

Upper Similkameen Indian Band

Chuchuwayha Family Centre

Phone: 250-292-8299

196 Snaza'ist Road Hedley BC VOX 1K0



Parent Handbook

## **Welcome Statement**

Welcome to the Chuchuwayha Family Centre! Each family that participates in our centre are respected and supported based on your unique strengths and needs. The Chuchuwayha Family Centre is a service of the Upper Similkameen Indian Band.

## **Primary Goals of the Centre**

To create a setting in which children and families will find warmth, comfort, and gentleness, as well as an abundance of opportunities for children's development to thrive through movement, exploration, and self discovery according to individual needs, interests, and abilities.

To share *nsyilxcən* language and *saimilamix* culture and respectfully honour the natural laws of the *tmixw* – *that which gives us life*. To instill a sense of belonging and cultural identity within the Indigenous children and families who attend our programming, as well as deconstruct systemic racism by including non-Indigenous children and families in our programming in order to share the importance of local culture as it relates to the history of the Similamix people caring for the land since time immemorial.

To assist each child to grow to their fullest potential, recognizing each stage of development, and fashioning an environment designed to nurture and facilitate growth during each stage.

To help children achieve independence, self discipline, social competence, self knowledge, enthusiasm for learning, positive attitudes, intellectual growth, and problem solving skills.

To assist parents and adult caregivers in understanding the developmental stage of their child, enabling them to contribute most effectively to the child's growth and enrichment.

### **Hours of Operation**

The centre is open from 9:00am-5:00pm Monday to Friday. We are closed on all Statutory Holidays and on other USIB staff closures including community events and staff training days.

### **Parent and Staff Communication**

Staff are available to communicate with parents and adult caregivers daily regarding our programming including menu, emergency procedures, staff qualifications, etc. Notices will be posted and available for parents to access in the family centre, on our Facebook page and in our program chat groups through Messenger.

Staff can be contacted within our hours of operation at the family centre at 250-292-8299 or through our program Chat groups on Messenger. All families that register will be added to the Messenger chat groups. We have a chat group for the Parent & Tot program and for the After School Program for families to inform us who to expect each day at program. We do request that families respect our staff's personal time and only contact us during work hours of operation.

## **Family & Children's Attendance Policy**

Parent & Tot Program : Monday, Tuesday & Wednesday 10:00am-12:00pm.

After School Program: Monday-Friday, 3:15pm-4:45pm; 12:30pm-4:45pm on school half days. \*Note: The Centre may open for full day care on some School Closure days, however, never on stat holidays. This will be on a case by case basis depending on the school calendar that month.

Summer Day Camp during summer school closure for school age children: Hours vary each year based on community need/staff availability.

The centre requires families to sign in themselves and their children when attending the parent & tot program on the attendance sheet.

For the After School Program, staff sign children in to the program on the attendance sheet when they get off the bus and parents sign them out on the attendance sheet when they pick them up. It is ultimately the staff's responsibility to ensure that each child is signed in and out every day. The staff will conduct a head count and make sure that the daily attendance sheets match the number of children present.

For children and families to maintain registration in our programs, we do request a minimum attendance of 4 times per month. We understand that illness, vacations, etc. may affect this which is understandable, however, in general we request that families who register with our programs attend as regularly as possible.

## **Guidelines for Programming**

### **Parent & Tot Program (Parents & children under school age)**

The Parent & Tot program has space for up to 6 families at one time each session. The staff will consist of no less than –

- One Staff on site

This program is for parents/adult caregivers and children birth-preschool (age 4 or 5) to attend the family centre to participate in play-based learning, social support, food, and connection to community.

This program currently runs 3 mornings a week, Monday-Wednesday from 10am-12pm at the Chuchuwayha Family Centre. The Parent & Tot program's funding priority is to serve families that live on reserve, however, the program welcomes families living off reserve, including both Indigenous and non-Indigenous families to participate when there is capacity to do so. This is dependent on the community's population at the time and how many families on reserve are attending the program regularly. The maximum capacity for the parent & tot program is 6 families per session based on the space capacity of the building. This program is free to all who attend. Please note that this is not a child care program, a parent or adult caregiver is required to attend.

#### Activities included in the program

Circle Time (books, songs, drumming, puppets, felt board stories, etc.)

Sitting down for morning snack time

Free play – play centres set up in the room

- Kitchen
- Doll house

- Blocks
- Trucks and Cars
- Fort building
- Etc.

