroom, wash hands and preparing to go outside
10:15-11:45 AM	Outside play: gardening, gross motor games, nature walks, etc.
11:45-12:00 PM	Return and Break: washroom, wash hands, look at books at circle
12:00PM-12:30PM	Lunch time.Clean up and go to circle carpet
12:30PM	Wash hands, bathroom break, books and puzzles.
12:30-1:00 PM	Circle Time: Story Time/Drama/Music
1:00-2:00 PM	Quiet time/Relaxation/Nap Children can rest on mats with books for 30 minutes if they do not wish to nap. After their rest time, they may choose books or quiet toys to use at their rest spot.
2:00-2:55 PM	Art/Free Play
2:55 PM	Clean up/wash hands
3:00-3:30 PM	Snack Time: eat, wash hands, bathroom, prepare for outside
3:45-4:30 PM	Outside play. Winter: end time may need to be adjusted as days get colder and sun sets earlier. Summer: may play outside until parents pick up children
4:30-5:00 PM	Inside free play, dance party
5:00	Day end. Parents pick up children.

Snack and Lunch

Please let us know if your child has any allergies we should be aware of. You should have completed a form in the registration package.

Parents are responsible for providing nutritious snacks and lunch for their child. Goat Mountain Kids Centre has a “no candy” policy and we encourage you not to include sugary cookies or treats. We discourage juice boxes and sugary drinks and encourage regular drinking of water. We will provide you with a Canada Food Guide resource to encourage healthy eating habits every day. We take into consideration any allergies and diet restrictions indicated on the child’s registration form. It is therefore critical that you keep Centre staff informed of any changes to your child’s dietary limitations. Please put an ice pack in lunch boxes if your child is registered for the whole day.

Outdoor Play

We take all children outside to play daily. Please pack and **LABEL** clothing for your child that is appropriate for the weather. In the winter he/she should have suitable warm outerwear including boots, snow pants, hat, and mittens. In the spring, summer and fall your child will need a hat and sunscreen or rain gear.

Active Play/Screen Time

Goat Mountain Kids Centre (GMKC) recognizes the importance of physical activity for young children. Implementation of appropriate physical activity practices supports the health and development of children in care, as well as assisting in establishing positive lifestyle habits for the future.

The purpose of this policy is to ensure that children in care are supported and encouraged to engage in active play, to develop fundamental movement skills and to have limited screen time. Our centre encourages all children to participate in a range of daily physical activity opportunities that are appropriate for their age, that are fun and that offer variety.

Adequate physical activity promotes bone health, protects against obesity and benefits children’s social, psychological and fundamental movement skills development. Through active movement, children become stronger, develop coordination, and explore the capabilities of their body. For babies, providing opportunities to move freely helps to develop their senses, promote good posture, strength, and balance, and teaches them about their bodies and the world around them.

Fundamental movement skills are the building blocks for more complex and specialized skills that children need throughout their lives so they can competently and confidently play different games, sports, and recreational activities. Fundamental movement skills include running, catching, jumping, kicking, galloping, leaping, hopping, dribbling a ball, side-stepping, striking a ball, underarm rolling and over arm throwing.

Sleep/Rest Time

It is a licensing requirement that children enrolled for a full day have a rest period. Most children will find a full and busy day at Goat Mountain Kids Centre a lot more exhausting than a day at home will and benefit from a short rest or sleep. If you find that the amount of time your child sleeps during the day interferes with sleep patterns at home, please let staff know; we will work together to limit their sleep during the day. Please inform staff of the regular going to sleep routines that you have established. Bring a stuffy or special blanket if it makes going to sleep easier.

Birthdays and Special Occasions

Birthdays are special days and will be recognized with a song and special attention. Cakes and treats are welcome in keeping with our healthy foods policy. Please organize the event with the program director.

Festivals

Seasonal festivals will be celebrated in the classroom in a simple, non-commercial way. Please speak with the program manager if you would like to help us celebrate a festival that is important to your family.

