



OUT OF SCHOOL CARE PARENT HANDBOOK



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Welcome

Since 1977, the Peninsula Recreation Commission has been providing active living opportunities in an effective and efficient manner to the municipalities of Sidney, North Saanich and Central Saanich. Panorama Recreation Centre is the primary venue for these services, which include fitness, weights, aquatics, racquet sports and arena programs. Off-site facilities, such as Greenglade Community Centre and the Central Saanich Cultural Centre, provide a variety of programs to accommodate the growing community. Panorama's Out of School Care utilizes these facilities to offer quality programs for children Kindergarten – Grade 5.

This information package has been prepared to introduce you to our program, to answer some of your questions and to inform you of the policies and procedures that guide our operation.

Contact Information

Room 7: 1-236-638-2679

Room 8/9: 1-236-638-3071

Central Saanich: 1-250-508-3651

Jordan (Jo) Shand Licensed Care Coordinator

jshand@panoramarec.bc.ca 250-360-3359 / 1-236-638-3528

Kim Say, Community Recreation Senior Coordinator

ksay@panoramarec.bc.ca 250-655-2178

Panorama Recreation Reception

info@panoramarec.bc.ca 250-656-7271

Fees and Registration

For the 2026/2027 school year, our program will run September 9th, 2026 – June 29th, 2027.

Please note that Kindergarten children typically have a gradual entry to full day classes and we not be able to accommodate their schedule until they align with Grades 1 – 5.

Fees are due on the 1st of each month and can be accepted in the form of post-dated cheque or scheduled payments on credit card. All dishonored payments will be subject to a \$15 service charge that will be added to your account and may prevent future transactions until paid.

There is a nonrefundable registration fee of \$75 to confirm your child's spot in our programs. For new families, payment is due 1 month prior to your start date. For example, if your child is starting in September 2026 your first payment will be taken August 1 2026. Please note that families who are offered a space for the September school year must withdraw by July 1 of that calendar year. Withdrawals received after July 1 will be subject to payment of the first month's fee.

2026/2027 School Year Fees:

Kindergarten: \$375 (**\$287.50 after reduction**)

Grade 1 – 5: \$375 (**\$317.50 after reduction**)

The CCFRI is subject for renewal every September – March and April- June each year. Changes in fees throughout this school year will be shared well in advance if applicable.

Childcare Subsidy

Out of School Care fees are eligible for the Affordable Child Care Benefit offered by the Province of British Columbia. Funding differs for each family based on factors such as household income, number of children in care, and the type of care.

As a licensed childcare centre, we are eligible to accept provincial childcare subsidy for eligible enrolled children. The following are expectations that our program has for families utilizing childcare subsidy.

1. Parent/Guardians are ultimately responsible for all fees as registrants to our program.
2. Parent will be responsible for fee payments until subsidy authorization has been received by our program. Please note that subsidy application processing can take 6 to 8 weeks.

3. Parents are responsible for paying any parent portion remaining after the deduction of subsidy from the program fees.
4. Parents are responsible for renewing subsidy authorization before it expires.
5. Late applications will be backdated and applied as a credit to the family account of your child. This will be applied towards future monthly payments.

For more information about this program visit

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

Priority Registration

Priority registration for the next school year will be offered to siblings of current program participants. If you have a younger child who will be aging into out of school care, a “Confirmation of Continuation” form is circulated in February to confirm your continuation in the program and indicate if a sibling is requiring care. If there are more siblings than spaces available in the program, we opt for a lottery system to allocate the space fairly.

If you have a younger child requiring care that is 2.5-4 years old, you may contact the Licensed Care Coordinator Jo Shand jshand@panoramarec.bc.ca to be added to upcoming vacancies in our Owls Nest Early Learning Program.

Withdrawal

To withdraw your child from our programs, you must give one month's notice in writing before the first day of the month. For example, notice must be given before September 1st if withdrawing for October 1st. Failure to provide sufficient notice will result in the upcoming monthly fee being charged. As indicated in our fees section, families who are allocated spaces, new or returning, must provide withdrawal notice by July 1st for the upcoming school year. Later notice will be subject to payment of the first month's fee.

