

Before and After School Care

Parent Handbook



Table of Contents

Welcome Letter to Parents	4
School District #37 Vision	4
Our Staff	5
Criminal Record Safeguards	5
Sample Schedule	5
Hours of Operation	6
Fees	6
Payment	6
Suspension of Services	7
Repayment Policy	7
Ministry Subsidy/ Affordable Child Care Benefit	7
Termination of Services	7-8
Enrolment Process	8
Students Requiring Additional Support	8
Absences	9
Drop-Off and Pick Up	9
Late Pick Up	10
Custody and Access	10
Safe Release of a Child	10
Unauthorized Persons	10

Active Play	11
Videos/ Mobile or Gaming Devices	12
Behavioural Guidance	12
Unacceptable Behaviours	13
Health and Safety	13
Immunization	14
Illness	14
Medical Emergencies	15
Administering Medication	15
Transportation and Field Trips	16
Active Supervision	16
Nutrition/Allergies/Beverages	16-17
Emergency Preparedness	17
Fire Drill/Evacuation	17
Emergencies without Evacuation	18
Closure of School	18
Conflict Resolution	18
Communicating with School Staff	19
Communicating with Families	19
Program Feedback	19

WELCOME to Sunshine Hills Seamless Day Before and After School Care Program

Dear Families,

Welcome to Delta School District Before and After School Care Program, offered at Sunshine Hills Elementary.

Seamless Day Kindergarten is a program that provides before and after school care for students in Kindergarten to 12 years of age. The morning child care is run by an Early Childhood Educator (ECE) who joins a Kindergarten classroom to work with the Kindergarten teacher after 9 am. The afternoon child care is run by a second ECE.

The Seamless Day program has a fee in order to cover the costs of the child care component of the day. The Ministry of Education and Child Care has provided a grant to the school district to help cover the costs of the ECE working in a Kindergarten class.

Please take some time to familiarize yourself with our Parent Handbook. It will provide you with basic information about our child care program.



OUR STAFF

Our staff has training and experience in providing quality child-care. We meet every requirement outlined by the Child Care Facilities Licensing Regulations. Our Early Childhood Educators maintain valid First Aid Certificates.

School and District Contact information can be found on the website:

<https://sh.deltasd.bc.ca/programs/seamless-kindergarten/>

Child Care Cell Phone Number: (604) 861-2619

CRIMINAL RECORD SAFEGUARDS

Our staff, substitutes and volunteers complete and renew their Criminal Record Search process prior to starting at the Sunshine Hills Seamless Day Before and After School Care Program in accordance with the Child Care Licensing Regulations.

SAMPLE SCHEDULE

7:00 am	Breakfast (provided by parent) and indoor exploration
8:00 am	Outdoor exploration
8:55 am	ECE takes students to line up with class
9:00 am	School starts
3:00 pm	ECE takes students to the Little Cabin in the Woods
3:10 pm	Snack (provided by parent) and indoor exploration
4:00 pm	Outdoor exploration
5:00 pm	Indoor or outdoor exploration
6:00 pm	Latest time to pick up child

This schedule is a sample only. Projects and activities are adjusted to accommodate special events or to take advantage of good weather for extended use of the outdoor fields and playgrounds.

HOURS AND DAYS OF OPERATION

Before School Hours:

7:00 – 9:00 am

After School Hours

3:00 - 6:00 p.m.

Sunshine Hills Seamless Day Before and After School Care Program will be closed for the following holidays: All statutory holidays including Easter Monday and Delta School District Winter, Spring and Summer Breaks. Professional Development Days are not included in the fee structure. However, child care is available on these days at an extra cost.

FEES

The following fees are calculated to recover costs for the child care portion of the day. Ministry of Education and Child Care grants are applied prior to creating the fee table.