Field Trip and Walks

You will be asked to give permission for your child to attend field trips and walks. We will inform you of any planned field trip, including timing and destination. All children will attend unless parents choose otherwise.

- Before visiting a field trip location, staff will inspect the location to ensure the environment is both age appropriate and free from any safety hazards.
- Emergency consent cards and first aid supplies are brought along on all excursions.
- Extra caregivers may accompany children on field trips
- Parents are invited to come along

Diapering Procedures

Children of all ages who are incontinent of urine or stool should wear a barrier method, such as a disposable diaper or a cloth diaper that is completely covered with an outer waterproof layer and a waist closure. Staff will use disposable or cloth diapers or pull-ups provided by the child's parents. Parents are expected to bring enough diapers to last throughout the day.

(Please note, parents' consent is also needed to apply diaper cream)

Cloth Diapers

Cloth diapers are permitted if requested by the family. All cloth diapers will be provided by the family. All cloth diapers used at the centre should have an absorbent inner layer that is completely covered with an outer waterproof layer that has a waist closure (i.e., not pull-on waterproof pants). Families requesting cloth diapering

will also provide the centre daily with a sealed bag for storage of soiled diapers (format to be approved by the Centre's manager).

Cloth Diapering Procedure

- The cloth diaper and waterproof liner will be changed at the same time.
- No rinsing or dumping of the contents of cloth diapers will be performed at the child care facility. Soiled cloth diapers will be stored in a labeled, sealed bag for daily removal from the facility by the child's family. Labeled containers for soiled diapers will be stored in a location inaccessible to children, and given directly to the parent/guardian daily upon discharge of the child.

Toileting

A staff person will accompany children who need assistance during toileting.

Clothing

Our motto is "**dress for mess!**" Please make sure your child comes dressed in comfortable, washable play clothes. Be aware that children are involved in art and other messy activities during the day.

Please have in their cubby an extra set of clothing for your child in case of toileting, creative, or water play accidents. Your child will require inside shoes or slippers.

PLEASE LABEL ALL your child's clothing, footwear, lunch boxes, containers, water bottles.

Toys from Home

Personal toys, books and treasures are best enjoyed at home. Please talk to the Manager about a special request.

Suspected Child Abuse

We are required by law to report any incidents of suspected abuse and/or neglect to the Ministry for Children and Family or the RCMP.

Suspicion of Abuse/Neglect in Centre

Goat Mountain Kids Centre strives to offer quality childcare. If at any time you have concerns about our programs, please contact the Senior Supervisors of your child's program or the Director.

Appropriate Language and Behaviour

As this is a community-based organization that services young children, all adults coming into the centre must use appropriate language and behaviour. Threatening behaviour by a parent or visitor will necessitate notifying the police. Goat Mountain Kids Society does not support coercive discipline (e.g. spanking, hitting) and parents

will not be permitted to do so at the centre.

Smoking

The centre grounds and parking area are non-smoking areas. Parents are asked to extinguish cigarettes before entering the grounds.

RELEASE OF CHILD

Authorized Persons

Children will not be released to anyone who is not listed on the child's registration form as an authorized person, or on the additional form provided. Staff will also not release a child to anyone who is under 12 years of age.

You are responsible for providing written notification if there is a change in pick up arrangements, this can be done by email or text. If an emergency arises during the day, and someone else must pick up your child, you are required to telephone the centre and speak with a staff member, as well as provide written instruction. If the person is unfamiliar to staff, you will have to provide us with the person's name, address, phone number and a physical description. The person will be required to show photo identification before staff will release the child.

Alleged impaired pick up

Upon suspicion that an adult who is picking up a child from our care is under the influence of drugs and/or alcohol, or is otherwise unable to protect the child, staff members are obligated to request that the individual does not leave the premises with their child. The staff may call an alternate adult to pick up the child as recommended by the parent. If the adult insists on leaving with the child by vehicle, the staff will immediately notify the local police and inform them of the license plate number, direction that the adult has gone, and the address of the family. The Ministry for Children and Family Development will also be notified if staff feels the pickup person is unable to protect the child.