Termination of Services

Every effort will be made by our staff to meet the needs of each family. We will work with families to resolve issues to their mutual satisfaction, provided the arrangement does not:

- Compromise the Mission and Values of the Peninsula Recreation Commission;
- Compromise the quality of programming for other participants;
- Endanger staff, the child or put other participants at risk.

All situations are dealt with on an individual basis taking into account the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, the staff in consultation with a supervisor may come to the decision that it is not appropriate for the child to continue in our programs. Situations where this may be the case include: behavioral concerns, inappropriate conduct, unresolved custody differences, late pick-up issues or non-payment of fees.

Our Program

Our program is designed for children in Kindergarten through Grade 5. At the beginning of each month a schedule will be distributed which will outline a general idea of what each class space will be doing. Each of our class spaces aim to offer age appropriate games, toys, books etc... with designated quiet spaces and gross motor areas. Inclusive and mindful set ups are the foundation of each program space, and we are in consistent partnerships with Supported Child Development to adhere to best practice in these areas.

Please note that these activities are subject to change due to weather or staff discretion. Parents and children will be notified of major changes whenever possible. Our general program will include games, sports, arts & crafts and occasional out trips on the Saanich Peninsula.

Staff

Our Out of School Staff are certified Responsible Adults at minimum, often holding higher certifications in childcare or teaching fields. All leaders and assistant leaders meet licensing requirement inclusive of clear criminal record checks, a current standard First Aid Certificate, and have provided professional and character references.

Snack

Each afternoon once all children have arrived at the centre, we will have snack as a group. We will be offering items such as granola bars, cheese, vegetables, fruit, and yogurt. Parents who know their child has a big appetite or allergies/specific food preferences are encouraged to send additional snack items in their child's lunch.

Off-Site Activities / Field Trips

Throughout the year there will be an out trip to various locations on the Saanich Peninsula such as Tulista Park, Centennial Park, and Brethour Park. Pick-up on these days will still be at your home room, but you may arrange pick-up at the off-site location. The groups aim to return to their class spaces no later than 5:00 PM on out-trip days. Field trips may require the use of our 24

passenger bus. The bus will be driven by someone who holds a valid recreational bus license (Class 4), and each seat is equipped with seat belts. In preparation of any trips, the staff will go over safety rules for riding on the bus with class to ensure a safe and fun ride

Active Play

In our Out of School Care program, all staff are responsible for planning activities that will ensure children engage in at least 30 minutes of active play each day. This active play can be facilitated by staff members through organized field or gym games, or it can be child-led during designated free play, such as games of tag or soccer. These activities aim to encourage children to develop fundamental movement skills and physical literacy.

Screen Time

Our Out of School programs have a zero screen time policy, however exceptions may be made for a special event or holiday. These exceptions will be communicated to parents in advance.

Phones, tablets, and video games should be left at home. If a device has been accidentally brought to school, the staff will put it away until the end of the day, unless this device is related to communication or other specific needs and a care plan is in place describing the purpose of use.

Guidance & Discipline

Behavior is communication: our staff will seek to understand the root of challenging behavior through close observation of the children in relationship to one another and their environment. Children will be guided within the program through positive behavior support techniques including visuals, and respectful verbal prompts. The staff team recognize that each child is unique: we seek to meet each child where they are at.

If there are questions or concerns about your child's behavior, please let the the room leaders know and we will make a time to discuss your concerns privately. It is our goal to work collaboratively with families.

Measures such as 'time outs' will not be utilized in our program. Children who require a break for self-regulation will be offered an alternative activity until they are regulated and able to return to the previous activity in a safe fashion. Our staff provide clear, consistent, respectful limits.

If the staff have concerns or questions about a particular behavior, parents may be contacted to enhance understanding and work on a plan collaboratively. By working together, we are able to provide the best support for your child.

In circumstances where a child is intentionally hurting others or staff, parents will be notified and in approximate circumstances be asked to pick-up their child if the safety of others is a concern.

