



British Columbia Parent Handbook

August 2021



CENTRE ADDRESS: _____

CENTRE PHONE:	
CENTRE HOURS:	
CENTRE DIRECTOR:	
ASSISTANT CENTRE DIRECTOR :	
CENTRE EMAIL:	
CENTRE EVACUATION SITE:	
AREA DIRECTOR: EMAIL and PHONE:	

TABLE OF CONTENTS

WELCOME TO BRIGHTPATH	6
BrightPath Early Learning and Child Care Philosophy	7
ENROLLMENT POLICIES	16
Enrollment Forms	16
Attendance Days	16
Custody Arrangements	16
Change of Schedule	16
Eligibility for the Before and After School Care	16
Part Time Enrollment:	17
Transferring to another BrightPath Centre:	17
Withdrawal from Program:	17
Termination of Care	18
TUITION, ASSOCIATED FEES & PAYMENT TERMS	18
Registration:	18
Tuition Rates:	18
Increase in Fees	18
Payment of Fees	18
Fee Subsidy Assistance	18
Vacations/Illness:	18
Late Pick Up Fee	18
Drop-In & Associated Fees	19
Repayment/Refunds	19
Extra Curricular Recreation Programs (Where Available)	19
BEGINNING YOUR JOURNEY AT BRIGHTPATH	20
Orientation and Transition	20
First Day: What to Bring	20
Key Contacts	20
Communication During the First Week	21
Open Door Philosophy	21
Canadian Anti-Spam Legislation and Opting Out of Electronic Messages	21
Updating Your Contact Information	22
HEALTH & WELLNESS.....	22
Immunizations	22
Illness and Communicable Diseases	22
Daily Health Checks	22
Reporting Absences:	22
Outbreak of Illness/Communicable Disease:	23
Common Illnesses	23
Hygiene	24
Medication	24

Diaper Cream	25
Anaphylaxis, Allergies and Medical Conditions	25
Nutrition	26
Dietary Restrictions and Food From Home	26
Birthdays and Celebrations	26
CHILD BEHAVIOURAL GUIDANCE.....	27
KEY POLICIES.....	27
Arriving at the Centre/Signing In	27
Picking up your Child:	27
Releasing your Child:	28
Indoor and Outdoor Activities	28
Sun Smart:	29
Appropriate Clothing:	29
Indoor Shoes	29
ACTIVITIES OFF THE PREMISES.....	29
Field Trips	29
Transportation	30
Transportation in Extreme Cold Weather:	30
Walking Children to School – Weather:	31
EMERGENCY POLICIES.....	31
Communicating with Parents and Guardians During and Emergency	31
Severe Weather and Centre Closures	31
Evacuation	32
Security Threats and Lockdowns	32
GENERAL POLICIES.....	32
Appropriate Language	32
Cell Phones and Electronic Devices	32
Water Bottles:	32
Children with Additional Needs	32
Lost Property	33
Non-Discrimination Program:	33
Personal Toys:	33
Photograph & Video	33
Smoking and Vaping	33
Statutory Holidays – Centre Closures	33
Professional Development Day – Easter Monday - Centre Closed	33
Students & Volunteers:	34
PARENT CODE OF CONDUCT.....	34
Threats and Threatening Behaviour	35
Physical and Verbal Punishment of Children on Centre Property:	35
Professional Relationships	35
BRIGHTPATH’S CORPORATE STANDARD.....	35
Licensing Ratios and Maximum Group Sizes	36

- Alleged Intoxification, Drugs or Alcohol, Suspected Medical36**
- Confidentiality of Information37**
- Mandated Reporting of suspected Child Abuse or Neglect.....37**
- Serious Incident Reporting37**
- PARENT AND COMMUNITY ISSUES AND CONCERNS POLICY AND PROCEDURES 37**
 - Confidentiality38**
 - Conduct38**
 - Concerns About the suspected Abuse or Neglect of a Child38**
 - Procedure for Raising Concerns38**
 - Escalation of Issues or Concerns:39**

WELCOME TO BRIGHTPATH

Dear Parents/Guardians,

Welcome to BrightPath!

For many children, this will be their first time leaving the comfort and familiarity of their home to venture into a new and exciting world of discovery. Our goal at BrightPath is to ensure that each child feels comfortable and secure while they embark on this journey.

Our educators will work hand in hand with each of you to ensure the transition from home to Centre goes smoothly. We feel it is important to keep you updated daily on your child's activities and routines, as well as provide observations related to their development. Our educators, Centre Director and the rest of our BrightPath team are available as resources at any time.

Each year, BrightPath reviews and revises the guidelines and policies outlined in this handbook to ensure our childcare standards continue to meet or exceed the requirements set up by our licensing bodies. Should our policies change, we will provide you with reasonable notice of modifications that will impact you and your child.

Our team at BrightPath endeavours to achieve the highest quality care for your child. Please feel free to contact your Centre Director on any matter regarding your child or the Centre. If you would like further information about your Centre or BrightPath, please do not hesitate to contact our head office at 888.808.2252 or info@brightpathkids.com.

We look forward to sharing your child's early years with you and your family.

Sincerely,

Mary Ann Curran
Chief Executive Officer
BrightPath Early Learning Inc.

BrightPath Early Learning and Child Care Philosophy

“Our model of care will provide the best intellectual, social and physical child development, delivered by capable and nurturing personnel within the best environments”



BrightPath Early Learning and Childcare Centres provide a program and curriculum that is consistent with the British Columbia Early Learning Framework.

British Columbia Early Learning Framework Vision:

“This framework carries the hope of inspiring and supporting the creation of rich, joyful, early childhood spaces where children, adults, ideas and materials come together, where knowledge is constructed about learning and living in ways that are local, inclusive, ethical, and democratic.

Our program encourages the Curriculum Framework Core Principles of:

- Children are strong, capable in their uniqueness, and full of potential.
- Families have the most important role in contributing to children’s well-being and learning.
- Educators are researchers and collaborators.
- Early years spaces are inclusive.
- People build connection and reconnection to land, culture, community, and place.
- Environments are integral to well-being and learning.
- Play is integral to well-being and learning.
- Relationships are the context for well-being and learning.
- Learning is holistic.

BrightPath offers a wide range of developmentally appropriate programs for children including Montessori, holistic play-based learning, emergent, physical activity, and creative programs. With partnerships in curriculum, nutrition, technology, and recreational fitness programming, we are committed to providing families with the very best care, programs and child development Canada has to offer. Our pedagogical approach requires educators to be partners, designers of the play environment, planners, recorders, and communicators.

Mission Statement

BrightPath recognizes that children are **Competent, Capable, Curious and Rich in Potential**. All children are unique individuals and The BrightPath learning environment supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities. BrightPath offers a wide variety of developmentally appropriate programs for

children including both child-initiated and adult supported. Our team aims to provide a well-balanced learning environment where children are free to observe, question, experiment and explore.

BrightPath programs are built around the following core principles that are important for children to grow and flourish to their fullest potential:

- **Develop the Mind**
- **Nourish the Body**
- **Inspire the Soul**

1. Develop the Mind

At BrightPath, we offer age appropriate, professional, and well thought out curriculums, designed to establish a strong skill base and love of learning. Our learning environment is play-based, which supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities, all while allowing them to learn at their own pace. This allows children to experiment with and understand social roles and acquire problem solving skills by interacting with each other. The wide range of play opportunities through the day relieve stress and pressure for children and allow them to cope with their feelings. They control the experience through their imaginations, and they exercise their powers of choice and decision-making as the play progresses which promotes self-regulation.

Early learning enables children to develop the confidence to tackle problems, overcome obstacles and succeed. We understand the impact quality education can have on young children and are committed to fulfilling a high level of excellence within our centres. The core of that excellence begins with our educators who are trained and qualified to provide a superior level of instruction and teaching.

Our environment and educators ensure that:

- Each child shall have a sense of **Belonging**. They should feel connected to others, valued, and encouraged to form relationships with others within their community and the natural world.
- Each child shall have a sense of **Well-being**: They will develop a sense of self care, self-regulation and wellbeing.
- **Each child shall have the opportunity for Engagement**. By being encouraged to be involved and inquire they will have the opportunity to explore their world and develop skills such as problem solving, creative thinking, and innovating.
- Each child shall have the opportunity for **Expression**. Communication is encouraged through their words, their bodies, or the use of materials and supports their creativity and problem solving.

To ensure the above, we recognize pedagogical documentation as more than recording events or observations. Our educators are committed to learning about how children think and learn.

2. Nourish the Body

Above all else, we believe that nothing should take precedence over the well-being and safety of our children. BrightPath is dedicated to providing the very best foundation for children to play, grow and develop. We recognize nutrition as a key element for this foundation.

Our nutritious menu plans are certified by a registered Nutritionist and Dietician to ensure they meet Canada's Healthy Eating Guidelines by providing our children with the proper nourishment for their growing bodies. Where available, all our meals are made on site, fresh on a daily basis and made from scratch. The children are served a nutritious morning and afternoon snack and a lunch time meal. Our menus are posted in the centres and a copy is provided for your reference at home. We will work with parents to accommodate the dietary needs of our children.

Our meals are served family style allowing the children to serve themselves, further developing their self-regulation skills. Infants under 12 months of age are fed in accordance with written instructions from a parent of the child. We will work with parents to assist in transitioning children onto table foods and our centre menu in readiness for their move to the toddler program.