Custody

If a custodial caregiver does not want a non-custodial caregiver to have access to their child at the centre, we must have a copy of the custody papers and court orders on file. If a parent who is unauthorized, as outlined on the custody papers, arrives at the childcare facility, staff will ask him or her to leave and, if necessary, telephone the police for assistance.

Apprehension by the Ministry of Child and Family Services

In the event that the Ministry should come to apprehend a child, staff members do not have the power to intervene.

Confidentiality

All GMKC staff and GMKS board members are expected to fulfill their obligation to protect client privacy. We will ensure that no private or personal information is revealed.

Confidentiality, in all programs, refers to all verbal and written information about potential, enrolled and former children, families and staff.

This excludes times when staff:

- Are subpoenaed by the court
- Believe the child needs protection
- Are required to provide information to the RCMP or Social Worker conducting an official investigation

Resources

Government Programs Providing Assistance for a Child to Attend Services

- Supported Child Care: Depending on the family's financial situation, funding may be available for children with developmental delays through the *Supported Childcare Program*. The Ministry may provide extra and/or specialized staff to accommodate the needs of all children in care. Children who require extra support will participate fully in the regular program, with additional support as required. All staff work directly with these children to promote inclusion, not segregation.
- Affordable Child Care Benefit:
 - Online: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>
 - Phone: Call 1 866 866-0800 to find out if you are eligible
http://www.mcf.gov.b.ca/childcare/subsidy_promo.htm
 - YouTube: Watch this video for support in completing the Affordable Child Care Benefit Application: <https://www.youtube.com/watch?v=Y-w8WlbnN4>

Resources Available in Nakusp

- Community Action Program for Children (CAPC): Supports families with children from birth to six years old to promote the health and well-being of young children and infants. Programs include activities such as family drop-in programs, parent education courses, parent-led groups and information and referral services. Programs include Nobody's Perfect parenting program and parent - child Mother Goose for parents and their babies or young children. <http://kb.fetchbc.ca/service.html?i=544>
- Nobody's Perfect Parenting Program: For parents of children 0 - 6 years of age. The group program includes information on: Learning how to understand the child, information on children's health, safety

and behaviour, coping with stress, sharing ideas, tips, and experiences, how to take a break from a busy day. <http://kb.fetchbc.ca/service.html?i=559>

Programs Available in Nelson

Located at The Family Place (Kootenay Kids), 312 Silica Street, Nelson; Phone: 250 352-6678

- **Life After Birth:** assisting parents to make the transition to parenthood during the first year, offering one to one phone contact, one to one help and breastfeeding support, weekly mothers' drop-in group, home support right after birth and post-partum adjustment support groups.
- **Parent support and education:** We offer ongoing support and education for families of children 0-6 who have questions about; their children's behaviour and development, parenting and discipline, relationships, and coping.
 - **Aboriginal Early Intervention:** Little Robes Aboriginal program offers drop-in group for aboriginal children and parents including traditional teachings, crafts, and snacks. The program aims to promote healthy babies and preschoolers and is a wonderful opportunity for Aboriginal families to connect.

Located at the Community First Health Coop, 518 Lake Street, Nelson; email: cfhcoop@shaw.ca

- **Child Care Resource and Referral:** training opportunities for care providers and parents, childcare referrals, tips on choosing quality childcare, playgroups, resource library and networking opportunities. Services available out of town by outreach van.
- **Pediatric Physiotherapy and Occupational Therapy:** Providing services to children from birth to six years of age where there are concerns regarding physical, sensory, behavioural, and/or cognitive development. Referrals can be from any source with parents' consent. Phone 250-505-1171, Fax: 250- 505-1172.