Art (optional for children under 3, but support children over 3 to transition and participate)

Play outside

Participate in USIB community events, including important cultural events

Introduce *nsyilxcən* language through play

### **After School Program (children in kindergarten – grade 7)**

The After School Program has space for up to 15 children. The staff will consist of no less than –

- Two Staff on site

This program is for school aged children in grades Kindergarten-Grade 7 providing after school recreation programming at the Chuchuwayha Family Centre. This program currently runs 5 days a week from 3:00pm-4:45pm, with once a month running from 12:30pm-4:45pm on school half days (closed on Stat holidays and other USIB staff closure days due to community events and training).

The After School Program is funded to provide care for children living on the USIB reserve and children who are USIB members, however, when there is enough space and staff to accommodate other children to attend, the program will do so. The following is a priority scale that has been put in place to determine registration eligibility for the after-school program:

Priority Scale for After School Program based on maximum capacity of 15 registered children.

1. Children living on the USIB reserve – no cost
2. Children who are USIB members living off reserve – no cost
3. Children living off reserve who are not USIB members – Cost: \$2.00/day (3:00pm-4:45pm) and \$5.00/day (12:30pm-4:45pm). Families are invoiced once a month. \*\*Certain field trips planned for the after school program may also require an additional fee depending on the cost of the activity.

### Activity Schedule

3:15pm - Pick up children from bus stop and walk them into the centre and sign them in

3:15pm – 3:30pm – After school snack provided, story read aloud

3:30pm – 4:45pm – Group games, art activities, outdoor play. Specific activities will be planned for different age groups.

4:45pm – Parent pick up children and sign them out

\*Our after school program runs a reading program that includes books read aloud to the children every day after school and reading logs for children that earn them prizes and parties at the centre. This reading program aims to instill a love of reading in children for all ages and all levels based on encouragement and sharing a love for storytelling.

Our after school program also participate in USIB community events, including important cultural events

Our after school program Introduces *nsyilxcən* language through play and activities to encourage children to practice and be exposed to the language of the Syilx people who have lived and cared for these lands since time immemorial.

## **Family Field Trips**

These are organized based on funding for families living on the USIB reserve and Band members living in the Similkameen, however, when there is capacity to do so, families living off reserve who attend our programming will also be invited and included depending on the budget. Families living off reserve who are not USIB members may be required to pay to attend certain field trips in order to cover their own family's fees.

## **Additional supports**

Based on the funding available to support families, financial supports such as grocery cards, food boxes, gas cards or any other financial supports are only available to families living on the USIB reserve and to USIB members living in the Similkameen who attend the family centre programs regularly.

To be eligible to receive these services that are distributed, USIB children/families are expected to attend the Family Centre programs a minimum of 4 times per month (we understand certain circumstances such as illness, etc. may impact this).

The intention of these supports are to support USIB families who are registered and participate regularly in our programming.

Families who live off reserve & who are not USIB members are not eligible to receive these additional support services.

If your family has needs that require support that USIB cannot meet, our staff are always there to help refer you to other community organizations in the Similkameen who are funded to provide support to families who live in Keremeos, Cawston, Hedley and Princeton. There are many supports in these communities that are there to support families in need and we can assist you in accessing those services for your family when you need it.



## **Supervision Policy**

All staff will practice active supervision using a combination of the following strategies –

- Close proximity
- Watching and listening
- Scanning the play areas
- Placing body in such a manner that all children are visible

Staff are present with the children at all times. Children are in view at all times. Staff will be aware of the children in the group, even when attending to an individual child's needs. Staff ensure each play zone is supervised and ensure substitution when needing to leave the room.

Staff/child ratios are maintained throughout the program. All children upon arrival or departure must be signed in or out on the attendance sheet, indicating the time of arrival or departure. Daily attendance sheets also record all children that are absent, by either marking them as on holiday or sick. Head counts of children will be completed on a frequent basis throughout the day. Head counts are completed before and after a transition with a group of children, for example, from inside to outside.

Children who have individual care plans may have a staff member assigned to support them 1:1, but it is expected that all room staff are familiar with the child's care plan.

## **Guiding/Discipline Policy**

The staff follow a consistent plan in order to positively guide and assist children develop self confidence, self discipline, awareness and respect for themselves and others. The following behaviour

policy has been developed with the safety and well being of both children and staff.

We believe it is important to follow a consistent plan to facilitate positive interactions and behaviours. We believe that families are the child's first teacher and the staff may occasionally ask for some guidance and support from the family to better understand how the family manages certain behaviours away from the family centre setting. We hope to work together with families to provide children with the most positive childhood experience possible.