Full time before and after school care	Costs	Ministry Grants	Parent Pays
Kindergarten student	\$520/month	\$320/month	\$200/month
Grade 1 to 12 years of age	\$520/month	\$115/month	\$405/month
Part time before and after school care Kindergarten	Costs	Ministry Grants	Parent Pays
Before School	\$300/month	\$160/month	\$140/month
After School	\$300/month	\$160/month	\$140/month
Part time before and after school care Grade 1 – 12 years of age	Costs	Ministry Grants	Parent Pays
Before School	\$225/month	\$12.50/month	\$212.50/month
After School	\$300/month	\$50/month	\$250/month
Non-Instructional Day – Full day care (e.g. Pro-D, June 30th)	\$50/day	n/a	\$50/day

There is no discount or repayment for part-time attendance, including absences due to illness or unexpected program closures. Fees are the same for each month September to June, regardless of statutory holidays, school breaks and professional development days when the program is not in session.

Enrolment begins the first of the month. No mid-month or partial-month enrolments will be accepted.

PAYMENT

Parents/Guardians are asked to pay by the first of every month.

SUSPENSION OF SERVICE

Outstanding balances must be paid by the 1st of each month to prevent suspension of service.

In the event of suspension, parents/guardians will receive

- i) e-mail notification,
- ii) verbal notification in person or by phone, and/or
- iii) a letter advising of service suspension.

Service will be reinstated, if space is available, once the account is paid up to date.

REPAYMENT POLICY

Sunshine Hills Elementary Before and After School Care does not provide refunds or credits for cancellations, days missed for illness, days missed for family holidays, or unexpected closures of the facility.

Sunshine Hills Elementary Before and After School Care will be closed during school holidays including winter break, spring break and summer holidays as well as statutory holidays.

Professional Development days are not a part of the program, but will be available at an additional cost.

MINISTRY SUBSIDY / AFFORDABLE CHILD CARE BENEFIT (ACCB)

Families who qualify for the Ministry low-income subsidy are responsible for any outstanding amounts not covered through funding. Parents applying for the subsidy must bring in a completed CF2798 Childcare Arrangement Form. Children may begin attending once the Ministry funding is confirmed.

If care is needed prior to Ministry approval, families are responsible for fees, to be refunded upon receipt of the Subsidy confirmation. Please note this process may take up to two months, and even full subsidy often results in a small parent portion owed each month.

TERMINATION OF SERVICES

Sunshine Hills Elementary Before and After School Care program staff are committed to providing a caring and supportive environment for all families. However, termination of services may be required if:

- Parents consistently fail to adhere to policies and procedures, especially regarding the respectful treatment of staff and children, health and safety, facility hours, etc.
- Fees for services are not paid and suitable arrangements cannot be agreed upon, or
- Sunshine Hills Elementary Before and After School Care Program is unable to

satisfactorily resolve an issue with the enrolling parent/ guardian using the conflict resolution steps.

If the Sunshine Hills Elementary Before and After School Care Program plans to terminate service, the manager will give one month's written notice to the enrolling parent/ guardian or refund fees for the current month in lieu of notice.

TERMINATION OF SERVICES BY FAMILY

Families are required to provide one month's written notice if they plan to permanently discontinue use of Sunshine Hills Elementary School Before and After School Care Program services.

ENROLMENT PROCESS

1. Read through the parent handbook and sign the form that acknowledges that you have *read the handbook* and understand the procedures and fee structure for the Child Care. The following forms need to be submitted to be considered for child care:
 - a. Parent Registration Agreement
 - b. Registration Form For Child Care
 - c. Child Immunization Status Declaration form
 - d. Drop off Pick Up Form
 - e. Recent head shot photo of your child
2. Full enrolment registration forms must be completed and a *space confirmed* prior to children attending Sunshine Hills Seamless Day Before and After School Care Program. Please email the completed package to the school office sunshinehills@deltaschools.ca.
3. Once the completed forms and photo have been received, the school will contact you regarding available space. If accepted into the program, the school will provide some dates and time options for you and your child to visit the program for a half hour to 45-minute orientation.
4. Payment must be received by the last day of the previous month. e.g. payment for April must be received by March 31, although the cheque can have the date of April 1 on it. We recommend parents write post-dated cheques for the entire school year and submit them with the application package.