All BrightPath Centres are Nut Free and Allergy Aware environments.

Our programs also develop and encourage a strong link between good physical health and outdoor play. Activity, fitness and physical literacy through play are all key elements to our program. With regular outdoor time and planned indoor activities, our children experience a world of movement, dance and recreation. At Bright Path, we have incorporated nutrition and physical fitness into our programs.

Active children are healthy children and our outdoor learning environments, which are an extension of the classroom, allow the children plenty of opportunity for exploration, inquiry and creativity. They will learn to interact with and understand the natural world around them and have opportunity for social interaction with their peers, while boosting their confidence as they learn new skills.

All of our children have the opportunity to outdoor play on a daily basis, weather permitting.

BrightPath's proprietary program, WeeMove™, was developed to incorporate intentional physical fitness into the learning curriculum. WeeMove™ is designed to engage the child on multiple levels, to make learning fun and instill a love of movement. Generally, set to music and taught outdoors, all toddler and pre-school children will participate in this program daily.

While we recognize that not all young children will need a mid-day nap, and that some children will need a longer time to relax and sleep than others, we believe that all young children benefit from an opportunity for rest to help balance their active play. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

Our Sleep Supervision Policy ensures that all children are monitored on a regular basis during rest times and that those sleep checks are documented. Parents are required to provide details in respect to their child's sleeping arrangements upon enrollment and will also be consulted at other times, such as when transitioning to a new room, or upon a parent's request, to ensure the child's needs are being met. Staff will ensure that they communicate with parents as to any significant changes in a child's sleeping pattern or behaviour so that adjustments can be made if necessary.

We are obligated to ensure that children younger than 12 months are placed for sleep in a manner consistent with the recommendations set out by BC Health – Safer Sleep for Babies (i.e. placed on their backs), unless otherwise recommended in writing by the child's physician.

To ensure consistency between home and childcare, infants follow their own individual nap schedules provided by their parents. When ready, our Educators will work with parents to transition the infants to one nap time per day in readiness for their move to the Toddler Program.

Each child in our toddler, and preschool programs is provided with an individual cot for their rest period of up to two hours in length and they are permitted to sleep, rest or engage in quiet activities based on their individual needs, while ensuring that sleep patterns at home are not disrupted. Educators are not permitted to force a child to sleep nor stay awake, we must meet the developmental needs of the child in the moment. If a child falls asleep on their own, it is required to allow them at least an hour of napping.

Safety is of the highest priority and BrightPath has a wide array of policies and procedures to ensure compliance with licensing legislation, including anaphylaxis, medication, fire and health & safety, and more. Our Educators review all policies on a minimum of an annual basis. Our centres are licensed through Child and Family Services Authority and we also receive regular inspections from the local Health and Fire departments. There is some form of security at the entrances and exits. Parents will have a key fob or pass code to enter the Centres, and visitors are required to ring the doorbell.

Monthly Fire Drills ensure the children and Educators are familiar with emergency procedures. Our Educators are all trained in Standard First Aid and Infant Child CPR. As a company, we meet and exceed the requirements of all regulatory agencies.

3. Inspire the Soul

The BrightPath environment encourages a child's individuality, creativity, and exploration. We help develop children's social, emotional, and physical needs as they grow, develop, and mature throughout their journey. We promote freedom and independence while emphasizing the importance of teamwork and social skills. At BrightPath, we celebrate differences and emphasize inclusion, while maintaining a strong sense of connection within the communities we serve. BrightPath demonstrates and practices respect in our centres and classrooms, for each other and our families, while always representing a commitment to our values.

Our educators recognize self-regulation as the ability to effectively deal with a stressor and then recover. True to our goal of Inspiring the Soul, we develop the children's social and emotional needs throughout their journey. We follow a positive child guidance model that includes recognizing why a child behaves in a certain way, encouraging children to regulate their own behaviour by giving them choices. When necessary, children are given time away from the situation to reflect on their behaviour with the support of our educators and consider more appropriate responses.

Our educators will ensure that they:

- Give a friendly greeting and departure to the children, families and co-workers.
- Model a calm and relaxed manner.
- Speak in a clear, pleasant and natural voice
- Use developmentally appropriate language and directions
- Initiate and build on conversations with children.
- Listen to children and use questions to clarify.
- Respond positively to children's emotions and help them identify their emotions.
- Use positive reinforcement to develop the children's self-confidence, self-esteem and decision-making skills
- Deal calmly with conflicts and ensure that children are encouraged to solve problems when possible.

Revised August 2021

- Model positive and respectful relationships and interactions with co-workers.

Prohibited Practices at BrightPath include:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the childcare centre or home childcare premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Management team observes or is made aware of staff using a practice that is not supported by BrightPath Kids Corp. they will address the situation with the staff member according to the procedures outlined in the Behaviour Guidance Policy and Disciplinary Policy.

BrightPath Early Learning Program Overview

The BrightPath Curriculum was formed through in-depth and comprehensive research into early childhood learning and development. It not only exceeds the provincial Early Learning Framework standards; it sets a child up for success in life-long learning.

Our program is a blend of the Frog Street and Emergent curriculum. Mornings focus on the Frog Street Program and afternoons are emergent based. The variety of this curriculum exposes children to different activities in all areas of learning and development. All activities are hands-on and child-guided, because not every child is the same, and we all learn a little differently.

The Frog Street program is broken down into Infants, Toddlers, and Pre-Kindergarten. The educational materials and intentional activities provided are development and age appropriate and ensure that children are engaged in the sensory and creative play opportunities embedded into the daily program plans. Everything from the songs, crafts, stories, and learning opportunities are tailored for the age group, and further tailored to the child’s interests and strengths.

While children are learning in any of the programs - playing, creativity and imagination are not only integrated - they are encouraged. Children won’t even know they are learning!

Frog Street Infant Curriculum – Developing a Love of Learning

Starting early is essential to laying the foundation for lifelong learning. The BrightPath Frog Street Infant curriculum starts at birth and continues until 18 months of age.

There are windows of time when the brain is most fertile for wiring and strengthening specific skills. These fertile times are referred to as “windows of opportunity.” When positive experiences occur within these fertile windows of opportunity, brain wiring is optimized.

The program provides intentional activities and support in four developmental domains: language, cognitive, social-emotional, and physical development. As infants explore and interact with the world around them, they are developing their minds and bodies. With this exciting program, children feel safe, loved and confident as they build a strong foundation of learning.

Frog Street Toddler Curriculum

By age three, 85% of the foundations of a child's brain is wired. Our toddler program, for children ages 18 to 30 months, focuses on social-emotional development and activities that are organized around four developmental domains; language, cognitive, social-emotional and physical development. The Curriculum is organized into 13 thematic units and 52 weeks of fun and engaging activities specifically created for toddlers. These activities are child-directed and provide multiple opportunities for children to learn through play.

The BrightPath Frog Street Toddler Curriculum offers strong daily routines that develop key social and emotional skills. Teaching opportunities are used throughout the day, with activities, crafts, play time, circle time, and even mealtime. The program celebrates diversity in styles of learning, cultures, needs, interests, etc. Children have the opportunity to learn through songs, stories, rhymes, finger plays and games.

Our BrightPath Educators can provide materials and strategies for maintaining healthy parent partnerships, so the whole family can embrace the joy of learning each day!

Frog Street Threes Curriculum

The rapidly developing cognitive, language, physical, and social skills during this time in a child's life are significantly unique from other ages. Frog Street Threes is a curriculum designed to promote interactive play, language, literacy and foundational math.

This program offers intentional learning activities based on weekly conceptual themes that help nurture skills in all developmental domains. It provides group and individual instruction which optimize key windows of opportunity for growth and development. As with every other Frog Street curriculum, the Threes program offers opportunities to meet the needs of all learners by offering adaptations and accommodations.

With STEAM (Science, Technology, Engineering, Arts and Math) component children inquire, hypothesize and problem-solve solutions with weekly activities. Daily activities which develop phonological awareness, lay the foundation for future readers. Activities embedded with number concepts provide children with the opportunity to classify, sort and pattern, fostering a curiosity for math in later years.

Most importantly, Frog Street Threes promotes a safe and caring community environment where children practice the important social skills of communication, empathy, conflict resolution and caring for others.

Frog Street Pre-School Curriculum

Children's learning and development are the result of a complex interplay between their genetic compositions and the experiences they encounter within the environment. Curriculum is the sum total of all experiences; children encounter

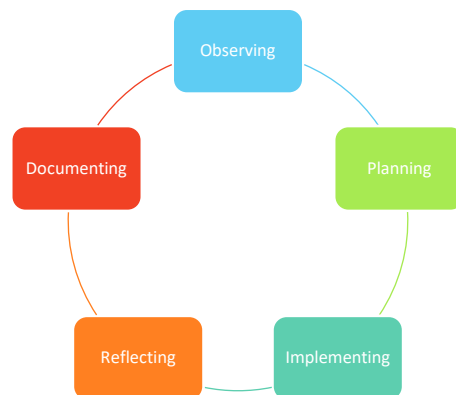
from the moment they enter the classroom to the moment they leave. Through positive experiences, intentional planning and engaging activities, BrightPath makes learning fun for all children.

In our Pre-school classrooms, children get to meet Fanny Frog, our classroom puppet friend, as she helps them along their journey of learning through lessons focused on social-emotional development, math, language and literacy, science and community involvement. BrightPath has ensured that by using Frog Street as our core curriculum, we are meeting and exceeding provincial Early Learning Framework guidelines as well as provincial Kindergarten Curriculum standards. These foundations of academics and social-emotional development are critical to school-readiness into grade school and beyond.

