

# OCCA Child Care Centre Parent Handbook



- Child Care Address:** 1460 Inkar Rd, Kelowna, BC V1Y 8H7
- Program Manager:** Yoshimi Nishimura (Sarah) **Sarah's Cell:** 250-899-8227
- Phone Number:** Office (778) 484-6222 (Leave Voice Message)
- Email Address:** [info@occachildcare.ca](mailto:info@occachildcare.ca) **Website:** [www.occachildcare.ca](http://www.occachildcare.ca)
- Child Care Program:** We are licensed by Interior Health to provide Group Child Care (School Age – K to Age 12) for up to 17 students.
- Weekday Hours:** Between 3 PM to 7 PM Monday to Thursday, occasionally Friday  
You may also register for School Professional Days and our Holiday Camp Programs (Spring, Summer and Winter Holiday Schedules available)
- Weekend Hours:** Optional Activities between 9:00 AM to 7:00 PM  
Ask about our Activity Class Schedule which varies seasonally
- Fees:** Full-time After-School Child Care \$550.00 per month (16 or more days per month.) This fee includes all activities at no extra cost, inclusive of weekdays and weekends. CCFRI Kindergarten subsidy of \$8 per child per day, Grade 1 and up \$2.88 per child per day may apply. Please ask for further details.  
Daily After-School Child Care \$25 per day (15 days or less per month), additional fees required for optional activities/classes on site.
- Available Activities:** Drawing, Guitar, Computer Programming, Go Game, and Dance to name a few. Please ask for details about what is being offered.
- Payment/Invoicing:** E-transfer to [info@occabc.ca](mailto:info@occabc.ca) is the preferred method of payment.  
The days that you book are the days that you are responsible for payment, since we hold a space for your child. This includes missed days for sickness, appointments, family visits and vacations, and absences like these. **If invoices are not paid in full when due, you will risk losing your child care space the following month.**

**\*PLEASE CALL US IF YOUR CHILD WILL BE ABSENT\***

## **Mission Statement for OCCA Communities Association**

Our mission is to promote mutual understanding, respect, acceptance, and harmony among the diverse communities of the Central Okanagan. We empower immigrants and refugees by meeting their essential needs and providing opportunities to engage fully in all aspects of community life, from civic participation to cultural exchange and economic inclusion.

## **Vision Statement for OCCA Communities Association**

We envision a vibrant and equitable society where people of all backgrounds thrive together. In this future, immigrants, refugees, and equity-deserving groups are valued as essential contributors, meaningfully engaged in creating sustainable, interconnected communities that reflect our region's diversity and shared humanity.

At OCCA Child Care Centre we strive to create a welcoming setting where children from diverse cultural backgrounds feel included and respected. It is the goal of our Child Care Staff to provide each child with an environment in which they feel safe and nurtured. Multicultural activities, classes and resources will be available to create an enjoyable learning experience. For the child's parents/guardians we strive to respect cultural diversity, provide good communication, and foster peace of mind that their child is being well cared for each day while attending our child care centre.

## **Care and Supervision of Children Policy -**

### **Supervision and Safety**

Supervision - The most important element in a safe foundation of child care is supervision. Our OCCA Child Care Staff always emphasizes the importance of supervising children to ensure a safe environment, inclusive of our After-School, and Day Camp Programs. It is essential to monitor on a continual basis, including both indoor and outdoor activities, so that we can instantly intervene to protect children's health and safety. Active supervision involves on-going watching of the children's work and play areas, monitoring via listening, helping out, making activities enjoyable, and encouraging older children to assist the younger children. In addition to our backyard play area, we have three indoor rooms, two of which can be locked off if needed when we only have two Child Care Workers on-site.