STUDENTS REQUIRING ADDITIONAL SUPPORT TO MEET NEEDS

We believe in providing support to children with physical, cognitive, and behavioural special needs. To ensure success for your child, staff, and the other children in the program, we will enrol children once a qualified support worker is in place.

Please communicate with staff and feel free to ask any questions to ensure the best possible care for your child.

If your child requires additional supports during the school day, whether they have a medical designation or not, please let us know through the Health & Individual Needs Information Form, so we can work together to create success.

ABSENCES

If your child will not be attending the program for any reason (illness, change in work schedule, family vacation or sporting event), please contact the program at **604-861-2619** by phoning or texting and leave a message with the name of your child and the day/times absent. If a child does not arrive to the program and staff have not been notified in advance, staff will contact parents/guardians. If staff are unable to confirm the child's location they will call 9-1-1 and report the child missing.

DROP-OFF

Before school care opens at 7:00 am. Parents will drop their children off inside the "Little Cabin in the Woods" which is the portable closest to the forest and staff parking lot. Parents/Guardians must sign their child in and ensure that staff members on duty are aware of the child's arrival. Children cannot be received into Child Care before 7:00 am.

Children will be released from Before School Care when class starts at 9:00 am. Staff will escort students to the classroom line ups and wait for students to enter the school.

PICK UP

After School Care begins at 3:00 pm. Staff will wait for students on the field side of the school, where the primary students are dismissed. Students will be taken to the Little Cabin in the Woods to eat their after-school snack (provided by parent/guardian).

After School Care ends at 6:00 pm. Parents or their designates will pick up their children from the Little Cabin in the Woods. Parents/guardians must sign their child out and acknowledge themselves to staff. **Parents/guardians should sign their child out using their full names** versus "Mom", "Dad" etc. Children will only be released to individuals who have been authorized for pick up by their parents/guardians, in writing.

Families will inform Sunshine Hills Elementary Before and After School Care Program staff in writing if they have arranged for another authorized person to pick up their child. If an emergency arises during the day, families should leave a message on our Program Phone (604-861-2619). If the authorized person picking up a child is not known to us, we will need information from families about the person (their name, address, phone number and physical description). The person will be asked to show identification to Sunshine Hills Elementary Before and After School Care Program staff prior to signing out a child.

Permission will not be given by Sunshine Hills Elementary Before and After School Care Program staff for any child to make alternate arrangements for pick up without prior permission.

LATE PICK UP

If you have not picked up your child or called the Sunshine Hills Elementary Before and After School Care Program staff by 6:00 pm, staff will contact the alternate person from the authorized pick-up list to pick up your child.

If an alternate authorized person is unavailable, and you have not contacted the Sunshine Hills Elementary Before and After School Care Program by 6:15 p.m., we are required by licensing to notify Emergency Services of the Ministry for Children and Family Development 1-800-663-9122.

Late pickups may result in additional charges and/or withdrawal of services.

CUSTODY AND ACCESS

If parents live separately, Sunshine Hills Elementary Before and After School Care Program expects that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file with Sunshine Hills Elementary Before and After School Care Program, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed. If custody has not been legally determined and conflict between the parents and/or their family members is evident, Sunshine Hills Elementary Before and After School Care Program may not be able to care for the child unless both parents and/or family members sign a written agreement confirming details re: authorization for pick up and access to information about the child. If a family has a custody agreement or court order, a copy must be provided which will be placed in the child's file.

SAFE RELEASE OF CHILD

Any parent or authorized person picking up a child from Sunshine Hills Elementary Before and After School Care Program who is suspected of being under the influence of drugs or alcohol will be asked to call a relative, friend or taxi to drive them home. Refusal to wait for another driver and to get into their car to drive, will result in Sunshine Hills Elementary Before and After School Care Program staff calling the police immediately, as legally required.

UNAUTHORIZED PERSONS

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of Sunshine Hills Elementary Before and After School Care Program staff. Sunshine Hills Elementary Before and After School Care Program staff will explain the policy that written authorization from the enrolling parent/ guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to

ensure the safety of the child, other children and the staff. If necessary, the police will be called for assistance.