Our Family Connections component of the program ensures that you are given frequent updates, resources and suggestions on how you can support your child's learning.

The Emergent Approach:

Our emergent curriculum approach allows the educators to plan the environment, giving the children choices, based on their interests, skills and needs. It is child initiated and allows for student-led expeditions, inquiries and investigations. It further allows our educators to support children's learning and encourages consistent self-reflection and professional growth, so they may always improve the quality of the classroom experience



The emergent approach is successful because the learning process is more important than the end product and it allows the educator opportunities to reflect on what learning has taken place. The journey may occur over a series of days, weeks or months.

Another element of our emergent approach is “Project Work” which allows children to study a topic in more depth over a period of days or weeks and can involve a small group or the whole class. The projects focus on the children's questions and what they are curious about.

Documentation

Documentation is a means to study children and give visibility to their competencies. It is a means to understand what children think, what they know, what they know how to do and what they are curious about.

In order to record and document the children's learning experiences our educators engage with and observe the children on a daily basis and as they Reflect upon their observations, they are able to prepare and plan activities that support the children's interests and developmental needs.

Plan and Engage: What did I introduce/provoke?

Observe: What did I see? What did I hear?

Reflect: What can happen next?

Documentation brings visibility to the children's learning and allows our Educators to record the children's learning experiences in order to analyze and reflect on these observations.

BrightPath Connect makes the documentation and reporting of children's learning and development in alignment with the BC Early Learning Framework, quick and easy so that our educators can spend less time on documentation and paperwork and more time with children.

We use BrightPath Connect, along with Documentation Panels, to record the children's learning, and share with the children and their families.

Inter Curricular Program

Our Inter Curricular program is offered as an inclusive part of our program. The children experience music, movement and fitness on a regular basis in a fun and encouraging way.

Building Positive Relationships among Children, Families, Staff and Community.

BrightPath believes that children thrive in all areas of development when they are in an environment rich with positive relationships and strong connections to important adults around them. Social and Emotional learning is intertwined with all other areas of development and paves the way for success. The ability to form relationships, solve problems, self-regulate and work co-operatively with others are all active ingredients to learning.

Our Educators will build relationships with children by:

- Positioning themselves at the child's level for face to face interactions
- Showing interest in children's activities through questions and positive observations
- Asking for children's input and listening to their ideas to expand learning
- Genuinely acknowledging the child's efforts
- Following the children's lead and interest during play and becoming an active play partner
- Providing a safe environment with materials that reflect the children's interests and supports their learning

How we support relationship building

- Educators will actively participate in children's play and use spontaneous interactions to build children's social emotional skills. Educators will facilitate developmentally appropriate play moving from independent to parallel to cooperative play.
- Children are supported in their efforts to form friendships through turn taking games and sharing of materials as well as working together on common projects and goals. Educators set the stage for positive and responsive interactions among children by providing adequate materials and facilitating interactions among children

- Educators offer an abundance of opportunities for social play through small group activities where pro social behaviours such as turn taking, sharing and problem solving are practiced. Educators role model appropriate language in play situations and children have opportunities to practice skills in self-regulation.
- Educators involve children in problem solving to foster empathy, caring and cooperating with peers.

Relationships with families

BrightPath encourages regular and open communication with families. BrightPath Connect, our parent engagement tool, allows our staff to provide detailed reports about the children's day regarding meals, rest, bathroom and activities. Along with an open-door policy, our annual parent survey provides the opportunity for parents to provide feedback and suggestions to us, allowing us to develop and improve our programs and services.

Monthly calendars and newsletters are provided to families to keep them updated with up-coming events and other information pertaining to the centre's operations. Regular special events, for example, Mother's and Father's Day Socials and Holiday Celebrations provide our parents the opportunity to spend time with their children at the centres, while connecting with our Educators and other families.

Community Relationships and Consultation

BrightPath works closely with and consults local community agencies and partners/stakeholders to support children, families and staff and provide the very best care that we can.

If a child has needs that are based on a child's development in areas of Social, Physical, Intellectual (Language), Creative, and/or Emotional developmental domains, parent consent must be obtained before community resource is consulted with and parents must be a part of completing an Individualized Support Plan.

We are proud to work with local colleges to provide practical work experience to students on placement.

Professional Development

We recognize professional development as a key component of a high-quality early years program. BrightPath will provide opportunities for all staff to learn and develop in their role. Professional development is ongoing for staff and where available we engage in local program development initiatives. Ensuring a commitment to best practices and to continually develop and ensure high quality environments and interactions for children in our programs.

Our Educators are required to take part in continuous professional learning as BrightPath is committed to building the knowledge, skills and effectiveness of its staff through ongoing professional development that supports the achievement of our strategic directions and the aspirations of individual staff.

BrightPath has a Tuition Assistance Program to assist our educators in being able to further their knowledge and skills in areas related to both current and future job opportunities within the organization.

We believe that our Educators and children should be emotionally and intellectually engaged with each other in learning. Our Educators reflect and assess their program and environment daily to ensure that the program is meeting

the individual needs of the children and the group and that their environment is set up according to the interests of the group.

Our Education Coach provides ongoing training and support for our educators to help implement our curriculum and ensure that the children are receiving the best education possible.

Document and Review

In addition to the evidence of learning (pedagogical documentation) that is displayed in our centres, BrightPath will review the impact that our approaches have in regard to meeting our goals and the needs of the children and families. This will be achieved in part through an annual parent survey, where parents will be invited to evaluate our Centres regarding the program offered, learning activities, the skills their child learns, communication, nutrition and more. The survey results give us an indication of the impact our strategies are having on the families and children.

Our program policies and procedures are reviewed on an ongoing basis to ensure they are meeting the needs of children in our centres.

ENROLLMENT POLICIES

Enrollment Forms: Documents for enrollment must be filled out and returned to the Centre on or before your child's first day. The information you provide to us is extremely important and will remain confidential at all times.

Attendance Days: The Centre will do its best to accommodate all enrollment applications, however if placements are unavailable at the Centre you have chosen, we will try to offer you a place at another BrightPath Centre. Part-time care is subject to Centre schedule/availability and is not available at all Centres.

Custody Arrangements: If you have a legal agreement outlining custody or restraining arrangements, please provide the Centre with a copy for our records. Our Centres will only abide by what is outlined in the custody arrangement. Parents/guardians are kindly requested to notify the Centre Director immediately if these legal circumstances change.

Change of Schedule: Changes and additional days are subject to availability and must follow our part time policy. If you need to make any changes to your child's schedule, written notice must be provided on or before the 1st of the month prior to requested change. For example, to change your child's schedule on May 1, a written request must be provided no later than March 31.

This can include which days a week you require care, or full to part time, and vice versa. If your child needs additional days prior to the change you will be charged the daily drop-in rate for these days.

Eligibility for the Before and After School Care: Every Before and After School Program has a maximum licensed capacity. In order for us to maintain this capacity it is necessary for us to implement a policy that limits the number of children enrolled in our program.

In doing so, the following considerations will be made for children to be enrolled into the Before and After School Program: age of children, schools they currently attend, children with siblings in the preschool program and children who have been enrolled with the Centre in another program.

Once your spot is confirmed a non-refundable deposit is required. This deposit will be put towards your final month's fees. If this deposit is not received, BrightPath cannot guarantee a spot for your child in the Fall. Please contact your Centre Director for more information. If your child attends the School Age Program, the fees increase in the summer months to the full-time fee program. When re-registering for the new school year, your deposit will be carried forward.

Part Time Enrollment: At select locations, part time care is offered. Part time refers to full days, but not full week. When enrolled on a part time basis if our enrollment requires the space to be utilized by a full-time family, you will be provided first right-of-acceptance to move to alternate days or full-time enrollment depending on availability. Should this not meet the needs of your family, we will provide you one month's notice that will allow you to either transfer to another BrightPath location, with part time availability, or accept your withdrawal from our program.

Part time children who attend days in excess of enrolled days will be charged based on drop in fees for additional time. Make up days are not offered. Fees are non-refundable for any circumstance.

There is a charge of \$15 to change a scheduled part time day within the same week. The request must be made in advance, for the current week, and does not apply to statutory holidays. Days cannot be carried over. Changes are subject to availability. Payment must be made at time of request by cheque or credit card.

Transferring to another BrightPath Centre: Should you wish to transfer to another BrightPath Centre, please talk with your Centre Director and they can help facilitate a smooth transition. All fees outstanding at the Centre must be paid in full before a transfer is allowed.

Withdrawal from Program: A minimum of 1 full calendar months' written notice, to the end of the following month, is required to withdraw your child from the program. Written notice must be given by the last day of the month preceding the month you wish to withdraw. For example, to withdraw your child on May 31, written notice must be provided by April 30. In the event of insufficient notice, you will be charged the full fees for the required notice period.

Notice is Required by:	For withdrawal on:	For a Schedule Change Beginning:
31-Dec	31-Jan	01-Feb
31-Jan	28-Feb	01-Mar
28-Feb	31-Mar	01-Apr
31-Mar	30-Apr	01-May
30-Apr	31-May	01-Jun
31-May	30-Jun	01-Jul
30-Jun	31-Jul	01-Aug
31-Jul	31-Aug	01-Sep
31-Aug	30-Sep	01-Oct
30-Sep	31-Oct	01-Nov
31-Oct	30-Nov	01-Dec
30-Nov	31-Dec	01-Jan

Termination of Care: BrightPath has the right to terminate the service of childcare without notice, should you, or your child threaten the safety or welfare of others at the Centre which may include another child or personnel. All families must abide by the Operational policies of the Centre and all policies set forth; failure to do so may result in termination of childcare services.