Steps that will be followed to positively guide children's behaviour are –

- **Set clear, age appropriate limits.** The staff will always use positive age appropriate language to let children know what the expectation is. For example “walking feet inside” instead of “don't run”
- **Redirect a child with another activity or encourage them with positive choices.** “You can walk slowly or I will hold your hand” or “come and see what we are doing at the art table”
- **Clearly let the child know the consequences.** “You need to walk inside or you could fall and get hurt” or “toys are for playing with, not for throwing”
- **Limit activities or play time for the child.** “If you throw your bowl, lunch will be over” or “if you grab that toy from Bobby, you will be all done at the play dough table”
- **Time away.** Only use this strategy if nothing else is working
- If a child is hands on, either hitting, kicking, or biting, they will be respectfully removed from the situation in order to keep themselves and others safe.

If staff feel they need guidance with redirecting and managing a child's behaviour, a care plan will be written for the child. The goal of this plan is to help ensure the well being and safety of everyone in the centre. We encourage parents/guardians to join us in developing and implementing the care plan.

If at any time staff are unable to manage a child and feel as though the safety of other children or their own personal safety is at risk, the child's family will then be called and asked to come and remove the child from the centre. Staff are to keep the child safe in a supervised area until someone comes to pick them up.

If after trying all the steps, including the implementation of a care plan, the child is still not able to manage in the family centre setting, the Chuchuwayha Family Centre Coordinator reserves the right to give the family a one month's written termination of service.

### **Accident and Safety Policy**

At Chuchuwayha Family Centre the safety, security and health of all children is extremely important. Safety preparedness is critical in ensuring that the children will be kept safe while attending the centre. Although scraped knees and minor accidents are a part of growing up, parents will have confidence that their child is cared for in a secure and nurturing environment every day.

#### **Accident Prevention Strategies –**

- For After School Program, there are at least 2 staff on the premises at all times
- Children will be supervised at all times
- Children are signed in and out so that staff know which children are present at any given time

- Furniture and equipment are placed and inspected to minimize safety risks
- Playgrounds are inspected daily for potential hazards
- Only suitable and age appropriate objects are available to children
- All cleaning products and medications are locked and out of reach

### **Accident Procedures –**

- First aid kits are always equipped and identifiable
- All staff working directly with children hold a current first aid certificate
- Emergency numbers are available to all staff and posted next to phones
- All accidents will be recorded in the accident/incident book on a form and signed by staff
- Minor accidents will be treated on the premises and a report will be written for parents
- In case of serious accidents (which includes bumps to the head) parents will be notified by phone immediately and be asked to come to the centre to pick up the child/and or make the judgement call as to whether the child is able to stay for the rest of the day. If the parent cannot be reached, the next person on the emergency contact list will be called and asked to pick up the child. If the child has to go to the hospital before the parent or emergency contact person arrives, a staff member must accompany the child to the hospital and stay until the parent/emergency contact person arrives

## Health Policy

Instituting good hygiene practices will minimize the spread of illness. The children and staff will wash their hands before/after eating, after using the washroom, and changing diapers. The centre will be cleaned regularly. The toys and surfaces will be sanitized with a bleach and water solution regularly.

The centre must obtain a copy of the children's immunization record. Exceptions are made if the parent objects for conscience reasons. All parents will be notified if a disease outbreak occurs in the centre.

Parents must inform the centre if their child has contracted a communicable illness and keep their child home. Please refer to the communicable illness information sheet. If a child arrives at the centre and shows signs or symptoms of illness, a parent will be called and prompt pick up will be required. When children play together in groups, the environment provides an opportunity for the spread of a number of common childhood illnesses that may be passed from one child to the next. It is important that these illnesses are prevented. If they do occur, they are recognized quickly and steps are taken to stop them from spreading. It is the centre's responsibility to report all communicable illness and it is important that the child is seen by a doctor to be professionally diagnosed.

If a child has any of the following symptoms, they will be asked to stay at home to ensure their health and the health of others –

- Any severe complaints of unexplained or undiagnosed pain
- Distressed breathing, persistent cough or wheezing
- Sore throat or trouble swallowing
- Fever of 100 F/37.8 C or higher
- Infected skin or eyes or an undiagnosed rash
- Diarrhea, nausea, vomiting, or abdominal cramps
- Severe itching of body or scalp

- If a child has head lice, there must be no eggs or live lice in their hair before the child returns to the family centre

Only prescription drugs may be given to a child with a signed medication consent form. No over the counter drugs may be given. All medication will be stored in a lock box, kept out of the reach of the children.

Parents will be asked to inform the centre when a child is taking medication at home that may affect them during the day. This will enable staff to monitor the child, ensuring they are comfortable and enjoying their time at the centre.