ACTIVE PLAY

To conform to Ministry standards of practice, Sunshine Hills Elementary Day Before and After School Care staff will, whenever possible, provide children with at least 30 minutes of active outdoor play as part of our regular daily routine, and at least 60 minutes as part of full day programming.

Families are asked to ensure their child has appropriate clothing for the season, indoor shoes during rain and snow seasons, and to label all clothing and shoes:

- For rainy days: boots and rain gear, change of clothes
- For snowy days: mitts, hat and warm outdoor clothes, extra layers, change of clothes
- In the spring: hat, extra layers
- In the summer: hat and sunscreen

On occasion, active play may take place in the school gym.

Active play includes:

- Moderate to vigorous bursts of high energy (resulting in difficulty speaking a complete sentence due to being out of breath.)
- Activities involving running, jumping, and leaping, such as field games and sports, tag, manhunt, scavenger hunts, obstacle courses, skipping, etc.

Furthermore, staff will ensure that at least 20 minutes each day will be facilitated play – activities planned and led by an adult, with specific rules and objectives. The remainder of outdoor or gym time will provide children with free play opportunities, where equipment and toys will be made available to encourage imagination, creativity, and opportunities for children to follow their interests.

Sunshine Hills Elementary Day Before and After School Care staff will include elements of injury prevention and Fundamental Movement Skills into planned activities which include:

- Identifying potential hazards in activities e.g. ‘we are in a crowded space, so please do not run, as you could bump into someone and hurt them’, ‘the pavement is slippery today, so be careful not to go too fast around the corner’, ‘when you leave the table, please leave the scissors there and do not walk around the room with them’, etc.
- Activities that allow children to practice and develop balancing skills, coordination skills (throwing, catching, and kicking), and locomotor skills (running, jumping, skipping, hopping etc.)

It is our goal to provide opportunities for 'Mastery' where children will develop the physical literacy skills necessary to feel confident and capable to take part in activities and try new things requiring physical competency.

VIDEOS

As a program activity, we will not show videos unless it relates to a special activity we are doing and provides specific educational value. If a video is used for educational / activity purposes, it will not extend past 30 minutes of viewing. If shown, all videos will be rated 'General'. Should you or your child not wish to participate, other activities will be available.

MOBILE OR GAMING DEVICES

For school age children it is essential that they develop the social skills to make friends, and the physical skills that build confidence and a sense of accomplishment. For this reason, we do not allow mobile or gaming devices in the program, as these can isolate children and diminish interaction and group participation. Although this may initially feel uncomfortable for some children who are used to frequent use, we believe that it is better for their long-term development to interact in 'real time'. Please speak with staff if your child requires some accommodation in regard to device use.

BEHAVIOURAL GUIDANCE

Each child will be encouraged and supported to develop positive adult and peer relationships. Our goal is to provide a safe and healthy learning and living environment in which each child can feel secure, learn how to develop friendships and social skills.

Families can expect the Sunshine Hills Seamless Day Before and After School Care Program staff to follow the same code of conduct as Sunshine Hills Elementary School (<https://sh.deltasd.bc.ca/student-life/code-of-conduct/>) and to use a preventative approach to create a positive environment and encourage desirable behaviour.

The following strategies are prevention methods:

- Establish clear, consistent and simple limits
- Offer straightforward explanations for limits
- State limits in a positive way, rather than a negative way
- State what is expected, rather than pose questions
- Reinforce appropriate behaviour with words and gestures
- Focus on behaviour, rather than on the child
- Say what is expected, rather than to ask
- Provide choices
- Give children time to respond to expectations
- Encourage children to use staff as a resource

- Demonstrate appropriate, respectful behavior at all times.
- Staff will remain alert, actively engaged with and in close proximity to the children

The following intervention methods will be used when necessary:

- Gain a child's attention in a positive way
- Use proximity and gentle touch
- Remind child of the expectation
- Acknowledge the child's feelings before setting limits
- Distract, divert or redirect where appropriate
- Offer appropriate choices
- Use natural and logical consequences
- Limit use of toys/equipment
- Model problem solving skills
- Provide opportunities for children to make amends

The above Information taken directly from "Guiding Children's Behaviour" distributed by the Government of BC and the full document can be accessed at:
<http://bitly.ws/AMQc>

UNACCEPTABLE BEHAVIOURS

Although the approach for Sunshine Hills Before and After Care staff focus on positive interactions, children at times will exhibit unacceptable and unexpected behaviour. Inappropriate behaviours will be addressed by staff in a caring way, documented in the incident log book and parents will be notified about the incident at pick up.

Some examples of unacceptable behaviours include:

- Use of inappropriate or abusive language
- Any efforts to cause harm to another person
- Threatening, harassing, intimidating, assaulting or bullying
- Theft of or damage to school or personal property

Sunshine Hills Before and After Care staff are committed to working with families and to enhancing knowledge of child development and approaches to child rearing practices. If a child continues to exhibit undesirable behaviours, families will be invited to attend a meeting with staff and the manager in order to create a plan for moving forward.

Please be proactive and provide us with relevant information about your child. Families are sometimes reluctant to share information about issues, diagnoses, or challenging behaviours in their children, however, providing our staff with this information allows us to better meet your child's needs in a supportive manner.

HEALTH AND SAFETY

Sunshine Hills Elementary Before and After School Care Program has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities of all children.

Our goal is to promote good health, safety, and nutrition by providing the children with a clean, well-maintained, safe environment and opportunities for:

- Learning how to take care of their bodies and develop self-help skills.
- Both active and quiet activities.
- Indoor and outdoor activities.
- Conflict resolution, self-regulation, and healthy expression of feelings

Sunshine Hills Elementary Before and After School Care staff will remind students to wash their hands prior to eating food, after using the toilet and when returning inside after outdoor play.

IMMUNIZATION

As immunizations are one of the most effective ways of preventing the spread of communicable diseases, we recommend that all families have their child's immunizations brought up to date prior to starting at Sunshine Hills Elementary Before and After School Care Program.

Families will be asked to complete an Immunization Information Form as part of the registration process. Immunizations are not mandatory for enrolment. In the event of an outbreak of a communicable disease, children that are not immunized may not be allowed to attend the program to help ensure their safety.

ILLNESS

While we are sensitive to the stress that illness may cause families, we are not licensed to care for children when they are ill. Families will need to keep their child at home, or make alternate arrangements, if their child:

- Has a communicable disease.
- Has a contagious infection, including pink eye
- Has a fever over 38 degrees Celsius
- Is vomiting or has diarrhea.
- Has a skin infection or an undiagnosed rash
- Is not able to participate in all program activities including outdoor play.

A child who becomes ill must be symptom free for a period of 24 hours prior to returning to the program.

Families should notify Sunshine Hills Elementary Before and After School Care Program if your child has a communicable disease so that other families and the Community Health Department can be notified.

If a child becomes ill during the program, we will attempt to contact the parents or guardians. If parents/guardians are unavailable, we will try to reach the emergency contacts. We will provide a quiet, resting area and close staff supervision until parents/guardians, or one of the authorized for pick up emergency contacts, can pick up the child. If the situation becomes urgent, we will follow the emergency procedures outlined.

MEDICAL EMERGENCIES

If a child is injured or becomes ill at Sunshine Hills Elementary Before and After School Care Program, staff will quickly assess the situation to decide what action/attention is required.

If First Aid treatment is required:

Sunshine Hills Elementary Before and After School Care Program staff qualified in First Aid will:

- Provide First Aid treatment.
- Acknowledge the child's feelings.
- Provide close supervision to ensure that the child does not require further First Aid or medical attention.
- Complete an Incident Report and process.
- Inform the family when they come to pick up the child.