TUITION, ASSOCIATED FEES & PAYMENT TERMS

Registration: Upon availability of a space for your child, a non-refundable deposit of \$750 for full time children, \$500 for part-time children and \$250 for school aged children, and a non-refundable administration fee of \$150.00 are required to secure your child's enrollment. The deposit will be applied to your last month's fees.

Tuition Rates: Centre specific rate charts are readily available in every centre or can be emailed to you upon request at any time.

Increase in Fees: The Centre reserves the right to adjust childcare fees. Families will be provided with at least 1 month written notice to a change in childcare fees.

Payment of Fees: Full payment of childcare fees are due on or before the first day of your child attending. Each month after, fees are due by the 28th of the month by Pre-Authorized Debit. A Pre-Authorized Debit "PAD" form will be provided at your time of enrollment and is to be completed and provided to the Centre with a void cheque. If you wish to use credit card payment for regular fees, there will be an additional 2.5% charge (credit cards can be used, without extra charge for irregular payments such as; drop in fees, deposits...).

Should your payment be returned for whatever reason, a \$50.00 NSF Fee will be added to your account and the full balance must be paid within the same month returned by interact, certified cheque or PAD to avoid childcare suspension or termination. When your child ages up to the next age group, fees will change on the 28th of the following month after the age up occurs. Any credit on the family account will be refunded either by cheque or EFT.

Fee Subsidy Assistance: Some of our Centres are approved for families to participate in provincially based fee subsidy programs. Please note that subsidy approval is a parent/guardian responsibility and is to be applied for prior to commencing at the Centre. Parents are responsible for paying the full childcare fee until subsidy approval is received by the centre. Parents are required to pay any fees not covered by the Governments Subsidy Program, Social Assistance or other support agencies by the 28th of the month in advance. Parents/guardians are responsible for renewing their subsidy contract and providing this information to the Centre. Failure to do so will result in responsibility of paying all childcare fees not covered while subsidy is expired.

Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness, PD Day or statutory holidays. The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

Late Pick Up Fee: When parents are late to pick up their children it causes hardships for Educators because they are unable to leave at the end of their scheduled shift. Our Educators have classes, families and regular personal commitments for which they are responsible. It can also be distressing for children to be left at the center after hours.

Late pick-up is not a normal program option and should be considered an exceptional occurrence. *Please allow enough time at the end of the day to arrive at the Center, pick up your child(ren) and leave by closing time.*

Families are required to sign the late fee acknowledgment when the child is picked up after closing time.

Families will be charged for pick-up after stated closing time as follows:

\$10 per child for the first 5 minutes or less, and \$25 per child for every additional 10 minutes or less thereafter, will be charged to any family who has not collected their child from the Centre by closing time (as by the centre tablet clock).

Pick up Time	Late Fee Charged per Child
6:00pm – 6:05pm	\$10
6:06pm – 6:15pm	\$35
6:16pm – 6:25pm	\$60
6:26pm – 6:35pm	\$85
Late fees will continue to accumulate at an additional \$25 for each subsequent 10-minute period or part of.	

If you know you are going to be late please contact the centre to advise them (Late fees will still apply) Weather, traffic etc. DOES NOT serve as an exemption for late fees.

The late fee is payable to the Centre directly, by cheque or debit (where available). Any outstanding late fees will be added to the following month's PAD.

Drop-In & Associated Fees: BrightPath offers drop-in care at several locations. You may arrange set days you require drop in with the Centre Director or contact us as soon as you know you require care. Drop-in care is not guaranteed and is based on sufficient staffing to maintain ratios and licensed space availability.

Drop-in fees vary by Centre and must be paid, prior to child drop off, on day of drop in by debit at the Centre. Cash will not be accepted.

Repayment/Refunds: If a person pre-pays part of the cost of child care services provided by the program, the Centre must at the time of prepayment deliver a written statement setting out the terms and conditions on which a refund of all or any of the prepayment will be made.

- Refunds will be issued if a parent/guardian pre-pays multiple months in advance and gives the full required notice of termination of care. The remaining un-used months of care will be refunded to that parent/guardian.
- Refunds will be issued if an overcharge occurs, and the overcharge is clear or can be proven by the parent/guardian.

Extra Curricular Recreation Programs (Where Available)

BrightPath Studios offers a variety of active programs in Centre's that have a dedicated gym. These options range from dance and Gymnastics/Acro to karate and multi-sports classes. We also offer Early Learning Programs to assist with reading and math skills, which provide a unique opportunity to reinforce essential learning skills in a small group setting. Programs vary by location and are taught by qualified instructors.

These programs are offered to engage your child’s mind and body during their day, providing an opportunity for them to meet children with similar interests, while freeing up valuable time in the evening and on weekends to spend with family. These programs are offered at an additional fee and run in three terms through the year. Information on classes, locations and fees can be found at www.BrightPathStudios.ca.

BEGINNING YOUR JOURNEY AT BRIGHTPATH

Orientation and Transition

Transition visits can be arranged to help ensure a smooth transition for your child. This experience is an essential part of ensuring that your child is comfortable during their first days of care. Orientation sessions are usually held from 9:00am to 11:00am and are based on availability, with parents pre-booking upon enrollment. Parent is required to stay on site as the child is not yet registered to the program.

We recommended that parents also arrange to adjust their own schedule, to allow them some flexibility, during their child’s first days at the centre.

First Day: What to Bring

- Indoor shoes (these are required to stay at the Centre)
- Rest time bedding: A blanket– that will be taken home every Friday for washing
- Diapers, wipes and diaper cream if applicable (ensure they are clearly labeled)
- Spare clothing
- Weather appropriate clothing
- Milk (if special type required – no nut products please – please ensure this is labeled with child’s full name)
- Hat and sunscreen in the spring, summer and fall
- Family picture
- Medication form (if required)
- Water Bottle

Do NOT Bring

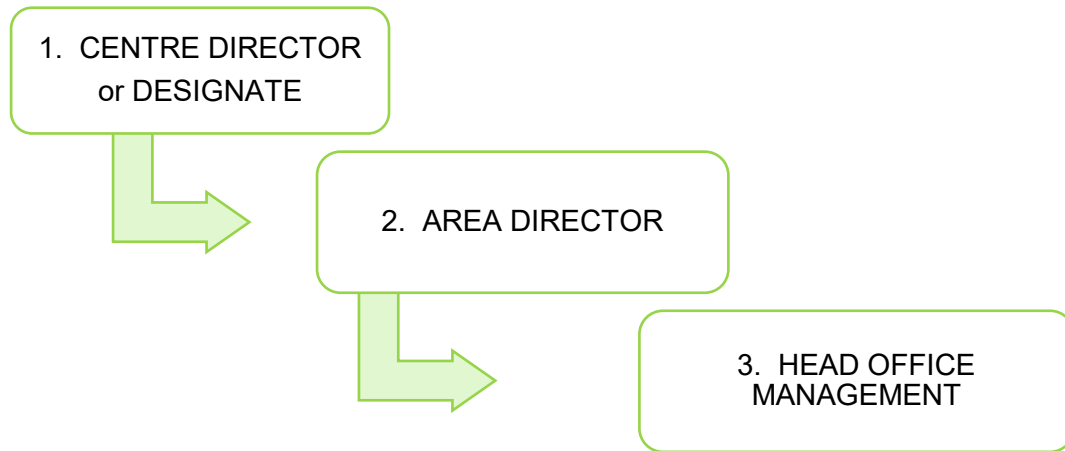
- Toys from home
- Cell Phones and Electronic Devices
- Outside food

Key Contacts

For any questions/concerns regarding the daily operations of the Centre, please use this hierarchy whenever possible:

Toll Free Phone Number: 1.888.808.2252

General Email: operations@BrightPathKids.com



Communication During the First Week

Our childcare educators understand that it is difficult for parents/guardians to leave their child for the first time and encourage parents/guardians to call throughout those early days to check on their child's progress. The centre will provide parents/guardians daily updates in the form of reports through BrightPath Connect (communication app) for babies, toddlers and preschoolers detailing their daily activities including toileting, fluids intake, nap times, activities and other notes as applicable.

Open Door Philosophy

The 'Open Door' philosophy encourages the participation of parents/guardians, extended families and members of the community to enrich the programs and care provided to children. Families are encouraged to visit the Centre during operating hours to experience first-hand the educational programs offered to children. These visits allow parents/guardians to gain a more thorough understanding of their child's development progress.

With your approval, we also welcome other relatives or friends to visit your child at the Centre. For the safety of all children, visitors must provide current photo identification and sign in with the Centre Director upon arrival at the Centre.

Canadian Anti-Spam Legislation and Opting Out of Electronic Messages

Canada implemented the anti-spam law in 2014, which requires express, versus implied, consent to send commercial electronic messages, including messages to email addresses and social networking accounts, and text messages sent to a cell phone. Please be advised that should you opt out of electronic messages, in cases of mass communication for an emergency or other timely information, you will not receive these. Where there is a need to communicate in such a case, Centres may not have time or ability to contact all affected parents by telephone. BrightPath head office may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

Updating Your Contact Information

It is the responsibility of the parent/guardian to ensure the Centre has correct contact information on file. Please keep us updated with changes to your contact information, emergency contacts, mailing addresses (even if you leave BrightPath, specifically for your tax receipts), anything regarding custody or access to the child(ren), etc.