In a case of sudden illness or injury while at the centre, the following steps will be taken –

- Attempt to contact the parent through any of the persons listed on the emergency contact list
- Depending on the seriousness of the illness or injury, staff will either call an ambulance (if written consent was given from parents) or take the child to the emergency department and stay with the child until the parent can be reached
- If a child has suspected illness, they will be kept comfortable at the centre, and away from the group until someone on the contact list is able to pick them up
- If a communicable illness is suspected, families are asked to see their family physician. Once the child is clear to return to daycare, we ask the families to bring a written note from their doctor clearing them to return to daycare

## **Allergies**

Staff will be informed if a child has a food allergy. Staff will be familiar with emergency procedures should an allergic reaction occur. The allergy list will be clearly posted in the kitchen of each program and a suitable alternative food will be given. If a child has an allergy to sunscreen, parents will need to supply a suitable brand of sunscreen for their child.

## **Nutrition Policy**

Chuchwayha Family Centre provides the following meals per program:

Parent & Tot Program: Morning snack (staff may prepare a full breakfast if families are really hungry and have not had a chance to eat before attending program)

After School Program: Afternoon snack

School closure days & Summer Day Camp Program: Full day – morning snack, lunch and afternoon snack; half day – lunch and afternoon snack; after school time – afternoon snack

### **Food Choices**

The family center is committed to providing nutritious foods at their programs. Food choices will reflect healthy eating principles, food availability, seasonality, culture, and individual preferences. The foods offered and prepared most often will be whole foods, with the inclusion of some more convenient and palatable processed foods.

1. Food choices will be guided by the BC School Meal and School Nutrition Program Handout “Choose Most/Choose Sometimes” system.

2. Snacks served in the centers and during programs will include a source of fiber (usually a fruit or vegetable) and a source of protein or fat. Snacks will include foods from at least two food groups but may include more.
3. Meals served in the centers and during programs will include fruits and/or vegetables, carbohydrates (preferably whole grain) and protein. Meals will follow the balanced plate model as per the new Canada's Food Guide.
4. Bi-weekly staff will ensure there are seasonal and cultural foods on the menu. Choices will be guided by the 13 moons Okanagan calendar and seasonal availability. Cultural food offerings will be shared with stories and descriptions of food sourcing/preparation to increase the children's interest in the new foods.
5. Water will be offered as the drink of choice, with milk offered occasionally. Juice boxes may be offered on outdoor outings.
6. Following division of responsibility principles the caregivers have the responsibility to provide nutritious foods at set meal and snack times and the children decide if and how much they want to eat.

### Eating environment

The family center staff will strive to provide a feeding environment where children feel safe, curious, and heard. Following division of responsibility principles children/youth decide if and how much they would like to eat of any food.

1. Foods will be described in an age-appropriate manner. E.g. For young children "bananas feel soft in our mouths and give us energy" for older children "bananas are high in potassium which is an important mineral for our muscles and nerves".



2. Food will not be offered or withheld as a reward or punishment. Children will be able to reliably expect snacks and meals at the same times each day/session.
3. Staff will make efforts to reduce the distractions at meal and snack times. Children will be encouraged to finish up what they're doing well before meal time to avoid conflict.
4. Staff and children will sit to eat together. Staff will model good eating behaviors by eating the foods offered and avoiding referring to foods as "good" or "bad".
5. New foods will be presented using neutral descriptive language. Children will be encouraged to put the new foods on their plates, or on a "learning to like it" plate, even if they have no interest in trying it. Staff will use language such as "see what you think" instead of "try it, you'll like it" when discussing new or challenging foods.

### **Clothing**

We ask that families plan for the weather when attending our programming so that we can spend time on the land. We will have extra jackets, hats and gloves for children at the centre when needed and can assist families if they are in need of certain clothing for different seasons for their children.

We also ask that families bring/provide for their children indoor footwear (shoes or slippers) to wear in the family centre in case of emergency evacuation. If you are unable to provide indoor footwear, please let us know.

## **Releasing a Child from Care/Custody Agreements Policy**

Staff has the authority to request photo identification from any adult picking up a child. Unless instructed in writing to do otherwise, the centre will only release a child to the following people –

- The child's parent, guardian or custodial parent (as noted on the emergency care/registration form)
- Any emergency contact people
- Any other guardian whom the parent, by way of written authorization, has give the centre permission to release the child to

We reserve the right to keep a child at the centre if we are not completely certain about any person who has come to pick a child up, or if staff suspects that person of being under the influence of drugs or alcohol. In this case the staff will –

- Phone an alternative adult on the emergency contact list
- If an alternative adult is not available, the Upper Similkameen Indian Band Health Director or alternate leadership personnel will be contacted

For children who are not picked up by scheduled pick up time per program (4:45pm for after school care), the staff will –

- Try to contact a parent
- Try to contact an emergency contact person
- Call the Upper Similkameen Indian Band Health Director, Family Wellness Coordinator or alternate leadership personnel

If parents have agreed to live separately, the centre will assume that the information from the enrolling parent will be followed. However, without a custody or court order on file, the centre cannot deny

access to the non-enrolling parent. If this arises, the policy on unauthorized persons will be implemented.