If Emergency medical attention is required:

Sunshine Hills Elementary Before and After School Care Program supervisor or manager will:

- Call and request an ambulance.
- Contact family and/or emergency contact.
- Ensure other children attending Sunshine Hills Elementary Before and After School Care Program have qualified care.
- Accompany the child to the emergency facility, if possible.
- Provide information to the doctor and family.
- Support the child and family.
- Complete an Incident Report and process.

ADMINISTERING MEDICATION

If families require Sunshine Hills Elementary Before and After School Care Program to administer prescription medication to your child, the Child Care Licensing Regulation requires that we have certain information and follow certain procedures. We require that the medication be provided in its original container, with the child's name and dosage information, and a Medical Consent form be completed with instructions on administering the medication. All medication will be stored in a locked container.

In the case of an Epi-pen, it will be kept in the child's backpack and taken with the child whenever they leave the space.

Any medications administered at the Sunshine Hills Elementary Before and After School Care Program will be recorded in the Medication Log.

TRANSPORTATION AND FIELD TRIPS

We have no plans for children to participate in activities that use vehicles to transport students. Children may have walking field trips to the school, playground and forest area near the school.

ACTIVE SUPERVISION

Active supervision strategies help keep children safe. Children are naturally active and curious. They also tend to be impulsive and are natural risk takers. Sunshine Hills Elementary Before and After School Care Program staff will actively supervise the children in their care. The following supervision strategies will be encouraged:

- Set up the environment in a manner that allows visual contact with all the children.
- Physical position of staff to be able to intervene and guide students if needed.
- Continual scanning and counting the students.
- Listening to children.
- Anticipate behaviours.
- Knowing the abilities of the children.
- Actively paying attention to the children.

NUTRITION

Eating nutritious food is an important part of each child's day.

Families are asked to:

- Send nutritious foods each day in quantities sufficient to meet the nutritional needs of their children.
- Not send any foods to school from the list of allergies.
- Select foods in accordance with Canada Food Guide requirements.
<https://food-guide.canada.ca/en/>
- Send foods that are prepared and ready for their child to eat without requiring heating or preparation by staff.
- Send breakfast or a before school snack if a student is starting at 7 am.
- Send food for after school that will keep the child satisfied until pick up.
- Send food to the school in re-useable containers. Any packaging or food wrappings will be sent home for disposal.
- Inform staff of any food restrictions/ allergies or changes to their child's diet.

Sunshine Hills Seamless Day Before and After School Care Program staff will:

- Encourage children to eat and enjoy their food.
- Be sensitive to individual food preferences, cultural preferences, and any restrictions/ allergies.

- Provide sufficient time to eat.
- Not force a child to eat.

Sunshine Hills Seamless Day Before and After School Care Program staff *may* have some foods available if a child needs extra food or forgets their food at home. This may include fruit, granola bars or other pre-packaged foods. If families prefer that their children do not eat any of the available snacks, they can inform staff.

ALLERGIES

Within the school community there are students who have a potentially life-threatening allergy to a variety of foods and an updated list is kept posted on the Sunshine Hills Elementary School website and will be posted in the room:

<https://sh.deltasd.bc.ca/student-life/allergies/>

- Peanuts and peanut products.
- Tree nuts and tree nut products.
- Fish and shellfish.

Families are asked not to send food containing any of the above items in order to help keep all students safe.

BEVERAGES

Families are asked to provide their child with a reusable water bottle (to be taken home and washed at night). Drinking water will be available at all times and staff will ensure that the children have an opportunity to refill water bottles.

EMERGENCY PREPAREDNESS

In the event of fire and other disasters, staff have been trained and regularly practice emergency preparedness. Staff will relocate children, if necessary, to the nearest safe location, and remain with them until families pick them up.

Staff are trained in Emergency First Aid and maintain a First Aid certificate.

Before and after school staff will have a cell phone on them and will be able to communicate with the school and with parents. Parents will be given the cell phone number during the registration process.