Staffing - Our After-School Program most often has two workers on site (our Program Manager plus another regular Child Care Worker) whereas our full-day sessions most often have three workers on site.) The number of children in our After-School Program varies according to the day of the week. We must always be mindful of the Provincial Guidelines which determine how many care workers are needed according to the daily attendance. A second adult must be immediately available to supervise in the event the person responsible for supervising children

must leave because of illness or emergency. We have a short list of substitute Child Care Workers who can be called in when needed. In the future we plan to expand this list, with more volunteers first obtaining their Criminal Record clearance, and then obtaining their 20-hour Responsible Adult training. We have developed a positive, reciprocal partnership with UBC Okanagan to help promote our program to students and screen the most suitable volunteers.

Hazard Identification - An important aspect of supervision is identifying potential hazards (dangers) early and removing risks to prevent child injury. Keep in mind that children are not always able to recognize risks involved as they challenge their abilities. Our Group Child Care Program has school-aged children ranging in age from Kindergarten to Age 12. We need to constantly assess the age of the child, the hazards, and the risk considering the child's age and abilities. Child care providers must supervise children according to the development needs of each child. For example, young children will require constant close monitoring; however, for older children, it is important to balance the need for close supervision with helping them develop their abilities, independence, and leadership skills. Our staff arrives at least half an hour prior to children arriving on-site, at which time they proactively check for and control hazards.

Communication – We strive to establish consistent and appropriate supervision by way of good communication with families and among all staff. We invite families to express their views about their children's supervision and review policies and procedures accordingly. If something of concern happens our parents/guardians can be informed by way of email or phone contact. We will need to be able to explain the details of the incident, our supervision practices, and what preventative measures have been put into place.

Supervision Points – following are some key points to consider:

- Know each child's abilities.
- Establish clear and simple safety rules.
- Be aware of potential hazards and remove the risks to children of diverse ages.
- Position yourself strategically.
- Scan and circulate.
- Count children regularly and at every transition.
- Lock rooms off when needed so that children are visible to staff at all times.

## Health & Hygiene

Health and hygiene practices will limit the spread of bacteria and viruses and will promote a healthy environment for the children and their families, our staff, and visitors. Our OCCA Child Care staff understands the importance of illness prevention and have consistently practices the following health and hygiene procedures:

- Practicing hygienic handling of food as per Food Safe Regulations (Please note that four of our workers certified in Food Safe Level 1 in Spring 2023),
- Guiding volunteers, children, and parents regarding safe handling of food,
- Instructing children on proper hand washing by way of step-by-step posters in the two washrooms, reminders, and demonstrations especially with younger children,
- Reminding children to wash hands properly before and after toilet use, before and after eating, after nose wiping, after playing outdoors or any activity that may soil the hands, and especially before any food preparation,
- Ensuring that heated water in areas accessible to children is heated to no more than Regulation 47 states that a licensee must ensure that any heated water accessible to children is heated to no more than 49° Celsius (as per Regulation 47),
- Monitoring the washroom areas to ensure it is in sanitary condition, supplies are available, and the waste-basket is emptied to set a good example of hygiene,
- Use special precautions on the rare occasion of handling blood and/or body fluids,
- Allowing school-age children to use the toilet facilities independently, but monitor in case the child may need assistance such as not feeling well, and to prevent inappropriate behaviour,
- Knowing where to access the washroom key in case of an emergency,
- Reminding children to go to the washroom before leaving for the local park,
- Reinforcing the policy of keeping the floors clean by reminding everyone to take off their outdoor shoes in the lobby, and by providing protective indoor foot coverings,
- Ensuring the facility is properly cleaned each evening by the maintenance staff,
- Sanitizing table surfaces, materials, equipment, and toys on a regular basis,
- Following Interior Health's four-step method of cleaning & sanitizing (Wash, Rinse, Sanitize, Air Dry) <file:///C:/Users/16046/Downloads/hp-cf-9084-cleaning-sanitizing-information-child-care.pdf>
- Using the following bleach 1000 ppm solution for contaminated surfaces: To make 1 litre 20 ml (4 teaspoons) bleach to in 980 ml (4 cups) of water. To make 1 gallon 3 ½ ounces (6 tablespoons) bleach to 1 gallon water

## Illness & Wellness Policy

Reference: [Preventing Illness Childcare \(gov.bc.ca\)](http://www.gov.bc.ca)

OCCA Communities Association believes that the health and well-being of children is our priority. The policy outlined below will ensure that we are promoting a healthy environment. This includes:

- Proper hygiene is maintained,
- Proper hand washing methods are followed by children and adults,
- Precautions are taken for the handling of all bodily fluids, and
- Families are informed of any outbreak of a contagious disease.