If custody has not been legally determined and conflict between the parent/guardian and other family members is evident, the centre may not be able to provide care for the child unless both parents and/or family members sign a written agreement. This agreement must confirm details regarding authorization for pick up and access of information about the child. If a family has custody or a court order, a copy must be placed in the child's file with details regarding all arrangements. All legal documents will be followed by the staff. Verbal and written information about the child will be shared with the enrolling parents/guardians, unless otherwise agreed upon.

### **Reporting Child Abuse and Neglect Policy**

Any person who has grounds to believe that a child is in need of protection is required by law to report the matter to the authorities. Failure to report these circumstances is an offence. A child is in need of protection under the Family and Child Services Act if he/she –

- Is abused or neglected so that his/her safety or well being is endangered
- Has been abandoned
- Is deprived of necessary care through death, absence or disability of their parents
- Is deprived of necessary medical attention
- Is absent from the home in circumstances that endanger his/her safety or well being

The Upper Similkameen Indian Band Health Director is responsible for receiving a report for all children. This authority will decide if a child is

in need of protection. They will inform the parents of an investigation unless doing so would jeopardize the safety of the child. If staff have reason to believe a child may be in need of protection, they are responsible to follow the following steps –

- Immediately inform the Upper Similkameen Indian Band Health Director
- Inform the manager of the centre that the incident has been reported, fill out an abuse report form and file it in the child's file
- Inform the USIB Health Director in writing that a report of abuse has been made. Objective recording procedure will be utilized

### **Smoking Policy**

Smoking is not permitted in and around the building or property at any time, and this includes all fenced areas and the parking lot area.

### **Emergency Evacuation Procedures Policy**

When the decision is made to evacuate the centre, the manager will make the announcement in the most expeditious way possible that all the persons are to evacuate to their assigned assembly area and wait further instruction. The building is to be evacuated completely. The manager will notify appropriate personnel and communicate what type of emergency is present.

In the event of an actual fire or emergency, the family centrer staff on site will be responsible to notify 911 of the emergency from a cell phone outside the building once the evacuation is complete.

Emergency procedures relating to fire and earthquake evacuation drills are practiced by the staff and children once per month. These drills are posted by the first pull station in the main entrance. In the

event of an emergency, staff will take the attendance sheet and the emergency contact numbers to the meeting place.

The emergency shelter meeting place is located at the Upper Similkameen Indian Band Office. 250-292-8733 161 Snazaist Drive Hedley BC V0x 1K0.

In the event of an emergency, if there is need to evacuate the reserve, the children will be walked or driven to the Hedley Country Store 250-292-8600, 897 Scott Ave, Hedley, BC V0X 1K0

An emergency response plan will be practiced once per year and is posted in the front entrance of the centre.

## **Emergency Evacuation Plan**

### **Evacuation Process**

When the decision is made to evacuate the centre, the manager will make the announcement in the most expeditious way possible, that all persons are to evacuate and assemble in the front parking lot and await further instruction. The building is to be evacuated completely. The manager will notify appropriate personnel and communicate what type of emergency is present. In the event of an actual fire, the manager will be responsible to notify 911 of the emergency from a cell phone outside the building once the evacuation is complete. Children will walk with staff to the emergency evacuation pick up locations.

Centre staff will evacuate their children as follows –

The staff will gather the children quickly out of the centre via the front or back exit doors. Upon arriving in the front parking lot area, all children must be physically accounted for against the sign in log.

The staff are responsible to bring all attendance sheets, emergency cards, emergency evacuation kit.

### **Emergency Evacuation Pick up Locations**

There are two designated pick up locations depending on the nature of the emergency. These sites are –

1. Upper Similkameen Indian Band office – 250-292-8733
2. Hedley Country Store – 250-292-8600

## Family agreement

\_\_\_I have read and been provided a copy of the Chuchuwayha Family Centre Parent Handbook.

\_\_\_I understand my responsibilities and the responsibilities of the staff as they pertain to the policies included in the Chuchuwayha Family Centre Parent Handbook.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date signed: \_\_\_\_\_