Other Resources for Parent Information

- **Interior Health Authority:** for information on Public Health, Licensing, Adult Mental Health, Early Hearing, Speech and Language Pathologists, Nutritionists, Children's Dental Health, Environmental Health phone 250-505-7200.
- **Ministry of Children and Family Development:** for information on Social Workers, Child Mental Health and Child Protection phone 250-354-6480.
- **Kootenay Kids Society:** supports and strengthens families, delivering a wide range of programs and services: <https://kootenaykids.ca/>
- **FETCH (For Everything That's Community Health):** an online resource that helps you find a variety of information: <http://kb.fetchbc.ca/index.html?c=cyf&t=29>
- **Childcare Resource & Referral Program:** <http://kb.fetchbc.ca/service.html?i=505>
- **Kootenay Family Place Supported Child Development Program:**
<https://kootenayfamilyplace.org/childrens-services/supported-child-development/>

SOCIETY

Goat Mountain Kids Society Board of Directors

A governance model volunteer Board of Directors oversees the functioning of Goat Mountain Kids Society and the society's programs. The Board meets monthly to discuss current issues, reviews policies and procedures, oversees the Society's budgets and engages in strategic planning and goal setting for the organization. If you are interested in becoming a board member, or volunteering to help the board, please email the Goat Mountain Kids Society [society@goatmountainkids.ca] for information on how to get involved.

Goat Mountain Kids Centre Staff

All our regular staff are trained, professional Early Childhood Educators, Early Childhood Educator Assistants or Responsible Adults. They all have first aid certification and have all undergone a criminal record check.

Volunteers and Substitutes (Casuals)

Substitutes are necessary to replace sick and vacationing regular staff. All our substitutes are appropriately certified and provide extra supervision during excursions and outings. There will always be at least one certified Early Childhood Educator in the program.

From time to time, we also have volunteers involved in our program. All volunteers will have undergone criminal record checks prior to working in the centre.

The regular staff will make every effort to introduce you to the substitutes and volunteers when you are dropping off/picking up your child. If they are busy, please do not hesitate to introduce yourself.

Program Evaluation

We are always striving to improve our programs. Parent feedback is essential to providing service that meets family and community needs. In addition to providing us with on-going feedback, we would appreciate your assistance by taking the time to complete our annual program evaluation questionnaire. We will let you know when the time comes.

Goat Mountain Kids Society Principles

Mission Statement

Goat Mountain Kids Society (GMKS) aims to provide licensed, non-profit, high-quality education and child care services in a safe, respectful, healthy and nurturing environment, in order to meet the needs of children and families of New Denver and area.

Philosophy

Goat Mountain Kids Society believes that quality childcare services should provide a safe and enriching environment that fosters positive relationships and a sense of belonging. We believe an emphasis on play will provide positive experiences for lifelong learning. Play is integral to children's learning and a primary way for them to understand the world. We believe that each child will have individual characteristics and needs that we aim to understand, and we will provide activities to suit them in the best way possible. An inclusive program allows children to grow at their own pace to develop to their full potential. We believe that this positivism and growth is based on a collaborative partnership with care providers, family, community, and support people. We believe in providing opportunities and resources through varied means to help foster curiosity, life skills, literacy, music.... all to promote a joyful, stimulating environment. We believe in a strong outdoor component to model an appreciation of the wonder and beauty of the natural world and to teach an understanding of recycling, composting, garden growing, and respecting resources. We believe that respecting nature and each other is a basis for healthy living. We value the diversity of other cultures and will celebrate their uniqueness and will provide opportunities to gain understanding of that diversity.

Vision

Goat Mountain Kids Society exists to provide a safe, developmentally inclusive environment for toddlers, preschool and school age children. Our focus is to provide a stimulating learning and childcare experience which promotes each child's social-emotional, physical, and cognitive development. Our goal is to support and nurture the children's and our own natural desire to be life-long learners. We are committed to providing support and encouragement to the families we serve.