**\*Parent/Guardian Responsibility to Report** – I understand that I must inform the facility within 24 hours if my child has a diagnosis of a communicable disease; or if my child has been exposed to a serious illness or communicable disease. \*

Note: Your child's Registration Package will require you to sign and date this understanding. You will be asked to provide your child's Immunization Status (including if your child is not immunized) plus provide Family Doctor, health history, allergies, medications and precautions.

### **Conditions to keep your child at home or seek an alternate care arrangement:**

- Pain – any child complaints of unexplained or undiagnosed pain,
- A common cold with listlessness, runny nose and eyes, coughing, sore throat, or fever.

Once the child's temperature, well-being and energy have returned to normal, the child may no longer be contagious and may be able to return to OCCA Child Care facility even though coughing and runny nose persist. The child does not have to be excluded if the symptoms (runny nose and eyes, coughing) are caused by a known allergy (i.e. hay fever, asthma.)

- Difficulty in breathing – wheezing or persistent cough,
- Fever (100 degrees F or 38.3 degrees C or more),
- Sore throat or trouble swallowing,
- Infected skin or eyes, or an undiagnosed rash
- Headache and stiff neck (please have your child see a doctor),
- Unexplained diarrhea or loose stool (may or may not be combined with nausea, vomiting or stomach cramps.) These symptoms may indicate a bacterial or viral gastrointestinal infection which is very easily passed from one child to another via the fecal-oral route. The child should be kept home until all symptoms have stopped,
- Nausea and/or vomiting,
- Severe itching, dry skin of either body or scalp if caused by head or body lice, or
- Children with a known or suspected communicable disease. A doctor's note may be required before the child can return to the child care facility.

It is important to note that the care of a child who is ill is the parent's responsibility. Your child must be kept home (or taken home) when your child is suffering from one or more of the above symptoms, or if your child is not well enough to take part in our OCCA Child Care Program.

**Child Becomes Sick** - We will call you or your alternate to come and pick up your child if they become ill. We will endeavor to keep the child quiet and comfortable until you arrive. If it is deemed an emergency, we will call an ambulance for your child and immediately contact you or your alternate.

**Care Giver Illness** - Our Child Care Program will be closed if our Child Care Manager becomes ill, or their family members, or other care providers are contagious. We will give you as much notice as possible. You will not be charged for days when we cannot provide care. It is the responsibility of the Parent/Guardian to make alternate child care arrangements.

**Medications** - No medication will be given to any child in care without the written consent of the child's parent or guardian. Medication is to be provided by the parents in the original labelled container. When giving prescribed medication, the date, time, amount of medication and the name of the care giver in charge will be recorded.

## Reportable Childhood Diseases

This is a list of common childhood diseases, but not all childhood diseases – refer to the Quick Guide [http://www.bccdc.ca/schools/Documents/EN\\_Guide\\_Childhood\\_Diseases.pdf](http://www.bccdc.ca/schools/Documents/EN_Guide_Childhood_Diseases.pdf) for more information.