HEALTH & WELLNESS

Immunizations

The Centre will maintain up-to-date immunization records for all children attending the program. Parents/Guardians are requested to supply proof of immunization. If a child's immunization status is not reasonably known or available to the child's parent, a record detailing as much information as is known, regarding the child's immunization will be kept. Please advise the Centre of any updated immunizations. For parents who choose not to immunize we request parents to sign a form indicating this.

Illness and Communicable Diseases: The goal of our centres is to keep children healthy. Despite our best efforts, illnesses can occur in the childcare centre or at home. The first line of defence in managing illnesses involves working with parents and BC Health authorities. If an illness is serious or there's an outbreak, proper management will involve following policies and procedures for exclusion, reporting and communicating illnesses and outbreaks, enhanced handwashing and thorough cleaning and disinfecting.

Daily Health Checks: Each BrightPath Centre must complete a daily health check of all children upon arrival to the centre to identify any possible contagious symptoms.

Staff members will not admit any children showing signs of illness or communicable disease upon arrival at the centre. We require the child to be symptom free for a minimum of 24 hours or a doctor's clearance stating that they are no longer infectious before they can be re-admitted to the Centre. Please notify the Centre if your child has been exposed to or has a communicable disease.

We will advise parents/guardians of a communicable disease in the Centre by placing a notice in each room and emailing. The Centre Director reserves the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious or contagious disease, we will contact you immediately and you will be required to pick them up from the Centre. If illness occurs while a school-aged child is at school, the school must contact the parent/guardian directly. You must then advise the Centre of the situation. If your child has been prescribed antibiotics, they must be on the medication for a minimum of 24 hours before returning to care.

Reporting Absences: If your child is going to be absent, **you must notify the Centre no later than 9am.** If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious. If your child is enrolled in our school-age program, please let the Centre Director know about any changes to your child's schedule. Additionally, if your School age child is transported from school and is absent from school for the day, **please notify us at least 2 hours in advance.** This will give us adequate time to change the bus rosters and notify the appropriate bus driver.

Outbreak of Illness/Communicable Disease: An outbreak is defined as a sudden rise or incidence of a disease. In the case of an outbreak at the Centre we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak.

British Columbia Centre for Disease Control states that a child care facility reports an outbreak if there are three or more cases of GI (in child or staff) within a program group, in a 3 day period OR one or more case(s) of a reportable enteric disease OR greater than 10% absenteeism above baseline due to GI illness within the program on one day.

GI (Gastrointestinal Illness) at least one of the following in an individual (child/staff):

- Three or more episodes of diarrhea within a 24-hour period
- Any episode of unexplained vomiting
- Any episode of bloody diarrhea
- Lab confirmation of a known GI pathogen

Children will be excluded from the program until symptom free for a minimum of 48 hours or as instructed by Health or advised by the family physician.

Common Illnesses

Fever: If your child develops a fever above 101 degrees Fahrenheit (38.3 Celsius) you will be required to pick them up from care.

Your child must be fever free without the aid of medication, for 24 hours before returning to care.

Common Cold: If your child is running a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your child and the other children in the Centre.

Pink Eye: Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Centre for at least 24 hours after their first dose of antibiotic treatment.

Strep Throat & Scarlet Fever: Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the Centre after 24 hours of antibiotic treatment, if they are well enough to participate in all Centre activities including outdoor play and they are fever free.

Head Lice: Head Lice and their eggs (nits) can be seen at the nape of the neck, and behind the ears. They can vary in colour from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Children with head lice can return to the Centre after their first treatment of head lice medication, and no visible signs of nits.

Hand Foot and Mouth Disease: Hand foot and mouth disease is an illness that causes sores in or on the mouth and on the hands, feet and sometimes the buttocks and legs. The sores may be painful, and the illness usually doesn't last more than a week or so. It is common in children but can also occur in adults. It can occur at any time of the year but is most common in the summer and fall. Children are most likely to spread the disease during the first week of the illness. To

help prevent the disease from spreading please keep your child at home, wash your hands frequently, don't let children share toys and speak to the Director about when your child can return to the Centre.

Diarrhea/Vomiting/Fever: A child has diarrhea if there are more bowel movements than usual, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea may include fever, loss of appetite, nausea, vomiting, and stomach pains. Your child must be excluded from the Centre until the bowel movements have been normal for at least 24 hours, vomiting has ceased for 24 hours or until a physician declares they are well enough to return. If your child has a fever at the Centre, you will be required to pick them up immediately; your child will not be able to return to the Centre for 24 hours.

Accidents and Injuries: Even in the safest environments accidents and injuries do occur. Any accidents that may occur at the Centre are recorded on an Incident/Accident Report. If your child has been injured during the day you will be required to sign the Incident/Accident Report, indicating that you have been made aware of the incident. Parents will be notified immediately if there is an injury to the head. If necessary, you will be contacted to pick up your child. If you cannot be contacted and your child requires medical attention, we will take the necessary required steps. If an accident occurs while a school-aged child is at school, the school is responsible for all accident reports. A copy of the incident or accident report will be scanned to you for your records.

Hygiene

We ask that all children and parents/guardians wash or sanitize their hands when arriving at the Centre. Strict hand washing procedures are implemented. Children are required to wash and dry their hands before and after meals, after using the toilet, wiping their nose, coming in from outside and after messy activities. All our Centres provide children with an alternative option of sanitizing gel for when they are in an environment without access to running water (e.g. the playground).

Medication

The administration of medication is considered a high-risk practice and carries an obligation for both personnel and parents/guardians. Administration of medication requires attention to detail, excellent record keeping, teamwork and common sense. Incorrect administration has health risks and personnel must be trained to reduce health risks. Parents are expected to complete medication forms accurately in order to protect against any instructions that could be misunderstood. Personnel must ensure that documents are accurate before any medication can be administered. It is the parent's responsibility to inform personnel of any medication that has been administered while child(ren) is not attending the Centre such as prior to arrival.

All staff are trained in Standard First Aid and Infant Child CPR, and Centre Directors, Assistant Centre Directors or designates are responsible for administering medications, with the exception of emergency medications, which can be administered by all staff.

If your child requires medication you must complete a "Medication Permission and Administration Record" detailing the following important information:

- Name of medication
- Doctor prescribed label on the bottle

- Dosage
- Time medication is to be administered
- Parent/guardian signature

No over the counter medications will be administered unless prescribed by a doctor. The Medication Form must be completed for all medications including over the counter medications such as Tylenol, Advil, etc. Medication must remain in its original named container and clearly labeled with the child's name, dosage and specific instructions to administer the medication. If the form is not completed, we are unable, by legislation, to administer the medication to your child. Any medication must be handed directly to the Centre Director or Assistant Centre Director in charge of your child's group or a senior educator, so that it can be stored in an area inaccessible to children, in a locked box.

Parents/guardians are requested to collect medication from this area on departure. Please ensure that no medication, creams, etc. of any kind are left in your child's bag. Management, or designates will administer all medicine. If any further health needs are to be provided, please contact your Centre Director.

Any emergency medication, such as EpiPens and puffers are not locked, and are stored in the child's room in an emergency backpack and out of the reach of all children.

Diaper Cream: If required, parents are responsible for supplying their child's diaper cream as follows:

- The diaper cream must come in new and un-opened
- The cream must be clearly labelled with the child's name.
- An expiry date (if applicable) must be clearly listed.
- Prescribed diaper rash creams will require an additional medication form to be completed.
- Permission form must be completed in full.

Anaphylaxis, Allergies and Medical Conditions

All BrightPath Centres do their very best to maintain a nut free and allergy aware environment. All parents are reminded on enrollment that our Centres have eliminated nuts/peanuts and nut/peanut products from our Centres and a notice is posted at the main entrance advising all visitors of any allergies in the centre. BrightPath cannot guarantee that all products in the Centre are free of all traces of peanuts or other allergens. When available our Centres choose "peanut free" items to purchase. We can neither be responsible for children or families who may bring peanuts to our Centre or for any residue that may remain on surfaces.

Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation. Plans will be reviewed and remain readily accessible to the Educators.

For children with a special medical condition, for example seizures, diabetes, etc. you will be required to complete a "Special Medical Condition Individual Action Plan" form before a child attends the childcare centre or upon discovering that a child has a medical condition. The individualized plan and emergency procedures will be developed for each child in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation. Plans will be reviewed and remain readily accessible to the Educators.

Anaphylaxis and Medical Condition Action Plans must be reviewed and updated on an annual basis or when changes occur. Parents are responsible for training the staff on the procedures within their child's action plan, and this must be completed prior to the child being left at the centre.

Nutrition

BrightPath has partnered with a Registered Dietitian to ensure that all meals and snacks meet the highest nutritional value. The majority of our Centres prepare meals in-house and have a four-week rotating menu consisting of morning and afternoon snacks and lunch.

If you would like more information about our Registered Dietitian, please contact your Centre Director.

Dietary Restrictions and Food From Home

If your child requires a special diet for cultural or medical reasons, we will do our best to accommodate you. However, please be advised that we may not be able to supplement everything. Please speak to your Centre Director and they will work with you to accommodate as they can.