We believe children:

- Are deserving of respect
- Have a right to physical and emotional safety
- Are capable of making their own choices
- Communicate their needs with 100 languages

Our expectations

- We treat one another kindly
- We do not hurt ourselves or others
- We respect all living things

Our guidance strategies include:

- Clear, consistent limits
- Positive language
- Verbal redirection
- Listening to and validating feelings
- Whenever possible offering choice
- Guiding and supporting children to solve their problems together

Developmental Supports

Our out of school care staff are committed to inclusive care and have basic knowledge of alternative communication strategies such as sign language and positive behavior support visuals. We are proud to offer a program that supports all children in physical, intellectual and emotional growth. All children are unique and occasionally a child may require more services than typically available in a childcare program. If you have developmental concerns about your child please let us know as early as possible; preferably prior to the start of the program year. The Licensed Care Coordinator and staff team will collaborate with you to develop an individual care plan for your child (if required).

If required, a care plan will ensure consistent care for your child. Care plans are a collaborative process and are reviewed at least once a year with family input and approval. Elements of a care plan may include behavior, communication, safety, hygiene, or developmental support.

Additional staffing support funding may be available for a child with identified support needs through the Supported Child Development Program. It is important to seek these services as early as possible to reduce potential wait times. Panorama is committed to providing quality childcare for all children. Please contact us with any questions you may have.

Transportation

Transportation of your child from their school to Greenglade Community Centre and Central Saanich Cultural Centre is available from: Deep Cove, Sidney, and KELSET Elementary Schools (Greenglade) and Brentwood and Keating Elementary Schools (Central Saanich Cultural Centre). Pick up times, locations and list of children from the schools will be confirmed with schools and parents prior to the start of the program. Please ensure your child(ren) is aware of the times, meeting locations, and arrives promptly after the school bell rings to the pick-up spot. School staff are well versed in this process and are helpful navigating these locations.

Students from **Sidney Elementary** will be transported to Greenglade Community Centre by SD63 School Bus (#10). These children will be put on the school bus by the school staff where they will ride the bus to the corner of Weiler Ave. and Northbrook Dr. A Panorama Staff member will meet the children as they exit the bus and walk them to Greenglade Community Centre (200m distance). **Children in this school must register with SD63 Transportation prior to the school year.** <https://www.sd63.bc.ca/programs-and-services/transportation>

Students from **Deep Cove Elementary** will be transported to Greenglade Community Centre by SD63 School Bus (#2). These children will be put on the school bus by the school staff where they will ride the bus to the Greenglade Community Centre Parking Lot. A Panorama Staff member will meet the children as they exit the bus and walk them into the building. **Children in this schools must register with SD63 Transportation prior to the school year.** <https://www.sd63.bc.ca/programs-and-services/transportation>

KELSET students will meet a Panorama staff member directly after school on the back field. They will walk to the Panorama Bus and ride to the Greenglade Community Centre. Children who are in Kindergarten will be met outside their classroom doors – please confirm where your child’s classroom is so we can facilitate a smooth pick up.

Students at **Keating Elementary** will be transported to Central Saanich Cultural Centre by SD63 School Bus (#23). These children will meet at designated school bus gathering point (gymnasium) Kindergarten students will be led there by school staff and all students will ride the bus to Brentwood Elementary. A Panorama Staff member will meet the children as they exit the bus and walk them to Central Saanich Cultural Centre (300m distance). **Children from Keating**

Elementary school must register with SD63 Transportation prior to the school year.

<https://www.sd63.bc.ca/programs-and-services/transportation>

Students at **Brentwood Elementary** will be met at the school by a Panorama Staff by the flagpole and walked to the Central Saanich Cultural Centre (300m distance). Children in Kindergarten will be met around the back of the building by our staff team and will be walked to the flagpole to join the rest of the group.

Pick- up and Drop-off Processes

Out of school care staff will follow the previously listed pick up plans for each school/bus stop listed.