FIRE DRILL/ EVACUATION PROCESS

As safety is an ongoing part of the Sunshine Hills Elementary Day Before and After School Care Program, fire drill/ evacuation procedures are posted and are practiced once a month. For on-site evacuation, the meeting place is on the gravel field or on the field towards Huff Blvd. If off-site evacuation is necessary, we will proceed on foot to Seaquam Secondary School (11584 Lyon Rd). Once we arrive at our destination and if unable to return, we will notify families immediately of our location and arrange pickup when safe to do so.

Staff will take an emergency bag with them at all times when leaving the building. Any allergy medication, a bottle of water, children's emergency cards, emergency numbers and a couple of story books will be kept in the emergency bag.

EMERGENCIES WITHOUT EVACUATION

If there is a disruption of basic services and the children are unable to be cared for adequately, then families will be called to come pick up their children. If families are unable to pick up their child, then emergency contacts will be contacted.

On site, at the centre, we will have an emergency bag in case of earthquake, lockdown, or another occurrence that does not allow the staff and children to leave the centre at the designated time. Non-perishable food and bottled water will be kept on site for use in such emergencies. Staff will remain with the children until a parent/guardian or emergency contact can pick up the children.

CLOSURE OF Sunshine Hills Seamless Day Before and After School Care Program

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, Sunshine Hills Seamless Day Before and After School Care Program may have to close. The staff will care for children until families/ emergency contacts have picked them up. Evacuation procedures as posted at the exits will be followed.

If school is closed early during school hours due to extreme weather or other events, and parents are notified to pick up their children from the school, Sunshine Hills Seamless Day Before and After School Care Program will **NOT** be open. Please follow school direction regarding pick up and contact the school office with any questions.

CONFLICT RESOLUTION

Families are encouraged to discuss questions or concerns regarding any aspect of Sunshine Hills Seamless Day Before and After School Care Program with the manager. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept.

The steps outlined will be followed:

Step 1 The enrolling parent/guardian and the Early Childhood educator will meet to define the issue, state their points of view and agree on the problem/solution. This is best done at a time other than pick up at the end of the day. During this meeting:

- Solutions and/or resources will be identified whenever appropriate.
- A plan will be agreed upon.

- Once the plan is enacted, the Early Childhood Educators will check in with parents to ensure it is working. If it is not working, then another meeting will be held to discuss new strategies.

If parents/guardians or the Early Childhood Educators find the concerns are unresolved and are not going to be resolved then they move to step 2, where the manager works to help resolve the concerns.

Step 2 Enrolling parent/ guardian and the Sunshine Hills Seamless Day Before and After School Care Program manager will meet to define the issues, state their points of view, and agree on the problem/solution. This is best done at a time other than pick up at end of day.

- Review what strategies have been tried and the outcome.
- Solutions and/or resources will be identified whenever appropriate.
- A new plan will be agreed upon by the enrolling parent/guardian and the manager.
- Once the plan is enacted, the enrolling parent/guardian and manager will check in to ensure it is working.

If the plan is not working, they will return to Step 2. If no plan can be agreed upon by all parties, using the conflict resolution procedure, other arrangements may be required.

COMMUNICATING WITH SCHOOL STAFF

Sunshine Hills Seamless Day Before and After School Care Program is Delta School District's program with seamless child care built in. Early Childhood Educators overlap during the school day in order to ensure strong communication between teaching staff and Early Childhood Educators. This schedule is designed to provide the highest standard of care for each child.

COMMUNICATING WITH FAMILIES

For sharing information about Sunshine Hills Seamless Day Before and After School Care Program, we use an e-mail bulletin distribution list. We look forward to communicating frequently, setting goals and if needed, solving problems together with each family in the best interests of the children. If you have any questions, concerns, or suggestions, please speak with the Sunshine Hills Seamless Day Program supervisor or manager.

PROGRAM FEEDBACK

Your feedback is important to us. The manager of Sunshine Hills Seamless Day Program will encourage ongoing feedback as well as provide you with opportunities to share comments/suggestions. Your response to our program evaluation helps us to develop programming policies and procedures and to provide child care that meets family and community needs.

Please contact us if you have any questions, concerns, or need clarification about our program and policies. We welcome curiosity and dialogue, and value clear communication.

We look forward to working with you!