- food borne illness (all causes, i.e. Salmonella)
- diphtheria
- giardiasis
- hepatitis A, B and C
- measles
- German measles (rubella)
- bacterial or viral meningitis
- Hemolytic Uremic Syndrome (the E. coli toxin of Haemorrhagic Colitis or hamburger disease)
- meningococcal disease (bacteraemia or meningitis) 16
- mumps
- pertussis (whooping cough)
- tuberculosis
- sexually transmitted diseases (need to be reported due to abuse issues)
- waterborne illness (all causes)

**Additionally, highly contagious diseases announced by Interior Health such as Covid-19 (SARS-CoV-2 Virus), RSV (Respiratory Syncytial Virus), and Flu (Influenza Virus.)**

## Safe Release of Children

**Consent Form:** Your child will only be released from our Child Care program to people you OK (Authorize) on the Consent Form provided at the time of registration. If anyone is not allowed to pick up your child/children, please note their names below, and they will be refused access to your child.

**Emergency Contacts:** Please provide the names of one or two Emergency Contacts. In the case of an emergency, such as you are delayed in traffic or have fallen ill, please call us in advance with the name and description of the person who will be coming to pick up your child. We will require picture I.D.

**Late Pick-Up Policy:** If your child is not picked up at the agreed upon time, we will call you within 15 minutes. If you, or an authorized alternate, cannot be contacted within 30 minutes we will call the Emergency Contacts. If this is not successful, and more than 45 minutes has passed, we may have to contact the Ministry for Children and Family Development, stating that your child has been abandoned. Please keep us informed to avoid this measure.

**Safe Child Care:** A person deemed incapable of safe child care will be refused, and you or your alternate will be called to pick up your child. If an alternate cannot be reached within 45 minutes, the Ministry for Children and Family Development will be contacted. If it appears that you are not capable of providing safe care, we will call your Authorized Alternate or Emergency Contact to pick up the child. If you insist on taking your child, we will be obliged to contact the RCMP before releasing the child to your care.

**How to contact us:** Note - It is best if you speak directly to the Program Manager.

Program Manager - Sarah's Cell: 250-899-8227

Child Care Office: 778-484-6222 (Voice Mail – Leave Message)

Email: [info@occachildcare.ca](mailto:info@occachildcare.ca)

## Safety Plan for Daily Transportation

It is the responsibility of the parent/guardian to make their own arrangements for the transport of their child/children to and from our centre. At this time, we are not allowed to pick up children from school, nor deliver children home. This transportation policy allows our Child Care Staff to prepare the centre in advance, check and eliminate hazards, welcome the parents and children, and record the check-in time of the children.

Always use caution when dropping off and picking up their children as the area can get busy and congested. You may park on the paved parking spots in front of our centre, or park along Inkar Road. Children must use caution when crossing this residential road. For safety, younger children are advised to be escorted by their parent/guardian to and from our Child Care Centre.



## Emergency Plans – Fire, Earthquake, Lockout and Evacuation

### Safe Meeting Place

**The Safe Meeting Place is across Inkar Road, by the path between the Cedar Hedges.**

This location will keep children a safe distance away from OCCA Centre, allowing Fire Engines access. To ensure the safe street of Inkar Road the Child Care Worker will use a School Patrol Stop Sign. Fire, earthquake and lockout drills will be reviewed and recorded on a monthly basis, ensuring that all children are aware of the procedures.

### Earthquake Drill

Children will practice the **Drop, Cover, Hold-On Drill** – a quake-safe action designed to protect lives and prevent injuries from falling furniture and flying objects that can become projectiles during a quake. **Reference:** <https://www.shakeoutbc.ca/how-to-run-a-drill/>

### Lockout/Lockdown Procedures

**Lockdown Meeting Place** – All children and staff must shelter in the **Kids' Room (Small Activity Room.)** The benefit of this room is that the blinds can quickly be drawn, and that room has a computer and a washroom which may be necessary to use during Lockdown/Lockout.

### Evacuation Location

**Emergency Location:** Capri Centre, meet at Yum Yum Tree Restaurant Customer Seating Area, Unit 153, 1835 Gordon Drive. You will be contacted. We recommend you use the parking lot at the corner of Sutherland Ave and Capri St (i.e. the South East parking lot of Capri Centre.)