Except for infants, and children with severe allergies or food restrictions, outside food is not permitted at the Centres that have kitchens. This includes all homemade goods, as well as store bought food. For those infants not yet eating table food, please bring a day's supply of meals, including prepared bottles that are labelled with the child's name, date of preparation and contents.

All breast milk must be labeled with mother's name, child's name and date of expression. Please note, any food you supply must be nutritious and follow Canada's Food Guide. This is required by legislation.

Requests for any other accommodations regarding dietary needs must be discussed with the centre director.

A vegetarian option is offered for lunch daily. For children with allergies, restrictions or other dietary considerations, **Allergy, Food Restrictions and Special Dietary Requirements** form must be completed in full prior to your child commencing enrollment.

Birthdays and Celebrations: Celebrations are an important part of a child's social development. They are a fun way to mark special occasions, honour customs and culture, and children look forward to the change in routine. However, celebrations often include food and drinks that may not fit into Canada's Food Guide. With a few easy changes most food and drinks can support healthy eating and still be fun.

We plan ahead to combine birthdays into monthly events, and our cooks prepare healthy cupcakes once per month to celebrate all birthdays that occur during that month. This healthy treat is offered at snack time to the children and not as an additional meal.

We plan celebrations around activities, not food. If you wish to have us share special celebrations with your child at the Centre, please remember that outside food is not permitted, and talk to our Centre Director about ways the special occasion can be recognized with your child.

CHILD BEHAVIOURAL GUIDANCE

BrightPath is committed to providing a safe, nurturing and bias free environment for the children in our care, while encouraging them to show respect for themselves, others and their environment. Our Educators make every effort to ensure that no child feels unsafe and use proactive strategies to promote socially acceptable and age-appropriate behaviours in children by setting reasonable limits and boundaries.

Throughout the day, there may be times when children have difficulty coping with a situation. In these circumstances, guidance will be:

- a. Related to the nature of the troublesome behaviour;
- b. Appropriate to the developmental level of the child;
- c. Used in a positive and consistent manner and;
- d. Designed to assist the child to learn an appropriate behaviour

A child experiencing an ongoing pattern of inappropriate behaviour may result in one or more of the following:

- A meeting with the parents and caregivers to develop an action plan, including with parental permission, referrals to outside agencies as necessary.
- A condition of care letter may be implemented with terms regarding the action plan and the child's ability to remain at the Centre.

In some situations, group care may not meet the needs of every child. When a child's behaviour threatens the safety of other children, staff or volunteers and/or poses an ongoing disruption to the program, the child may be suspended and/or removed from the program. Removal from the program is only considered in more extreme situations, and after all other options have been considered.

KEY POLICIES

Arriving at the Centre/Signing In: Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property. You are required to sign in your child on arrival on the iPad and staff then sign your child in on the classroom attendance record. This ensures that we have a record of all children in attendance each day. Before leaving the Centre, **ensure that communication has been made with the Educator in the classroom.** In order to maximize your child's experience, we recommend that children are in attendance by 10 am daily. If you cannot drop your child off by 10 am, we ask that you contact the Centre.

Picking up your Child: When you arrive to pick up your child, allow time for your child to complete whatever activity he or she is participating in. If your child's classroom is transitioning (to/from playground or other rooms), you are asked to walk with the group and sign your child out after transition is complete and educators have acknowledged your child being picked up. This will ensure that all children are safe and accounted for. Please remember to let the childcare educator know your child is leaving so that they can sign your child out, and to sign out on the iPad as you exit the

building. Once transfer of care has taken place and the possession of the child has changed over, all responsibilities lie with the parent. We must ask you to make every effort to pick up your child before closing time. Late fees will be charged to any family who has not collected their child(ren) from the Centre by closing time. This late fee must be paid to the Centre directly and not the educator. If you are going to be late, please call the Centre immediately. If we do not receive a call from you and cannot reach your emergency release contacts, we may be required to call local authorities to assist with the situation. Members of our team are not permitted to take your child home with them.

Please note that drop off or pick up of your child(ren) may be in different room and with Educators other than their assigned class. This is usual only for the first hour and half and the last hour and half of the day, as staff arrive or finish for the day.

Releasing your Child: We will only release your child to his or her parents/guardians and the authorized persons listed on your child's Enrollment Form. Transfer of care is once the child has been signed out of classroom and into parent(s) possession. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. We will not release a child to anyone (other than a parent/guardian) under the age of sixteen (16) including siblings. If a parent/guardian wishes BrightPath to release their child to anyone under the age of eighteen (18), written permission will be required. If there is an emergency situation and you are unable to submit a written request authorizing someone to pick up your child who is not listed on your emergency contact, we will use your personal information to verify their identity.

Indoor and Outdoor Activities

All children enrolled at our centres are required to have 2 hours of outdoor play every day weather permitting. Although the following guidelines are in place, the final decision regarding outdoor play will always be at the discretion of the Centre Director or Designate.

Winter Weather (including wind chill)		
Age Group	Temperature	Duration of each Outdoor Playtime
Infants	-5 degrees Celsius or warmer	Full hour
	-6 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
Toddlers, Preschool, Casa, Kindergarten, Kinder Casa	-15 degrees Celsius or warmer	Full Hour
	-16 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
School-Age	Up to -20 degrees Celsius	Up to 30 minutes

Summer Weather (including humidex)		
Age Group	Temperature	Duration of each Outdoor Playtime
All Ages	30 ° Celsius or below	1 hour
	30 to 40 ° Celsius	Reduced time
	40 ° Celsius or above	No outdoor time

Our educators will ensure that children take their water bottles outside and water breaks will be scheduled on a regular basis during hot weather.

Sun Smart: We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children’s safety from the sun. Sunscreen must be applied to your child prior to drop off in the morning. The educators will re-apply sunscreen when needed prior to afternoon outdoor play. Non-aerosol sunscreen and insect repellent must be supplied by the parents/guardians in the original bottle, labelled with each child’s full name. Please provide a hat for your child each time they attend, and our educators will ensure that your child is wearing it prior to going outdoors.

Appropriate Clothing: During the day, your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Remember, children are hard at “work” while they are with us and often the most beneficial learning experiences come from messy play. We encourage children to wear aprons when painting or participating in other messy activities. Children are encouraged to wear proper footwear and comfortable casual clothes, which are suitable for climbing, running, or painting. Overalls and suspenders are not recommended as children find them difficult to handle and will not be able to get in and out of them easily when they need to go to the washroom. Please remember to send along a change of clothes every day.

It is the parent/guardian’s responsibility to ensure the child wears appropriate clothing for all weather conditions. If your child normally walks to school, please do not expect that we will be able to drive him/her in rainy or extremely cold weather. As well, we will not be able to make an extra trip if your child forgets anything or needs a change of clothing while at school.

Indoor Shoes: All children enrolled in our Centre are required to have a pair of indoor shoes or slippers to be worn in the classroom only. A separate pair of shoes or boots should be available for outdoor play. All shoes, both indoor and outdoor must be fitted securely to the child’s foot. Flip flops/open backed shoes will not be allowed as indoor or outdoor shoes. Please keep in mind that during outdoor play your child is running around and climbing on the outdoor equipment so outdoor shoes should be conducive to this type of play.

ACTIVITIES OFF THE PREMISES

Field Trips: On occasion, our Centres may plan trips to special places for children aged 4 and up. Parents/guardians will be informed in advance of any planned excursions. A release form for each field trip or excursion will be provided to the parent/guardian to authorize their child to engage in the event. All consent forms regarding field trips must be received prior to date of trips. If your child does not bring in a consent form, he/she is not permitted to

participate. If you decide not to send your child on a field trip, you will need to find alternative childcare for your child as our educators cannot be left at the Centre to accommodate a 1:1 ratio.

Educators will review all the safety policies with the children and parent/guardian volunteers. They will prepare the children for the trip by explaining where they are going, why, and who they need to listen to.

Outings to Local Parks & Neighbourhood Walks: Babies in strollers and children ages 18 months and older may have outings and walks in the neighborhood. Whenever an outing occurs the Centre will obtain written consent from parents/guardians and post a notification as to the location of the outing and the estimated time of return.

Transportation

BrightPath meets or exceeds strict government regulations concerning driver qualifications, vehicle safety and emergency equipment as well as insurance. Our school drop-offs and pick-ups for our school age children will be scheduled within 15 minutes before or after school hours. Children should wait at the designated spot or inside the nearest door in inclement weather until pick up. They may go to the office if they feel they have been forgotten. Under no circumstances may they leave the school yard or be playing away from the designated pick up area.

A transportation agreement must be signed on an annual basis which provides detailed information of your child's transportation needs. While a consistent schedule is recommended, we recognize that changes to school pick up may be necessary on occasion. Any changes to attendance must be reported to the Centre with as much notice as possible. (This includes any changes or deviations to the plan or emergencies. i.e. child is sick, and parent was called to pick up child earlier). It is imperative that the change is acknowledged by the Centre Director or Designate through a phone call or email reply and documented in the logbook. The Centre Director or person in charge will amend the school roll accordingly.

BrightPath personnel are prohibited from transporting any children to or from the Centre/school in their personal vehicles.

Transportation in Extreme Cold Weather: We follow the direction of the local school boards. If local school buses are cancelled, then we will cancel busing for any centres servicing schools within that district.

If transportation has been cancelled based on extreme cold temperature and if schools remain open, families will be responsible for the drop off and pick up of their children to and from school.