Values

Quality Care and Trust: Parents are looking for early learning and childcare programs with educators whom they can trust. We will continue in our efforts to ensure and constantly improve our services to meet the needs of the children and the families we serve.

Lifelong Learning: At GMKS, we believe that we all share a responsibility to support and nurture the children and educator's natural desire to be lifelong learners. Educators place themselves and their learning synonymous to the children as they commit to their professional development and personal growth. Educators learn simultaneously with the children and their families and embrace the opportunity to learn and grow each day.

Partnership: Our society operates on the importance of respectful relationships. We believe that the quality of care that we provide is measured by the relationships that we have with children, families, employees, school boards, funders, and legislators. We are committed to ensuring that these relationships are warm and caring,

honest and open, fair, and equitable.

Fiscal Responsibility: We are committed to financial prudence and sustainability by making decisions based on the overall financial health of the society to meet our goals and objectives. We conduct ourselves in a manner that is professional and according to all business practices that are legal and ethical.

Mandate

Goat Mountain Kids Centre provides quality childcare and early learning with a philosophy of nurturing the whole child. Our mission, philosophy, values, and mandate aim to guide us in taking care of children's needs and guiding them to take care of themselves, each other, the community, and the environment. The Goat Mountain Kids Society mandate revolves around creating healthy relationships among educators, families, children, the community, and the natural world to set the foundation for personal, social, and environmental health and well-being.

The Centre creates a warm and welcoming classroom culture that invites parent and community involvement. Educators model a love of learning through a play-based, child-centered, and emergent curriculum that offers flexible day plans and responds to the changing and diverse needs and interests of children and their families. The Centre integrates the principles of the Reggio Emilia approach to Early Childhood Education into its curriculum and is guided by the British Columbia Early Learning Framework.

Educators help children see themselves as learners and co-create investigations and invitations for play and exploration. Educators maintain a reflective and responsive approach to their teaching practice and have sufficient time for planning and meeting, including regular opportunities for professional development. Documentation of children's activities keeps parents connected and engaged to their child's early learning experiences.

Developmentally appropriate activities and challenges aim to stimulate children's natural curiosity, reasoning, and problem-solving skills. Life skills such as cooking, gardening, and working with tools are integrated to foster competence and offer unique learning opportunities. Natural materials and loose parts are favored.

Children have many opportunities and resources to explore learning through literacy, dramatic play, science, music, singing, art, puppetry, and dance. Overall health, joy of movement, and development of fine and large motor skills are fostered.

Educators model caring, respect, and encouragement and create a safe environment where children can develop self-confidence and a sense of ownership and responsibility. Guidance policies are focused on respect for self, others, and the natural world. The social-emotional tenants around building relationships, kindness, empathy, personal well-being, sense of identity, self-regulation, contributions to the learning community, and sense of agency are used as a framework to guide educators to support positive dynamics in the Centre.

Daily schedules focus on being outside with activities that promote wonder and appreciation for nature, including exploring our beautiful natural surroundings, gardening, and playing with natural materials. An environmental ethic is promoted through composting, recycling, reducing waste, and respecting resources.

Children are guided through indigenous programming and explorations of other cultures and languages,

diversity, and uniqueness is celebrated focusing on community integration.

The United Nations Declaration of the Rights of the Child

- The right to a name and nationality.
- The right to affection, love, and understanding and to material security.
- The right to adequate nutrition, housing, and medical services.
- The right to special care if handicapped; be it physically, mentally, or socially.
- The right to be protected against all forms of neglect, cruelty, and exploitation.
- The right to full opportunity of play and recreation and equal opportunity to free compulsory education, to enable the child to develop his individual abilities and to become a useful member of society.
- The right to develop his or her full potential in conditions of freedom and dignity.
- The right to be brought up in the spirit of understanding, tolerance, friendship among peoples, peace, and universal brotherhood.
- The right to enjoy these rights regardless of race, colour, sex, religion, political or other opinion, national or social origin, and property, birth, or other status.