#### Contact Numbers:

- Sarah - Child Care Program Manager - Cell 250-899-8227
- Yum Yum Tree Restaurant - Owner Sandy Hsieh - Phone 250-860-7378
- Independent Grocer - Owner/Operator Peter J Boyd - Phone 250-861-1512

*South East (Back) Entrance of Capri Centre*



*Yum Yum Tree Restaurant & Seating*



# OCCA'S Active Play/Screen Time Policy

## Introduction

### What is ACTIVE PLAY?

Active play is physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping.

### Why is ACTIVE PLAY Important?

Active play helps to promote healthy growth and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross motor and fine motor skills. Active play also helps to promote children's confidence, improves concentration and thinking and learning skills and provides opportunities to develop social skills and make friends.

### What is the average daily length of Active Play Time at OCCA Child Care Centre?

- After-School – 30 minutes or more Active Play during this 2-hour program.
- Full-Day Program – One to two hours of Active Play during full-day sessions.

### How will you manage limiting Screen Time?

Screen Time is limited to 30 minutes or less per day. This includes TV, computer, and electronic games.

Our TV is generally only used for group Story Reading Activities, or for instructional videos, very seldom is the TV used for child entertainment. Our policy is that cell phone use is not allowed in the After-School Program and in the full-day holiday camps on-site. The only time technology use is approved is if it is related to homework support. There is also a computer for children to use in such a case. As a rule, children are not allowed to play games or use cell phones for other activities, unless it is for family contact with permission.

### What Certifications do Staff Members Currently Have?

- Yoga Instructor Certificate – achieved by our Program Manager Sarah
- Canadian Zumba Instructor Licence – achieved by our Program Manager Sarah

### What Types of Directed Active Play Activities are Provided at OCCA?

- Indoor/Outdoor Yoga (Various Poses, Flow Yoga, Power Yoga for Core Strength)
- Indoor/Outdoor Dance – Zumba (Cardio Exercise)
- Outdoor Soccer, Badminton & Tag in the Back Yard
- Indoor/Outdoor Kung Fu including Plastic Sword – optional class with qualified teacher

## **What Other OCCA Activities Provide Healthy Child Development?**

The following additional activities help to provide children with opportunities for social, emotional, physical, and intellectual growth:

- After-School Homework Support – up to one hour may be focused on homework
- Language Activities – English & Mandarin Classes
- Multicultural Crafts – Staff or guest led i.e. Parents taught Mexican Pinata making
- Drawing Class – optional class, taught by an Art Teacher
- Guitar Class – optional class, taught by a professional music teacher
- Electric Piano on site – a free time activity enjoyed by the children
- Karaoke – singing combines reading, performing skills such as confidence building
- Reading – Library books are provided
- Go Table Game – taught by Instructor Shen Yao (beginners to higher level now)
- Chess – lessons on playing Chess provided
- Lego Activities – Lego kits generously donated by UBC Okanagan
- Singing & Performing Activities – example being performing for Lunar New Year's Event

## **How will you manage injury prevention?**

All exercise instruction guides children to perform the movements safely - start slowly, warmup with stretching exercises, cool down at the end of physical activity. The importance of drinking water and taking a 5-minute rest is emphasized. During full day sessions children bring their own water bottles. Water is provided in the after-school program, available whenever needed.

## **How will you manage children needing Special Care?**

The staff will monitor children and gather information from the parent/guardian with respect to special care a child may require. When a child is not medically allowed to do an activity an adapted or alternate individual activity will be provided.

## **Off-Site Activity Plan**

**Location:** Pacific Court Park – 1961 Pacific Court, Kelowna

When the weather is good in late spring, summer, and fall, we may take a short walk, about eight minutes, to this local park, located about two blocks away from OCCA Centre. Activities include teaching Yoga in the Park, playing some games such as Chess, and Tug-o'-War. On-site are Monkey Bars and Swings for the children to play on. We bring snacks and water for the children. We plan to take a First Aid Kit along and supervisors have Cell Phones in case of an emergency, with parent/guardian contact numbers on hand if needed.