Details of local school bus cancellations are available through News Channels, radio and school websites. Families will be informed of any information relating to transportation through email and BP Connect.

If families have opted out of electronic messages, it will be the responsibility of the family to contact the Centre Director for updated information.

Road conditions may also warrant transportation being cancelled due to poor driving conditions including and not limited to blizzards, freezing rain, ice pellets, heavy snow, squalls, blowing snow, ice, extreme winds and limited vision. We reserve the right to cancel transportation and the collaborative decision will be made by the Centre Director, Area Director and Director of Operations.

Children riding the bus should be dressed appropriately for the weather in the event of bus breakdown.

Walking Children to School – Weather: Considerations for wind chill, weather advisories, appropriate winter clothing and distance (under 15 minutes) to schools will be accounted for in the decision to walk children to school or to remain at the Centre. If the decision to walk the children to school is made, Center management and staff will use caution and best judgement to ensure the children are dressed appropriately to be taken outside. The decision to walk the children will be monitored as of 6:30 am. The temperature will be monitored until the children are ready to depart for school.

Children will not be walked to school if...the combined temperature and wind chill factor is lower than -30 degrees Celsius (using both local Weather Network app or Environment Canada). The decision to withhold children from walking to school will be enforced due to the safety of the children and staff. Re-assessments can be made throughout the day which may influence the decision to continue the afternoon pickup, based on the combined temperature and wind chill rising to or above -30 degrees Celsius.

If the decision is made to not walk the children from the Centre to School, Kindergarten children may remain at the program. A hot lunch will be provided where applicable to them as any regular PD day. Parents of children in Grade 1 and up will be responsible for the drop off and pick up of their children.

EMERGENCY POLICIES

BrightPath has policies and procedures in place to manage emergencies such as fire, flood, etc.

Communicating with Parents and Guardians During and Emergency

Our primary concern at the Centre during an emergency is the safety and well-being of the children and personnel. Our personnel are trained in case of an emergency and are keeping your children calm and following our policies based on the emergency. Notifications will be sent through BP Connect in the event of bad weather, emergencies, power outages or any other situation where the Centre will be closing or unable to open. Parents/guardians may receive an email from head office in the event of an emergency. We will advise what we know of the situation, where the children have relocated (where applicable), and what procedures are being taken. If parents/guardians are required to pick up the children, we will advise this as well. We ask that you refrain from calling the Centre as they may need to keep their phone lines open. You may reach head office or the Centre Area Director if you need more information.

You are required to provide us with your email address; this allows us to inform all parents of emergency situations in a fast and effective manner vs. spending time making phone calls. Please note that if you have Opted Out of receiving electronic messages, you will not receive such notifications. BrightPath head office may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

Severe Weather and Centre Closures

BrightPath will follow the direction of the local district school boards (public and/or separate school boards) in regard to closing the Centre due to severe winter weather. If the local school board closes their schools, then any BrightPath Centre or School within the same school board district will also be closed. Please check with your Centre as to the School Board for your child's centre or school. Announcements are made on the local news and TV channels.

Centre Directors will post a message on the Centre voicemail and will also send an email via BP Connect to parents advising them of this decision, therefore it is imperative that we have an up to date email on file, and one that you have ready access to.

Full program fees are charged on days of closure due to severe weather.

Evacuation

In the event of a fire/emergency situation, the Centre Director will inform the classroom educator that the Centre will be evacuated. If it becomes necessary to remove the children from the property, each Centre has an emergency evacuation (muster point) site. An emergency evacuation plan is displayed in each classroom and foyer. Once a month, the Centre conducts a fire drill. The aim of these drills is to ensure that in the event of an emergency, the children can be evacuated quickly and easily. If you are present at the Centre during the fire drill, you are encouraged to participate in this procedure. The evacuation (muster point) site is posted in all rooms and foyers.

Security Threats and Lockdowns

In the event there is a security threat in our Centre or in close proximity to our Centre, BrightPath's policy is to go into Hold and Secure or lockdown the location, following the advice of the local authorities. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter or exit the building under any circumstance. This policy is very similar to most schools and should there be a lockdown at a school BrightPath services, the personnel member whom normally receives the children will await the school's lockdown to be lifted and children will be picked up and returned to the BrightPath location.

Please note that our first concern is the children's safety. Cell phone usage by personnel is not allowed during a lock down, and we ask that you refrain from calling the Centre as they may need to keep their main phone lines open.

GENERAL POLICIES

Appropriate Language: Parents/guardians and their guests must use appropriate language while on our property. Foul language of any kind is not permitted on Centre grounds, which includes our parking lots and playgrounds.

Cell Phones and Electronic Devices: School Age children are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, handheld game systems, etc. If these items are brought to the Centre, we ask that they are stored in your child's backpack. Please note the Centre will take no responsibility for the loss or damage of any of these devices.

Water Bottles: A water bottle, labelled with your child's name, should be provided daily. These are kept accessible to your child both in the classroom and on the playground. As many of these bottles are spill proof and have components that must be taken apart, they will need to be taken home daily for proper cleaning.

Children with Additional Needs: At BrightPath we welcome all children to our programs, regardless of their ability. We will work with our families to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and educators. Our programs are inclusive, and we will make reasonable accommodations to offer children with disabilities full and equal enjoyment of our programs and

services in the most integrated setting appropriate to their needs. In those cases where a child needs extra support, we will work with our community partners in order to find additional resources.

Where a child's individual needs are not being met, or the safety and needs of the group as a whole are affected, the Centre Director will work in partnership with you to find solutions, and if necessary, support you in finding alternate options that are more suitable for your child.

Lost Property: Please check the lost property box regularly. Labelling all your children's clothing including socks, shoes and underwear assists childcare educators in locating the owner.

Non-Discrimination Program: The Centre has a non-discriminatory and non-biased policy. We welcome all children and families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination based on race, color, religion, gender, national origin, age, disability or any other characteristic protected by law. This policy governs all aspects of our Centre's operations.

Personal Toys: Children should not bring toys or valuables from home unless they are required for a special event. No toy weapons or action figures of any kind that promote violence are to be brought to the Centre. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. We encourage the children to bring nature items and other items of general educational interest. Comfort toys – soft toys or a blanket are more than welcome.

Photograph & Video: From time to time, children may be included in photographs taken by team members at BrightPath and used for display within the Centres. BrightPath may share pictures from our Centres on Facebook & Twitter, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians.

BrightPath conducts regular reviews and evaluations of our childcare educators and their work with the curriculum. At times, our classrooms may be videotaped during their regular activities. These will become internal teaching tools for BrightPath Centres. The videotapes will remain the property of BrightPath Kids.

Smoking and Vaping: Smoking and vaping is prohibited on all Centre property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Centre.

Statutory Holidays – Centre Closures: Our Centres will be closed during the following statutory holidays:

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day.

The centres close at 3pm on Christmas Eve and New Years Eve, when the days fall on a regular business day.

Professional Development Day – Easter Monday - Centre Closed: In addition to fostering children's learning, BrightPath also supports our Educators' continuous professional learning. BrightPath has a professional development day each year, on Easter Monday, wherein BrightPath provides professional development workshops to all staff to help keep their knowledge and ideas fresh and current.

Students & Volunteers: BrightPath accept students/volunteers from local colleges and/or high schools. The students are placed with one of our full-time personnel to learn about and experience what working in a childcare facility is like. The following policies are in place for students and volunteers:

- Only paid personnel over 19 years of age will have direct, unsupervised access to the children.
- Students and volunteers are not counted in staffing ratios at any time during their placement at the Centre.
- All students and volunteers will be supervised by an employee at all times.
- All students/volunteers must have a current criminal reference check, including Vulnerable Sector screening, completed within the last 6 months.
- Students and volunteers are never left alone with the children
- Students and Volunteers must review BrightPath's policies and procedures and sign acknowledgement before attending.

PARENT CODE OF CONDUCT

BrightPath Kids Corp recognizes the important role parents play in helping us maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All parents, caregivers, and visitors of BrightPath collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process and all individuals are required to work out all concerns and differences in a clear and reasonable manner. BrightPath will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment.

All parents, caregivers, and visitors must agree to abide by the following Code of Conduct.

Communication and Addressing Concerns: Open and clear lines of communication between Directors, Supervisors, staff, and parents/caregivers is essential to creating the type of environment we value at BrightPath. As such, we require parents to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that parents will voice their concerns in a professional and polite manner, as soon as they arise. We also expect that parents will not get involved in other parents' concerns unless they directly involve them or their child.

Our **Parent Issues and Concerns Policy** clearly outlines the steps to be taken in bringing concerns forward.

Terms:

Parents, guardians, and visitors agree to:

- Support a friendly and nurturing environment
- Maintain positive communication during interactions
- Follow the recommended procedures of addressing concerns
- Refrain from gossip and public criticism of BrightPath's employees, the children in BrightPath's care and BrightPath families. Discussion of concerns and issues will be with management and staff and not with other parents in the centre or via social media channels such as Facebook, twitter or personal blogs.

If any parent, guardian, or visitor fails to abide by the Code of Conduct the following procedure will be followed:

1. The concern and any inappropriate behaviour will be documented and communicated to the Director.

2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct the Director will consult with the Area Director.
4. If a breach of the Code of Conduct is verified, the Director and/or Area Director have the right to terminate care immediately.

Threats and Threatening Behaviour: We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behaviour in our Centres, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the Centre.