If, after reading this Parent Orientation Handbook and the Goat Mountain Kids Centre Registration Form, you have any questions or concerns regarding our policies and procedures, please bring them to our attention. Please keep a copy of all forms for your files.



Appendix 1 - CURRENTLY UNDER REVIEW AND BEING UPDATED TO ALIGN WITH MOST CURRENT COVID-19 RECOMMENDATIONS.

Policies & Procedures for Pandemic Outbreak of a Virus:

Prevention Measures

The safety and wellness of staff and children is paramount, so effective immediately, the following modifications are being made to current policy and practice requirements.

Drop off/Pick up

- One caregiver to drop off or pick up inside centre. If you are dropping off and you see an adult at the front cubby area you will need to wait outside until they leave. Then you can proceed to come inside.
- Any caregivers coming inside the centre will need to sanitize their hands at the front entrance and wear a mask while inside. Children can wash hands with soap in the centre upon arrival instead of sanitizing.
- One caregiver inside in the cubby area at a time. If you are dropping off and you see an adult at the front cubby area, you will need to wait outside until they leave. Then you can proceed to enter the cubby area.
- Caregiver will drop child off with staff at front cubby area. Caregiver is not permitted to come inside the centre.
- Reminder of the required six-foot (6') distance between adults.
- Informational posters will be up on front doors before entering. Please take note of any new requirements that may be posted daily.
- Caregivers will be required to answer a few questions to confirm your child has not been sick and has no new symptoms and is not on medication unless necessary.

Screening

Any child, caregiver, staff, or visitor must not enter the childcare space if they are sick, even if symptoms resemble a mild cold. Symptoms to look for include:

- fever
- chills
- cough or worsening of chronic cough
- shortness of breath
- loss of sense of smell or taste
- diarrhea
- nausea and vomiting

Staff will ask parents each morning how their child's health is and that nothing has changed each morning. Childcare providers will exercise judgment.

Parents will be reminded through visible signage (posters) at the childcare program and when children are first registered for the program to not enter if their child is exhibiting any respiratory symptoms. As well, posters will be up to not enter if they are or their family members or caregivers have been in contact with someone who has been outside of the country. Posters will indicate they must go home and self isolate for 14 days prior to returning.

Visitor access

There will be no visitors or volunteers at the childcare centre program at this time. Parents or guardians can enter the facility but must practice social distancing and hygiene practices – including hand washing – when on the premises. Signs will be posted at the front entrance reminding of hand sanitizing, mask wearing, and physical distancing requirements.

Day to day prevention

Physical distancing: It is important to note that physical distancing advice is meant for interactions among colleagues, strangers, and adults, etc. When working in a childcare setting:

Children with no symptoms will continue to be treated as we typically would care for a child. Where possible, spaces will be arranged to encourage more separation. For example, spacing children to avoid close contact during meal and nap times and assigning a designated chair and table for each child.

Handwashing: We will adhere to the following handwashing guidelines for both children and staff. Specifically, engaging in frequent handwashing with soap and water for at least 20 seconds at the following times:

- at the start of the day and before going home
- after going to the washroom

- after a diaper change (both children and staff)
- before preparing food
- before eating
- after getting hands dirty
- after wiping nose or handling dirty tissues
- after coughing, sneezing, and blowing nose
- after cleaning tasks (staff)

Childcare staff will help young children to ensure handwashing is done correctly.

Cleaning and disinfecting: Goat Mountain Kids Centre will engage in frequent thorough cleaning every day, using routine practices that follow regulations for cleaning, sanitizing, and disinfecting. Goat Mountain Kids Centre will increase cleaning and disinfecting frequently touched objects and surfaces throughout the day.

Increased monitoring of hand cleaning supplies will occur to ensure all sinks in washrooms, kitchens and laundry areas are always well-stocked with hand washing supplies (i.e., soap and single-use towels).