If your child is registered to attend our program and we arrive at the school and your child is not at the designated pick up area or do not come off the school bus, the following procedure is put in place:

- A phone call will be made to a supervisor to see if there was a late withdrawal or notice of non-pick up.
- The program leader will check in with the office and teacher to see if your child has attended school that day.
- School grounds will be checked if the child had attended school, or the bus driver will be asked if the child was on the bus that afternoon.
- Attempts will be made to contact parents/guardians and/or emergency contact numbers. Staff will inform the supervisor of the missing child.
- If we are unable to contact someone who can confirm your child's whereabouts within 15 minutes, we will immediately contact the RCMP and file a missing child report.
- Search of school and route child may have taken home will continue with the help of the RCMP.
- It should be noted that while locating your child's whereabouts other children's pick-up may be delayed.

The care and safety of your child is our top priority, and several resources will be involved in trying to locate your child. Therefore, it is imperative that you inform Panorama Out of School Care **before 1:00pm** each day that your child is registered if you have made alternative plans, please email outofschoolcare@panoramarec.bc.ca. This is inclusive of sick days or planned absences for vacations.

If you wish to drop off your child outside of regular routine (ie after extracurriculars or appointments), please note you will need to accompany your child to their program space and sign them in.

At the end of the day, parents/guardians must sign out their children. Please ensure that your child is picked up promptly by the end of program. If someone who is not listed as an authorized person on the Registration Form is picking up your child, you are required to notify the staff in writing beforehand so that they are aware of this change. If the team is not notified, your child will be requested to stay until the parent is contacted to verify pickup. We encourage you to add all individuals authorized for pick up to the relevant section on Registration Form. Please note that all staff will ask to see identification for all individuals they are unfamiliar with.

Custody and Court Related Orders

If there is a custody order in place, please provide a copy so we can include this in your child's file. If there are no legal documents, the enrolling parent must provide information on access. Staff will follow information provided.

Please provide us with a photo of anyone with a custody or no contact order in place prior to your child starting in care.

Alleged Impaired Pickup

It is the staff team's responsibility to not release a child to an authorized person who is unable to adequately care for the child. If the staff believe the child is at risk, they will offer to call a relative or friend to pick up the person and child or call a cab to pick them up. If the person is driving a vehicle, the staff will explain that driving while under the influence of alcohol or drugs is against the law and that they are obligated to ensure the safety and wellbeing of the child. If the presumed impaired person chooses to get into the car with or without the child, the staff will immediately notify the police and provide a description of the car and geographic vicinity. If the staff believe that the child is in need of protection, they will call the Ministry for Children and Families.

Early Dismissals, Pro D Days, and Unforeseen Closures

Early Dismissals

Each school has early dismissal days throughout the year. Panorama Recreation will pick up children early on these days at no extra charge. These dates will be distributed once confirmed with SD63.

Pro D Days

Out of School Care is closed on statutory holidays, Pro-D Days, Winter Break, Spring Break, and Summer Break. Please check the SD63 calendar for school closure dates. Please note that these closures require separate registration. Please register ASAP to confirm your place for these special care offerings as they fill up quickly.

Unforeseen Closures

In the event of Panorama Recreation having to close due to reasons beyond our control (including but not limited to snow days, earthquakes, fire, and floods) you will be notified prior to the start of the program or if program is in progress you will be contacted to pick up your child immediately. Credits will be prorated and processed based on time lost.

In the event of School District 63 unforeseen closures (including but not limited to teacher's strike) our regular after school care program will continue and no refunds will be processed during these times. On these closure days, we will attempt to offer full day hours of care if we can. These hours will be at an additional cost.

Health & Safety

Emergency Information

Completed Registration Forms are due two weeks prior to your child's start date or other specified date provided. As per licensing regulations we cannot provide care to a child unless we ensure the child's parents/guardians or emergency contacts can be contacted while the child is in our care.

Emergencies

All staff are trained in Panorama Recreation Emergency Procedures, including those for fire, earthquake, and other major emergencies. Fire drills will be carried out each month, and an earthquake drill is performed once per year according to Childcare Licensing Regulation.

Fire and/or Site Evacuation: In the event we need to evacuate the building, parents will be notified where to pick up their child.

Earthquakes: In the case of an earthquake, if possible we will remain on site. If the centre is badly damaged, emergency crews will relocate us to the nearest emergency centre.