## Food, Drink and Nutrition Policy – Low-Risk Food List

### RED FLAG – NO NUTS, NO FISH, NO SEAFOOD

**\*No nuts, seeds, and nut butters**

**\*No Fish, No Seafood – includes all freshwater and saltwater fish, and shellfish including shrimp, lobster, crayfish and mollusks.**

**Note:** Parents may also provide their children with their own healthy snacks, in addition to water in the child's water bottle (**Avoid Red Flag Foods due to allergies of some children**)

### List of Low-Risk Food and/or Minimal Preparation (Daily Selection Will Vary)

#### Commercially prepared/store bought – not prepared by Child Care Staff.

- Canned fruit, apple and fruit sauce
- Frozen fruit and dried fruit
- Hard cheese, cheese strings, and yogurt
- Hummus, salsa and dip – not prepared by Child Care Staff
- Bread and Cereals – no cooked grains
- Baked low hazard grain products (cookies, muffins, biscuits, bread, etc.) with no cream fillings
- Prepared condiments: jam, ketchup, mustard, butter, margarine, salad dressing, and cream cheese (commercially prepared - no soft cheeses such as Camembert, Brie, Feta)
- \*Most whole or sliced fresh fruits and vegetables are safe to prepare and serve on site (avoid cantaloupe, honeydew, fresh pineapple & pre-cut fruits due to recent Health Canada warnings)
- Crackers – i.e. Soda Crackers, Tostitos Multigrain, Wheat Thins, Tortilla Chips, Rice Crackers
- Snack food i.e. Popcorn (microwaved)
- Commercial chocolates, candy (special occasions, not often)
- Foods that have been prepared in an approved kitchen (i.e. Mizu Japanese Restaurant)

**\*Fresh Fruit & Vegetables** – Important to follow safe purchasing, handling, washing, prep & storage

**Avoid raw seed sprouts** – see Health File – Food Safety for Fresh Fruits and Vegetables

### Drinks for After-School and for Full-Day Sessions

#### (Note: Daily Selection Will Vary)

- Water is the drink of choice, and bottled water is always available and encouraged
- Fruit and vegetable 100% juice (pasteurized)
- Milk (served less often as it is not a popular request, sensitivity and Best Before Date concerns)
- Soy Beverages – available upon request

## OCCA Child Care Behaviour Guidance

Below are some Behaviour Guidance Principals from one of our OCCA Child Care Workers:

School-aged children participating in our Multicultural Child Care Program learn early on about Moral Responsibility. Each day we actively practice the Golden Rule: “One should treat others as one would like others to treat oneself.”

Negative behaviours are limited by keeping children actively involved in engaging activities.

- It is important to OCCA that we learn and celebrate traditions from cultures around the world, as well as those within our own community.
- Additionally, whether for play, observation, appreciation, scientific exploration, or purposeful activity - time outdoors is absolutely essential to learning and child development.
- Handwork brings balance between intellectual and movement activities, allowing students to experience the struggle, joy, and care required in the creative process. “When children play and move freely in activities responsibly undertaken on their own, they experience opportunities to learn which cannot be simulated and for which there is no substitute.” ~ Dr Judit Falk