Toys: Goat Mountain Kids Centre will bring out toys that are easily cleaned and disinfected. The frequency of the cleaning schedule for these items, especially when illness is circulating in the setting or the local community, or if symptomatic staff and children have been touching the toys will be increased. Everyday toys that have been used that day will be either put away until they can be sterilized, sprayed down at the end of the day with a disinfectant or brought into the kitchen and disinfected in a solution.

Plush toys will be avoided. Children's personal toys that they require to offer them security and comfort will not be shared with other children and should be stored in their cubbies during the day. Only during nap time can they bring them out.

Sensory play is now permitted; however, if parents have concerns about their child using play dough, sand and sensory tables, and other similar items, please talk to the staff.

High-Touch Surfaces: All high-touch objects and surfaces (e.g. pencil sharpeners, doorknobs, faucet handles, remote controls, toys, electronic devices, and small appliances) will be cleaned and disinfected regularly.

Food handling: Parents should provide meals and snacks. At mealtimes, children should not serve themselves food items that are not individually wrapped. There will be no common food items (e.g., shared snack bowls). Utensils will be used to serve food items, not fingers.

The best practice is that parents provide their own food for their child.

"No sharing" policies: It is important that we reinforce no food or water bottle sharing policies for children. Generally, these policies are intended to reduce potential exposures to allergens, but the practice of not sharing food or water bottles in childcare facilities also helps reduce virus transmission between staff and children.

Extra Steps for Sanitary Procedures:

- We will reduce the amount of toys / activities and rotate toys throughout the day. Once toys have been played with, they will not be brought out again until appropriately disinfected. Toy bins will be cleaned then disinfected with an appropriate disinfectant then air dried. Toys that cannot be fully disinfected will be put away for two days.
- All cubbies, rugs, baskets will be to be sprayed with disinfectant or wiped down with disinfectant solution spray every day.
- Caregivers are asked to open the entry door by using their elbow to press the automatic door opener and not touch anything. The front door will be disinfected after it is touched by anyone and the automatic door opener will be disinfected regularly.
- Staff will sign kids in and out on sign in sheets, not parents
- Children will wash their hands when they first arrive and 30 minutes thereafter throughout the day while under care. This can be done by having children wash their hands with soap at every transition – when they finish an activity, before going to another activity, before and after eating.
- After every time a child uses the bathroom, staff will need to wipe the door and sink handles, soap pump, and toilet with the appropriate disinfectant.

Throughout the rooms, all door handles, wall corners (high touch areas), sink handles, pens, light switches, latches, phones, fridge handle, microwave front, tables, sanitizing will be increased. This will be done three times (3x) a day. Changing tables, mats and any potty chairs will be cleaned and disinfected after each use and chairs cleaned and disinfected after each use,

Health Concerns and How to Address Them

What happens if a child exhibits symptoms?

If a child develops symptoms while at the centre, the child will be isolated in a separate room. If a separate room is not available, the child will be kept at least two metres away from other children. If a child is not able to be kept separate from other children, there are disposable masks that the child exhibiting symptoms can then put on. If the child is too young or not able to keep a mask on, then the staff that is having to stay with the child should put on a mask.

The parent will be notified to come and pick up the child immediately. The parent or guardian will be asked to contact Health Links 8-1-1 or the child's physician for direction, if required. The child should stay away from the facility until symptoms have ceased for at least 10 days. Or if a test has been done and showed a negative Covid-19 test the child can return sooner. If they are not showing any respiratory symptoms as well.

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If the child is young and requires close contact and care, caregivers can continue to care for the child until the parent is able to pick the child. Caregivers will be mindful of handwashing and avoid contact with the respiratory secretions of the child.

All items (e.g., bedding and toys) used by the child while isolated, should be sanitized as soon as the child has been picked up.

If a child who attended the centre, or their family member, is being investigated by public health to confirm whether they have COVID-19, or if public health has confirmed a case of COVID-19, direction will be provided by regional health authority nurses.