Shelter in place: A shelter in place may need to be implemented should there be an external threat and it is safer for participants and staff to remain inside the building than out. The objective of the shelter in place is to isolate building occupants from potentially dangerous substances such as an external threat. Parents will be notified and kept up to date on the status of the situation and notified when pick-up is safe.

Medical Emergency: If a child has a medical emergency and requires urgent care and transportation by ambulance, an educator will travel with the child and wait until a caregiver has arrived. Caregivers will be contacted immediately, and the assigned educator will be the point of contact until the caregiver has arrived.

Earthquake pack: Each child will have their own earthquake/emergency pack onsite at the preschool. Caregivers are responsible to send the following in a large Ziploc bag: comfort item, water bottle, fruit leather or non-perishable snack bar, and a warm change of clothing.

Health & Sickness Policy

We are committed to providing a safe and healthy place for each child in our program and children with a communicable disease must be kept at home and must be symptom free before returning to program. Please refer to the following illness list for guidance:

- **Communicable disease:** This includes chicken pox and measles. Cases must be reported to program staff as soon as they are diagnosed. As each situation can be different, Island Health will provide information in regards to how long the child should be excluded from care.
- **Infected skin/eyes/rash:** A doctor must examine undiagnosed skin irritations and provide clearance prior to child's return to care. Eye infections such as Conjunctivitis (pink eye) is contagious and must be treated. Once the eyes are clear, child can return to care. Hand, foot and mouth disease is also contagious and can remain contagious for 7-10 days after initial breakout. Returning to care is permitted once blisters are healed and no other symptoms remain. Please note this may be at the discretion of the staff team based on location of sores.

If a child becomes ill during their time in program, parents will be called to pick-up their child. If they cannot be contacted, we will call their emergency contacts to pick-up their child. Staff will separate children who are ill from the main group if possible until pick up for the health of the other children.

If your child has been exposed to a serious illness or communicable disease, including exposure via other members of the home, please share this information with the staff. All personal information will be kept confidential, and the only information shared with other families is the name of the illness and not where or whom it came from. In this way, we can prevent the spread and keep the staff team and children safe in program.

Additional cleaning protocols via our maintenance and staff team will be enforced in the event of a serious illness exposure. This includes but is not limited to:

- Removal of soft toys, cushions, etc... to be laundered.
- Removal of shared sensory play items (ie: play dough, sensory bins, kinetic sand etc...)

- Increased sanitation of high touch surfaces such as doorknobs, taps, tables, counters, and hard toys.

Head Lice

If your child contracts head lice, please inform the staff team. It is important that we contain the spread of head lice, so enhanced cleaning will be completed for all soft surfaces. Please note we adhere to SD63 notices for lice and will initiate cleaning protocols if notices are sent home from school.

Medication

Doctor prescribed medication in its original container can be administered by our staff. The container must state the child's name, dosage and time to be given. Please review with our staff team and complete a permission to administer medication form.

Allergies

It's essential that we provide a safe environment for your child and staff. If it is brought to our attention that there is a child attending preschool with a life-threatening allergy (Anaphylaxis) concern, the following guidelines will be implemented:

- The identified food items will not be permitted within the program.
- When programming involves cooking or special food items, parents of children with allergies will be notified so they can provide an alternative product or arrangement.
- Anaphylaxis Action Plan will be completed and posted for all staff. All staff are trained in emergency first aid.

Suspected Child Abuse

The safety of the children in our care is our top priority. As a requirement by law under the Child, Family and Community Services Act of British Columbia is to report suspected abuse, disclosed abuse, or neglect. Reports would be filed with the Ministry for Children and Family Development who would follow up the parent/guardian. Staff are trained in Panorama's Child Protection Policy and would follow this process for any suspected child abuse or neglect.

Communication

For communication regarding your child being absent, unwell, please remember to email outofschoolcare@panoramarec.bc.ca. Your child's designated classrooms have shared Panorama cellphones which will be used to call and text home if needed. Upon starting the program, you will be provided the correct number for your child's class.

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