**Reference:** <https://www.waldorfeducation.org/waldorf-education/in-our-schools>

### Basic Principles - Guiding Children’s Behaviour

**Reference:** Guiding Children’s Behaviour - A Quick Guide

- Keep rules simple and easy to understand. Repeat the rules often.
- Say what you mean. Choose your words carefully and keep sentences short and simple. Focus on what you want children to do, rather than what you don’t want them to do.
- Give clear, simple choices. Give children a choice only when there is a choice.
- Show respect. Look children in the eyes, and talk with them, rather than “at” them. Talk to children about inappropriate behavior in private, rather than in front of others. Remind them of the reasons for rules and discuss what they can do differently.
- Encourage. Tell children what they’re doing right, use praise as a teaching tool, and let them know why you are proud of them. Give positive attention for good behavior rather than negative attention for inappropriate behavior.
- Teach children how to resolve conflict and solve problems. Help children recognize and name feelings, identify problems, and come up with ideas for solving the problem, and try possible solutions.
- Teach children how to correct their behavior. If a child draws on the wall, give the child a wet cloth to clean the wall. Even if the child cannot successfully clean up the entire mess alone, participating in clean-up teaches her that actions have consequences. Over time, experiencing natural and logical consequences helps children learn self-regulation.

- Set a good example. Children watch you all the time. They see how you talk to other children and adults. They see how you cope with anger or frustration. They watch how you deal with sadness and joy. They listen to how you say, “I’m sorry.” The way you handle the ups and downs of life teaches children a lot about how to behave and get along with others.

## **Harmful Actions Not Permitted**

The following BC Ministry regulations are critically important for all Child Care providers.

52 (1)A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:

- (a)shoving, hitting, or shaking by an employee or another child, or confinement or physical restraint by another child;
- (b)confinement or physical restraint by an employee, except as authorized in a child care's plan if the care plan includes instructions respecting behavioural guidance;
- (c)harsh, belittling, or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect;
- (d)spanking or any other form of corporal punishment;
- (e)separation, without supervision by a responsible adult, from other children;
- (f)as a form of punishment, deprivation of meals, snacks, rest, or necessary use of a toilet.

52 (2)A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to any of the following types of abuse or neglect, as described in section 1 of Schedule H:

- (a)emotional abuse;
- (b)financial abuse;
- (c)neglect;
- (d)physical abuse;
- (e)sexual abuse.

## **Suspected Abuse and Neglect**

### **Legal Duty to Report**

Everyone who has a reason to believe that a child has been or is likely to be physically harmed, sexually abused, or sexually exploited, or needs protection due to the specific circumstances outlined in the Child, Family, and Community Service Act, is legally responsible under that act to report the matter to a child protection social worker. In British Columbia, a child is anyone under the age of 19. The duty to report applies to everyone, including service providers, family members, and the general public – in short, anyone who is aware of circumstances that should be reported.

## **Repayment Agreement**

In keeping with BC Childcare Licensing requirements, OCCA Child Care Centre has established its own repayment agreement. The purpose of this agreement is to create an equitable, trusting business-like relationship between all parents/guardians and OCCA Communities Association.

All requests for refunds must be made in writing to the OCCA After School Manager. Refund requests must include the original proof of payment, statement of reason for refund, and supporting documentation relevant to the reason for the refund request. Full refund is only granted before the subscribed classes/services start. Maximum 50% refund for withdraws after the subscribed classes/services start.

No refund if,

- the child withdraws from any classes/services after 15 calendar days from the commencement.
- the child misses classes/services occasionally for any reason.
- the child is dismissed from the classes/services due to a breach of the law, policy, regulations, or student code of conduct as determined by the After School Program manager.

## **Parent Responsibilities**

- 1) To bring or pick-up children on time (within reason)
- 2) To let the caregiver know if the child will be late or not coming; or will be picked up late.
- 3) To give all information needed to care for a child by filling in the registration form, completely and accurately.
- 4) To keep the child home if he/she is ill, or to pick them up if they become ill in daycare.
- 5) To let the caregiver know if the child has a communicable disease or has been in contact with a communicable disease.
- 6) To let the caregiver know if there are any major changes in the child's life (separation / moving / death / new additions to the family / baby or grandparent).
- 7) To provide the child's food approved by OCCA Child Care Centre
- 8) To pay fees on time to avoid losing your child care space the next month.



Thank-you for reviewing our Parent Guide. Please keep it for future reference. If you have any questions or concerns, we welcome you to contact us. We look forward to working together with you to ensure your child is enjoying his or her experiences at OCCA Child Care Centre.