What happens if a staff member exhibits symptoms?

Staff will stay home if they are feeling unwell. If staff or providers show symptoms or may have been exposed to COVID-19, they will contact Health Links 8-1-1 or their health care provider for direction.

If a staff member, or their family member, is being investigated by public health to confirm whether they have COVID-19, or if public health has confirmed a case of COVID-19, direction will be provided by regional health authority nurses.

Any staff showing respiratory symptoms will contact Health Links 8-1-1 for direction. The staff member will need to stay away from the facility until symptoms have ceased for at least 10 days. Or if a test has been done and showed a negative test for Covid-19 the employee can return sooner if they are not showing any respiratory symptoms as well.

Documentation

Interior Health Licensing will be notified if any cases in our centre or changes to programs or services because of COVID-19. We will report on:

- Confirmed or probable positive cases of COVID-19 involving staff, children in our care or family members of staff and children in our care.
- Probable positive cases have received a positive test result from the provincial laboratory, while confirmed cases have received positive test results from both the provincial and the national laboratories.
- Significant changes to the services that our centre offers.

- Any special measures our centre is taking to safeguard staff and clients.

It is important that childcare services continue to be delivered safely for staff and children. This will be done by ensuring staff and children frequently wash their hands and following other recommendations made by public health officials.

When there are changes at our centre related to COVID-19, the Licensee will notify Interior Health through the online form for incident reporting.

Day-to-day Care during COVID-19

Reassurance

Staff will provide reassurance to children and youth about their personal safety and health. Telling children that it is okay to be concerned is comforting. Reassure them about their safety and explain there are many things they can do to stay healthy:

Hand washing: Wash hands often with soap and warm water for at least 20 seconds, or use a sanitizer, especially after coughing, blowing noses or sneezing, and when handling food.

Cough and sneeze etiquette: Cough and sneeze into your arm or tissue. If using a tissue, wash hands afterward and immediately dispose of the tissue.

Stay home when sick: Children should tell staff if they are not feeling well and together plan to stay home from school or other activities.

Keep clean: Do not touch your face, particularly your eyes, nose, and mouth.

Stay healthy: Stay healthy by eating healthy foods, keeping physically active, getting enough sleep and fresh air.

Print the Healthy Practices Poster Series – in particular, the handwashing and sneezing posters – and place them around your centre. School-aged children can be encouraged to create their own.

Listen to Children

Children want to be heard. They do not need detailed information about events, but they do need to talk about their feelings.

We will let them know they can ask questions. We will answer questions honestly, but make sure that the information is suitable for their age level.

Maintain activities

Maintaining familiar activities and routines will reinforce the sense of security of children. While outings to social gatherings are discouraged, and prohibited for gatherings of more than 10 people,

getting outdoors for walks or to the park with the children are generally safe activities. Staff will ensure that everyone wash their hands when they re-enter the centre.

We will consider the equipment and play materials and assess play materials currently available and remove those that are harder to clean and sanitize. A bucket or laundry basket will be kept close by for items to be deposited when they need to be cleaned.

Confirmed case of COVID-19 in the Centre

When a confirmed case has entered the daycare:

Our facility will implement a short-term closure procedure regardless of community spread **if an infected person has been in our daycare building.**

Our facility will coordinate with local health officials and immediately notify Interior Health Licensing. These officials will help administrators determine a course of action for our program.

We will dismiss students and most staff for 24 hour – 48 hours. This initial short-term dismissal allows time for the local health officials to gain a better understanding of the COVID-19 situation impacting the daycare. This allows the local health officials to help the daycare determine appropriate next steps, including whether an extended dismissal duration is needed to stop or slow further spread of COVID-19.

Any toys used over the last week while the infected person was in the building will be fully disinfected and sterilized. All hard to clean books, craft items, stationary items, etc. will be stored and put away if they cannot be disinfected, sterilized or cleaned properly.