Physical and Verbal Punishment of Children on Centre Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on Centre property. This includes parking lots, playground, and within the Centre. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent/guardian to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Parents/guardians are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behaviour of another child at our Centre, please bring your concern to the Centre Director who will address your concern and resolve it.

Professional Relationships: We ask our employees to maintain professional relationships at all times with families, even in their personal lives. Due to the professional conflict of interest created, BrightPath employees are:

- not permitted to communicate or socialize with parents/guardians through social media outlets, such as Facebook, Instagram and Twitter
- not permitted to solicit or accept offers of personal childcare services (baby sitting, nanny services etc.) with parents of the centre.
- not permitted to accept employment by BrightPath centre families (either current or not current) for a period of twelve months following the end date of the employee's employment. This provision may be waived only with prior written consent of BrightPath.

BRIGHTPATH'S CORPORATE STANDARD

It is BrightPath's corporate standard that every Centre be licensed. Provincial licensing sets out the minimum standards that must be met in a licensed childcare program to ensure that the health, safety and developmental needs of children are met.

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. All our Centres meet or exceed applicable licensing regulations and standards. These standards relate to our facility, educators, health and safety procedures, nutrition, educator/child ratios, and record keeping. Our Centres are subject to inspection by provincial, health, fire and licensing officials.

It is the right of the provincial licensing agency, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows:

Revised August 2021

- Privately interview children and/or educator without prior notice or parental/guardian consent.
- Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent.
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

The Centre has carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Centre to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.

Licensing Ratios and Maximum Group Sizes

General Description	Age of Children	Primary Staff Member to Child Ratio	Maximum Number of Children in a Group
Group Child Care (Under 36 months)	Infants less than 12 months	1:4	12
	Infants 12 to less than 19 months		
	19 months to less than 3 years		
Group Child Care (30 months to school age)	2.5 years to school age	1:8	25
Out of School (OSC)	OSC – Kindergarten to Grade 1	1:12	24
	OSC – Grade 2 and up	1:15	30

Alleged Intoxification, Drugs or Alcohol, Suspected Medical

BrightPath has a legal responsibility to the extent possible to not release a child to an authorized person who seems to be unable to adequately care for a child. If a permanent personnel member believes that a pick-up person is impaired or appears to be having a medical episode, the Centre Director or personnel member will offer to call a relative/friend to pick up the adult and the child.

If the pickup person is driving a vehicle, the personnel member will explain that driving under the influence of drugs or alcohol is not only against the law, but BrightPath is obligated to ensure the safety of the child(ren) and adult. If the alleged person chooses to get into the vehicle with or without the child, the personnel member is obligated to notify the police immediately.

Confidentiality of Information

Information pertaining to a child and his or her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. The children's files are otherwise confidential and monitored only by the Centre Director, Area Director and Manager of Licencing. If your child is involved in an incident involving another child, our educators will not reveal the other child's identity.

Mandated Reporting of suspected Child Abuse or Neglect.

As caring and concerned childcare educators, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding and help. Our educators have been trained to recognize the signs and symptoms of abuse and neglect.

Under the BC Child, Family and Community Service Act every employee of BrightPath Early Learning and Childcare who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to 1-800-663-9122. Parents/guardians may ask the Centre Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to call 1-800-663-9122 directly.

Persons who become aware of such concerns are also responsible for reporting this information to Child Protective Services as per the "Duty to Report" requirement under the BC Child, Family and Community Service Act.

Serious Incident Reporting

The safety and well-being of our children is the highest priority and BrightPath ensures that they comply with the BC Child Care Licensing Regulations in regard to the reporting of serious incidents. To provide greater transparency, all BrightPath Early Learning and Child Care Centres, post all reports and investigation summaries to keep parents informed.

PARENT AND COMMUNITY ISSUES AND CONCERNS POLICY AND PROCEDURES

Parents and guardians are encouraged to take an active role in our childcare centre and regularly discuss what their children are experiencing with our program. As supported by our program policies, we support positive and responsive interactions among the children, parents and guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Educators, Directors and Management and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Revised August 2021

Issues and concerns may be brought forward verbally or in writing. These will be documented on the Parent Issue and Concern Form. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent or guardian will respect and maintain the confidentiality of all parties involved.

An initial response or acknowledgement to an issue or concern will be provided to parents or guardians within one business day. The person who raised the issue or concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality: Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents and guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to Child Care Licensing, and/or law enforcement authorities).

Conduct: Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent or guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns About the suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact 1-800-663-9122 directly.

Persons who become aware of such concerns are also responsible for reporting this information to Child Protective Services as per the “Duty to Report” requirement under the Child, Family and Community Service Act.

Procedure for Raising Concerns

Parents and guardians should raise concerns with their appropriate parties as per the chart below. These concerns will be documented on The Parent Issue and Concern Form as well as the Centre daily log. These will be kept in a designated binder to be reviewed by Area Directors and tracked for ongoing issues or patterns of concerns.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor or outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly <i>or</i> - the Centre Director, Assistant Centre Director or Designate.	- Address the issue or concern at the time it is raised <i>or</i> - arrange for a meeting with the parent or guardian within five business days.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>General, Centre- or Operations-Related</p> <p>E.g: childcare fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Centre Director, Assistant Centre Director or Designate. 	<p>Document the issues or concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue or concern was received; - the name of the person who received the issue or concern; - the name of the person reporting the issue or concern; - the details of the issue or concern; and - any steps taken to resolve the issue or concern and/or information given to the parent or guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p><i>or</i></p> <ul style="list-style-type: none"> - to the Centre Director, Assistant Centre Director or Designate <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Centre Director, Assistant Centre Director or Designate as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the name of the person reporting the issue or concern; - the details of the issue or concern; and - any steps taken to resolve the issue or concern and/or information given to the parent or guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Student-/Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p><i>or</i></p> <ul style="list-style-type: none"> - the Centre Director, Assistant Centre Director or Designate. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Centre Director, Assistant Centre Director or Designate as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue or concern is initiated by the appropriate party within one business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue or concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern at the Centre, they may escalate the issue or concern verbally or in writing to the Area Director.

Issues and concerns may also be reported to other relevant regulatory bodies (e.g. BC Health, police department, Ministry of Environment, Ministry of Labour, fire department etc.) where appropriate.

WAITLIST POLICY & PROCEDURES

- A parent is required to call, e-mail or submit an online inquiry for each BrightPath Centre that they are interested in, to add their name to the waiting list.
- Centres maintain their wait lists (Lead Management) in Daycare Works (DCW), an online child Care Management Program.
- Each age group at each centre has its own individual waiting list.
- Your seniority date on the waiting list is based on the day that you first call or email the centre.
- A parent is required to provide contact information for the waiting list, as well as the preferred start date.
- It is a parent's responsibility to provide the centre with up to date contact information, as and when it changes.
- Depending on the age group, availability for spaces may only be created when a family or child leaves the centre or when a child moves up to the next age group.
- Enrolment is ongoing and can occur in any month and at any time during the month.
- Parents are required to provide us with a minimum of one month's notice to withdraw their child and we endeavor to contact families within 4-6 weeks of a space being available.
- Withdrawal must be confirmed in writing before we can register a new child for the space.
- When a space becomes available, the director will call and/or email families in order of the date they first went on the waitlist.
- If the month you specified has already passed, you will still be offered a space, if your child is still eligible for that age group.
- When a family is contacted from the waiting list, they are given a specified time frame, typically 24 hours, to return the call or email and express interest in the space available.
- Once your child is officially offered a space, in order to secure that space, you will be required to pay a non-refundable administration fee and a non-refundable deposit. The deposit will be applied to your child's last month's fees. Details regarding the administration fee and deposit are in the Parent Information Booklet.
- If you are contacted for a space and do not wish to take it at the time, your place/seniority on the waiting list remains the same.
- If a spot doesn't become available in the initial age group you were interested in, you will be moved to the next age group waiting list and will remain in place of seniority.
- Priority for spaces is given as follows before families on the waiting list are contacted:
 1. To BrightPath staff children
 2. To children that need to move to the next age group within the centre.
 3. To siblings of children already enrolled at the centre.
 4. To children that wish to transfer from another BrightPath location.
- You will remain on the center's waiting list until you request to be removed, or until such a time that you have not responded to a call or email offering a spot or asking if you wish to remain on the waiting list.
- Upon request, the Centre Director will provide you with their best approximation of your child's status on a wait list. The information regarding your place on the wait list will be provided in a manner that maintains the privacy and confidentiality of the children listed on it, while allowing the position of a child on the list to be ascertained by the affected persons or families. This is accomplished by reviewing a report from DCW that can be sorted by seniority date, age group required and start date. The report allows us to hide columns with personal information to ensure confidentiality.

PARENT HANDBOOK ACKNOWLEDGEMENT

BRIGHTPATH CENTRE: _____

CHILD(REN)'S NAME: _____

I have received and read the 2021 BrightPath Parent Handbook in full and fully understand the policies and procedures, including the Parent Code of Conduct Policy, outlined in the handbook and understand my requirements regarding my child(ren).

Parent/Guardian (1) Printed Name

Parent/Guardian (2) Printed Name

Parent/Guardian (1) Signature

Parent/Guardian (2) Signature

Date Signed

Date Signed

I, _____, give consent to receive electronic messages from BrightPath Kids Corp.

including Centre updates, important info and emergency communications.

Parent Signature

Date